



BEHAVIOR

APPROPRIATE BEHAVIOR TOWARDS CLIENTS & COLLEAGUES

1. working well as part of a team or group
2. a positive attitude toward co-workers, the workplace and the tasks of the job
3. a clean and suitable appearance, taking into account to the job you do
4. respect for others and respect for individual differences
5. being on time for work
6. being polite and helpful on the telephone and to clients in person
7. Integrity
8. Ethics

INAPPROPRIATE BEHAVIOR TOWARDS CLIENTS & COLLEAGUES

1. Workplace bullying (**repeated and unreasonable behavior** directed towards a worker or a group of workers that **creates a risk to health and safety**)
2. Harassment (unwelcome behavior that intimidates, offends or humiliates a person because of a particular personal characteristic such as age, race, gender, disability, religion or sexuality)
3. Impairment in the workplace by alcohol or other substances, or
4. Workplace violence.
5. Deceit
6. Misconduct
7. Misselling (specifically to Clients)
8. Fraud or Cheating