

Policy: It is the policy to be a provider of choice to our students and clients. A basic tenet of this philosophy is our commitment to conduct all business transactions openly, fairly and above reproach or question.

All Transactions will be governed by “Respect” and by our business conduct principles. It is the responsibility of all employees to know and understand them and to be sensitive to any situation that could lead anyone to engage in actions that would violate or be contrary to any of those principles. Claims of ignorance, good intentions or bad advice will not be accepted as excuses or reasons for noncompliance.

Procedure:

1. Business Conduct Principles:
 - a. Display good judgment and high ethical standards in business dealings
 - b. Do not break the law
 - c. Keep honest and accurate financial records
 - d. Use company property for business only
 - e. Avoid conflicts of interest with School while conducting personal business.
 - f. Do not use confidential information for personal gain
 - g. Do not use funds for improper or illegal activities
 - h. Requests from National, State, and municipal government agencies should be forwarded to Human Resources

This list is not all-inclusive nor exhaustive and other principles may apply.

2. The success of the School depends upon the quality of the relationships between the School, our employees, our clients, our suppliers and the general public. Our client’s impression of the School and their interest and willingness to work with us is greatly influenced by the people who serve them. In a sense, regardless of your position, you are the Schools ambassador. The more goodwill you promote, the more our clients will respect and appreciate you, the School and it’s products and services.

3. Here are several things you can do to help give clients a good impression of the School:
 - a. Act competently and deal with clients in a courteous and respectful manner.
 - b. Communicate pleasantly and respectfully with other employees at all times.
 - c. Follow up on orders and questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
 - d. Do not guess or assume answers. If you are unsure – ask your Program Director or Lead Teacher.