



....employee to employee.....

1. **Appearance and conduct** – please ensure that you wear your uniform only when you are on duty. It is important that your appearance in general projects the authority, discipline and neatness that is conducive in setting the right example to our students;
2. **Customer Service** - ESE students are our customers, when dealing with student enquiries please act cordially at all times and take a positive approach to student's requests and problems. Whenever possible build up a rapport with the students by socialising and adopting inclusive approach to all students;
3. **Breaching school rules and policies.** Kindly observe the school's regulations and departmental operational procedures at all times. Never disregard health and safety precautions and always ensure that the actions or inactions of ESE employees and students never endanger others;
4. **Equal opportunities** – Never indulge in any form of discrimination, harassment or victimization of any colleague, client or associate for any reason (such as on the grounds of sex, age, racial/national origin, beliefs, disability, sexual orientation) or the inciting or condoning of such acts by others. Serious breach of any equal opportunities legislation; serious or repeated contravention of the school's equal opportunities policies will not be tolerated;
5. **Computer-related issues.** Serious misuse of, or deliberate damage to, any school computer hardware or software; any deliberate attempt to breach data protection or computer security rules (such as misusing passwords); accessing, storing or circulating offensive material via e-mail, the internet; deliberately breaching a software copyright or licence will not be tolerated;
6. **Alcohol use** – Never drink alcohol before or whilst at work and when you are in uniform. Do not forget you are officially representing ESE;
7. **Relationship with students** – Your relationship with students should be limited exclusively to that of student / ESE Staff at all times. NO EXCEPTIONS;
8. **Teamwork** – Cooperation with your fellow employees is crucial to our success. Always help other ESE employees whenever necessary and never argue in front of our clients;
9. **Illegal acts** – Be alert that our students are not exposed to criminal acts. A proactive approach is to be taken. Immediately report any criminal acts such as drug abuse, sexual molestation, physical abuse and theft;
10. **Responsibilities** – Never abandon your place of work and always live up to your responsibilities to the fullest. Mistakes can not only cost money but lives. Any action or inaction could be detrimental to the company's operations.