



Office Protocols

ACS (International)

See also:

- General Code of Ethics
- Protocol for Conflict Resolution
- Dealing with Gossip

The School relies heavily on all its support staff in order to serve its clients efficiently and well. All Support Staff from cleaners to office workers at whatever level are an integral part of the school's workforce and, indeed, the School Community itself.

To promote and sustain efficient and effective productivity in the workplace, it is necessary to ensure that professional working relationships are cultivated and maintained at all times.

Please follow these guidelines:

1. Please treat all colleagues with professional courtesy at all times.
2. Where communication or interaction is necessary to complete tasks, this should be done directly with the person concerned rather than via a third party.
3. Confidentiality and discretion: office personnel are trusted to deal with and have access to confidential information. Such information is not on any account to be discussed with or disclosed to others unless necessary as part of professional duties.
4. All colleagues should refrain from gossiping and to discourage gossip about others.
5. Staff are expected to work together with team spirit, openness and honesty. Team members should support and respect one another without endeavouring to highlight others mistakes. Should mistakes be made, these should be dealt with professionally.
6. Colleagues are expected to work efficiently and remain on task during office hours. Personal phone calls (except for essential communication), internet messaging etc. should be made in personal time such as lunch hour.
7. Emails should be factual and to-the-point.
8. Avoid email debates. All disagreements should be resolved face-to-face. (See protocol for conflict resolution).
9. Please address each person by their accepted names and not in third person.
10. Adopt Win-Win attitude - I can help someone today with the expectation that I would be helped by that person on another day
11. Appreciate each other - say a 'thank you' after help is given
12. Please be open, considerate and pleasant.

