

	Department Procedure: <b>Technician Code of Conduct</b>	Doc No.: JIC-CS-P-054	Page 1 of 1
	Standard Clause(s)	Revision Date: 9/22/2017	Revised By: V. Frail
		Revision No. 1	Approved By: S. Ditner

## Technician Code of Conduct

### 1.0 Purpose

To outline the expectations for professional conduct for Jamesway technicians

### 2.0 Scope

Applies to all Jamesway technicians, contract or permanent.

### 3.0 References

N/A

### 4.0 Responsibility

Jamesway technicians are responsible for adhering to these standards.  
Service Managers will oversee the conduct of technicians.

### 5.0 Procedure

Jamesway field service technicians are expected to adhere to and follow the Code of Conduct as applies below, ensuring a professional interaction with all parties to maintain Jamesway's image.

#### 5.1 *Our Relationship to Jamesway*

- 5.1.1 Speak respectfully and positively of Jamesway as a whole at all times
- 5.1.2 Remember we are all part of one team
- 5.1.3 Provide as much information as possible when communicating on-site issues back to head office, without passing judgement

#### 5.2 *Our Relationship to Our Customers*

- 5.2.1 Be respectful and courteous at all times
- 5.2.2 Honour the requests of customers
- 5.2.3 Help wherever possible
- 5.2.4 Follow all customer policies at all times, including but not limited to policies on biosecurity and safety

#### 5.3 *Our Relationship to On-Site Contractors*

- 5.3.1 Be respectful in speech and conduct
- 5.3.2 Address issues directly with contractors on site before escalating to the customer or the Service Manager
- 5.3.3 Ensure our needs and expectations are well communicated

#### 5.4 *Our Relationship to Other Technicians*

- 5.4.1 Be respectful in speech and conduct
- 5.4.2 Outline clear instructions when handing a site over to another technician
- 5.4.3 Follow designated installation procedures to maintain consistency throughout the group

### 6.0 Revision Table

Revision	Change Description	By Whom	Date
0	Initial version	V.Frail	7/4/2017
1	Added Approved by S. Ditner and released	G. Palmer	9/22/2017