**Ethical Conduct Quiz**

As an employee of our company, you must complete this quiz at the start of your employment with us.

Make sure you have read and understood the company’s Code of Ethics and Code of Conduct before attempting this quiz.

1. What are the rules of the workplace dress?

|  |  |
| --- | --- |
| Follow the company’s dress code. | Formal attire. |
| Relaxed casual. | Cocktail dress/clothes. |

1. The standards of professional behaviour apply:

|  |  |
| --- | --- |
| Only while at work. | Only while wearing a uniform. |
| Anytime while at and outside of work. | Only when dealing with customers. |

1. Can you use company’s e-mail, systems or equipment for personal reasons?

|  |
| --- |
| Yes |
| No |

1. What does Accountability in the workplace mean?

|  |
| --- |
| Doing the job as long as you are paid. |
| Going above and beyond paid or unpaid to prove yourself. |
| Doing what your boss tells you to do. |
| Being honest, trustworthy and diligent about work. |

1. If you can’t complete the task that was assigned to you, you must:

|  |
| --- |
| Ask someone else to do it in exchange for doing their work that they don’t like doing. |
| Ask your supervisor or manager to give you a different task. |
| Work hard to build on skills and knowledge to make sure you are competent in your work. |
| Keep it to yourself and do something else. |

1. How do you deal with the rude or difficult customers?

|  |
| --- |
| Go above and beyond, charge them less and give them discounts. |
| Serve them the same way you would serve any other customer. |
| Go out of your way not to say something that may offend them. |
| Be cheerful and make jokes. |

1. Which of the following statements is most true?

|  |
| --- |
| When the team does not cooperate, they endanger their own success. |
| When the team does not cooperate, they endanger the success of their team. |
| Both of the above. |
| None of the above. |

1. Which of the following statements is NOT true?

|  |
| --- |
| I don’t need to work on my ethical behaviour, as long as I do my job correctly. |
| I should improve my work ethic so I can build better relationships with my colleagues. |
| My work ethic has an impact on my professional performance. |
| None of the above. |

1. What is the best way to respond to a colleague/manager who is criticising your work?

|  |
| --- |
| Listen to the feedback. |
| Ask them what you could do to improve your work in the future. |
| Stay calm and professional when dealing with them in the future. |
| All of the above. |

1. While on a lunch break in a café you overheard your colleagues discussing confidential information about a client. They mention the client’s by name.

What would you do in this situation?

|  |
| --- |
| Ignore the colleagues. |
| Talk to your colleagues in private to express the concern over their discussion and to remind them about confidentiality requirements. |
| Report them to HR/Management. |