

Acculevel Code of Conduct

This Code of Conduct outlines the expected standards of behavior and professional conduct for all Acculevel associates in their daily interactions and work. It is guided by our core values and mission and complements the more detailed policies found in the Acculevel Company Handbook, particularly the section on Business Ethics and Conduct, including Confidentiality.

I. Professionalism and Workplace Conduct:

1. **Respectful Interactions:** We treat all colleagues, customers, partners, and vendors with courtesy, respect, and professionalism at all times.
2. **Positive Attitude:** We strive to maintain a positive and constructive attitude, contributing to a supportive work environment.
3. **Teamwork and Collaboration:** We actively participate in team efforts and work collaboratively to achieve company goals.
4. **Integrity and Honesty:** We conduct ourselves with integrity and honesty in all business dealings.
5. **Compliance with Policies:** We adhere to all company policies, procedures, and guidelines, including those outlined in the Acculevel Company Handbook and the separate Dress Code Policy.
6. **Responsible Use of Company Resources:** We use company resources responsibly and for legitimate business purposes.
7. **Confidentiality:** We understand and adhere to the company's policies regarding the safeguarding and non-disclosure of confidential information, as detailed in the Acculevel Company Handbook.
8. **Problem Solving:** We approach challenges with a solution-oriented mindset.
9. **Timeliness and Reliability:** We are punctual and reliable in our work responsibilities.

II. Customer Interactions:

1. **Customer Focus:** We prioritize the needs of our customers and are dedicated to providing exceptional service.
2. **Professional Representation:** We represent Acculevel professionally in all customer interactions, adhering to the Dress Code Policy and maintaining respectful communication.
3. **Clear and Honest Communication:** We communicate clearly and honestly with customers.
4. **Problem Resolution:** We strive to resolve customer issues effectively.

III. Adherence to Core Values in Conduct:

1. **Being Coachable:** We are receptive to feedback and actively work to improve.
2. **Staying Humble:** We conduct ourselves with humility and respect for others.
3. **Focusing on Alignment:** We ensure our actions align with company objectives.
4. **Moving at the Speed of Instruction:** We are responsive and efficient in our tasks.
5. **Having a Positive Attitude:** We maintain a positive and professional demeanor.

IV. Reporting Concerns:

Any concerns about potential violations of this Code of Conduct or the policies outlined in the Company Handbook should be reported to a supervisor, HR representative, or designated leadership.

V. Consequences of Violations:

Failure to comply with this Code of Conduct and other company policies may result in disciplinary action, as outlined in company guidelines.

VI. Acknowledgment:

All Acculevel associates are expected to read, understand, and adhere to this Code of Conduct and the Acculevel Company Handbook.