



<b>Policy Name:</b>	<b>Standards of Behavior</b>	<b>Date Revised:</b>	<b>8/2016</b>
<b>Purpose:</b>	<b>Guidelines for Professional Conduct</b>	<b>Board Approval:</b>	<b>8/2016</b>

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**PURPOSE:**

To establish guidelines for proper business conduct that promotes a professional setting.

**POLICY:**

***Interpersonal Relations***

- Respect each other as individuals and to demonstrate the GNB values in our working relationships and interactions with others.
- Participate candidly and directly with supervisors/managers and senior management, asking questions when clarification is needed and continually striving to make GNB a better place to work.
- Observe all applicable policies and procedures to help ensure a safe, efficient and appropriate working environment.
- Participate in positive problem resolution.
- Make every effort to foster a positive working environment and to encourage honest, open communications and trust in order to promote productivity, innovation, critical thinking, problem solving and process improvement.
- Respect cultural diversity and to recognize and value each employee's uniqueness and contributions to a cohesive, productive work force.

***Telephone Courtesy and E-Mail Etiquette***

Phone lines are needed for official business. Lines must be free for emergency and business calls. Personal calls should be kept to an absolute minimum. Please make all your personal calls on a public telephone, and inform your family and friends to call you at work only in an emergency.

When answering a business telephone, please:

- Answer promptly and properly, identifying yourself and your department;
- Give accurate and careful answers;
- Be attentive to saying "please" and "thank you"; and
- Use a helpful and pleasant tone of voice.

### ***Use of Communications Network (including Telephones, E-Mail, etc.)***

GNB relies on a computer and telecommunications network, including files, databases, voicemail, telephone, e-mail, and the Internet to connect its internal operations.

This network is intended for reasonable and responsible business purposes and is not intended for personal use (i.e. chatting, facebook, blogging, twitter, etc). Using this network in ways that generate a direct cost to GNB, such as making long-distance calls, is prohibited [or requires making prior arrangements with your supervisor for appropriate reimbursement].

GNB monitors for appropriate\* usage and does not guarantee the confidentiality of any electronic communication. You should not use electronic services for messages you wish to remain confidential. GNB reserves the right to track the use of its Internet gateways. Inappropriate use or transmission over GNB's communications network is a serious issue, potentially warranting discipline.

### ***Office Visitors***

The nature of our business merits routine visitors. However, visits from those who are not engaging in business-related matters is not acceptable on business time. All non-business related visitors must be handled/welcomed on non-business hours or official rest and meal periods.

Repeated violations of any workplace conduct rule will result in disciplinary action up to and including possible termination.

\*Inappropriate usage can be defined as pornography, violence, racist/ethnic propaganda, etc.