

APPENDIX B  
TEAM MEMBER STANDARDS OF CONDUCT

- Always be helpful to customers and provide them the high quality service you would expect.
- Know whom you serve and provide them services that meet their expectations of quality and efficiency.
- You should know the needs of your internal and external customers so that we may deliver the products and services they expect.
- Fully support others in the Savannah District in performing their work for our customers.
- If you see a project or an action being improperly accomplished by a team member or contractor, make the responsible person aware that it should be corrected.
- You should continuously identify defects and make corrections.
- Always perform your job consistent with laws and standards and maintain your professional integrity.
- You should conduct yourself in a manner that reflects high ethical standards.
- Always make positive comments about team members, customers, and other Corps offices.
- Be an ambassador for the Corps and Savannah District within and outside the workplace.
- Government property is the responsibility of every person.
- Take pride and care in your personal appearance and work.
- Conserve Government resources.
- When sending mail messages always be courteous.
- Use proper telephone etiquette, and if using voice mail, make messages to the caller short and concise. Respond within a day to caller's messages.
- Be knowledgeable of District personnel standards for leave, work hours, breaks, overtime, etc., and follow those standards.
- Treat all team members with respect.