

## Code of Conduct

### For a Professional Secretary/Administrative Assistant – member of PAFSA

#### Introduction

This code of conduct sets standards and guidelines for the secretarial/administrative profession.

In essence, it aims to ensure that the members of this profession conduct themselves with dignity and integrity, and that they strive to improve their own competence and proficiency as well as those of their peers.

#### 1. Towards employer

##### Expected to:

- Be ethical and safeguard confidentiality with respect to sensitive information regarding products services and activities.
- Be ethical and respect confidentiality regarding information on other personnel.
- Be ethical, and respect confidentiality regarding own departments work if questioned by colleagues or outsiders.
- Be honest when requesting any leave other than when taking credited annual leave.
- Adhere to all of the employing organisation's procedures, practices, rules and regulations.
- Be punctual and productive every workday.
- Adhere to company dress code.
- Have the right skills and attributes for the position and if not, to inform employer of the need for necessary further training.
- Conduct herself/himself at all times in an orderly and lawful manner.
- Treat the property and resources/equipment of employer with due care, regard and respect. These must also be used honestly and not to own benefit.
- Have full loyalty to employer and should report any untoward behaviour of colleagues or clients that could impact on own integrity or on the integrity & well-being of the employer.
- Refrain from any unruly work practices, nor to incite other workers to such behaviour.
- Behave appropriately at public functions and events organized by the employer.
- On deciding to terminate service, fulfil administrative requirements and leaving with dignity.

#### 2. Towards own manager/supervisor

##### Expected to:

- Carry out all lawful and reasonable instructions given by manager, in a proper loyal and efficient manner according to the organisation's work practices and rules.
- Treat all supervisors and managers with loyalty and respect.

#### 3. Towards co-workers

##### Expected to:

- Treat all co-workers with respect
- Refrain from use of obscene language or gestures while at work.
- Refrain from threatening co-workers, directly or indirectly, if they do not fulfill expectations.

#### 4. Towards clients

##### Expected to:

- Treat all clients and suppliers with respect and integrity.
- Be ethical in client dealings.
- Maintain the mutual goodwill that exists between the employer and client or supplier.  
Be cordial in all dealings and circumstances with clients or suppliers.

#### 5. Towards peers in the same profession

##### Expected to:

- Set an example to other secretaries/administrative assistants regarding a professional comportment.
- Be an example to personnel in other professions regarding a professional comportment.
- Be willing to assist any other secretary/administrative assistant who asks for help or advice.

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