



KEY RULES OF CONDUCT

Key Rule of Conduct #1:

Make **clear statements**, and always back up your words with actions. You have the whole Vincotech team behind you – take advantage of it to deliver on our performance promises.

Key Rule of Conduct #2:

Demonstrate your interest in the customer as an individual. Be an active listener and show you care by asking open questions. Do this to **take professional conversations to a higher level** where motivations, goals and the like can become topics of conversation.

Key Rule of Conduct #3:

Vincotech's **corporate design rules aren't optional**.

Key Rule of Conduct #4:

Take full responsibility for all inquiries until the customer is satisfied or has been referred to the person who will handle the matter to their satisfaction.

Key Rule of Conduct #5:

Go the extra mile to accommodate customers' needs.

Key Rule of Conduct #6:

Give open feedback to your peers to help one another improve our customers' experience.

