

Appendix 1 (b)

STAFF CODE OF CONDUCT

IDA Ireland is committed to a culture and philosophy of excellence in dealing with our customers, internal and external stakeholders and the general public. This commitment necessitates high standards of behaviour and excellent levels of service. All staff should operate in a professional manner with all customers and should demonstrate a willingness to “go the extra mile” in order to accommodate the needs of our customers.

This Code of Conduct provides guidelines to IDA staff on upholding IDA values and standards. The code should be adhered to in conjunction with all key IDA policies including our Protection of Dignity at Work policy, IT Security policy and grievance procedures.

1. STANDARDS OF COMMUNICATION

CONTACT WITH CLIENT COMPANIES

IDA Ireland has implemented a Customer Charter which outlines the organisation’s mission statement as well as its formal commitments to clients. This Code of Conduct provides a guideline for the successful delivery of the Customer Charter. All IDA staff must familiarise themselves with the Charter and uphold its values and standards at all times when in contact with client companies. Where changes in personnel occur, either the relevant client companies should be formally notified in writing, or a “hand over” meeting should be set up to introduce their new primary contact person or team.

OFFICE AND MOBILE PHONES

As a general rule, all phones should be cordially answered within three rings. Calls should be returned on the same working day where at all possible - and no later than 24 hours of receipt. This applies equally to staff members travelling on IDA business. While on leave, arrangements should be made for calls to be answered and issues to be dealt with by an appropriate colleague. A designated colleague or team member should answer phones at all customer contact points during standard working hours.

VOICEMAIL

Voicemail should not be switched on when a staff member is at his or her desk. While absent from the office, phones should be transferred, by agreement, to another staff member for message taking or issue handling; with voicemail being used only as a contact of last resort. All internal and business mobile phone voicemail messages should be kept current. Business mobile phones should be turned on during working hours when out of the office except when attending meetings.

LETTERS, E-MAILS AND FAXES

All letters, e-mails and faxes from clients which cannot receive a full reply within three days should be acknowledged and an indication given as to when a full reply will be forthcoming. While away from the office, a detailed 'out of office reply' should be set up on Outlook. Appropriate arrangements for handling correspondence should be also agreed with other team members.

REQUESTS FOR INFORMATION

All requests to the organisation for information should be handled promptly and professionally. All information provided should be accurate, source referenced and presented in a professional manner. Responsibility for dealing with the request should be maintained by the staff member receiving the request until the information is provided or until passed to another member of staff, competent to respond, who assumes responsibility.

INTERNET USE AND IT SECURITY

All staff have a responsibility to use the Internet in a professional, ethical and lawful manner. Personal use of the Internet should be kept to a minimum and conform to our guidelines and policy in its use. IDA's policy on internet use / IT is found at:

<http://idaconnect/StaffServices/ITResources/ITPolicies/>

2. MEETINGS

Punctuality for meetings, both externally and internally is extremely important.

Responsibility for informing participants of changes to the time or venue rests with the convenor. In the case of internal meetings at least 30 minutes of advance notice of changes should be given. Agendas and objectives should be agreed and circulated in advance, in order to improve the effectiveness of meetings. Meetings should address the issues and concerns of

customers in a professional manner and conclude with an agreed programme of action. Minutes of meetings with assigned responsibility and timetable for follow up action, should be circulated promptly after the meeting. A synopsis of the issues discussed and actions agreed at all formal IDA customer meetings should be recorded subsequently on the Company Information System (CIS).

3. KNOWLEDGE SHARING

IDA Ireland is committed to fostering a culture of knowledge sharing and organisational learning. We all need each other's knowledge and information in order to effectively do our jobs. It is therefore imperative that we impart information, in a timely fashion, to colleagues throughout the organisation where it is relevant to their particular role. IDA Ireland's Company Information System (CIS) has been put in place to facilitate effective cross-functional knowledge sharing. All staff should avail of the CIS and wider intranet when seeking relevant information.

Furthermore, all contact with client companies by all staff must be logged and recorded on the CIS. All staff should cooperate with colleagues in maintaining and updating the quality of this information. Staff should also inform their relevant colleagues where information errors or inaccuracies are identified.

4. STAFF AVAILABILITY

All offices, units, departments or teams should ensure that there is a team member available as a primary point of contact during standard working hours. Where possible, staff should be prepared to meet customers even when an appointment has not been made.

5. FAIRNESS AND EQUALITY

IDA Ireland staff should commit to acting with honesty and integrity in all business dealings and in relation to all work tasks in IDA Ireland. All staff members should treat their colleagues, clients, business partners and all internal and external stakeholders with the utmost respect. Equality is an established priority for IDA Ireland and our equality policy aims to ensure that all staff are treated fairly on a daily basis and are provided with equal opportunities for personal development and career progression. All staff should respect this policy. It can be found at <http://idaconnect/HR/PoliciesInformation>.

6. CONFIDENTIALITY

All staff should uphold a high level of confidentiality. Sensitive commercial or personal information or information about IDA customers or business may not be disclosed to third parties. Where disclosure of information is required by law (i.e. the Freedom of Information Act, 1997) the relevant information should be communicated in a professional manner which enhances openness and transparency. The importance of record keeping and the effect of the Freedom of Information Act can be found at:

<http://idaconnect/HR/LearningandDevelopment/StaffInduction>

7. PRESENTING A POLICY OF EXCELLENCE

In line with IDA Ireland's policy of excellence in dealing with customers and other stakeholders, staff should ensure their personal appearance reflects this. All staff are expected to uphold a professional dress code at all times. Given the frequency of visits from client companies and other external parties, it is essential that the organisation is perceived as a highly professional body. All staff should therefore ensure the tidiness of his or her own workstation or office. From a security point of view, all work material should also be stored in cabinets outside of normal working hours.

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