**Code of Conduct Between the Partners of the Employer Solutions Team**

**June 2014**

As an individual member of the Employer Solutions Team, on behalf of my organization and when representing the team, I agree to:

* Plan, direct and deliver services to businesses and employers to meet the stated requirements in the Employer Services Plan.
* Build and maintain effective employer and business relationships through proactive business programs and problem resolution.
* Assist in defining or designing business processes and solutions collectively with the team.
* Assist in identifying business opportunities and successfully delivering employer services to meet the team’s objectives.
* Assist in preparing business plans for assigned projects.
* Maintain in-depth knowledge of business drivers and challenges and share trends.
* Identify and propose solutions for business needs.
* Identify issues/risks and recommend strategic solutions to improve critical business outcomes.
* Evaluate current business processes and programs to ensure maximum service delivery and continuous improvement.
* Work with Employer Lead on business need analysis, plan development, and service execution as required.
* Share business and employer contacts in a transparent fashion.
* Utilize the business contact management system to ensure a single point of contact (e.g., checking the system before contacting an employer, keeping contact dates in the system while interacting with employers.

Signature of Employer Solutions Team Member Date

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