

Code of Conduct:

We as Metrorail Employees promise and commit to:

1. Accept responsibility and accountability to address poor customer service in and beyond our work areas.
2. Adhere to all instructions, policies and procedures.
3. Always report and record all incidents and faults (with references) and never admit liability in any way at an incident.
4. Treat customers and colleagues with the utmost courtesy, honesty and respect.
 - 4.1 Always give customers our undivided attention when dealing with them.
5. Respond to and address all customer enquiries and complaints by giving appropriate customer related information.
6. Always portray a professional image by being presentable, identifiable (name tag and title) and dressed in appropriate uniform whilst on duty.
7. Not to behave in a manner that could endanger customers and colleagues and to always warn them about unsafe behaviour and to take appropriate action.
8. Not to smoke, eat or drink in front of customers or sleep while on duty.
 - 8.1 We will not consume alcohol or abuse substances whilst on duty or in uniform.
 - 8.2 We will smoke only during smoke-breaks and only in designated areas.
 - 8.3 We will not smell of alcohol while on duty.
9. Contribute to the health and safety of our environment.
10. Go out of our way to assist customers with special needs, including the elderly, tourists and children.
11. Refrain from sexual harassment and other inappropriate behaviour.
12. Be honest in our dealings with customers and within the organisation by refraining from bribery, fraud and theft; reporting irregularities and declaring all gifts.
13. To be in our workstations on time, to be well-equipped and ready for duty when signing on and to sign on and off on actual time worked.
14. Always respect the property of customers, colleagues and our employer.
 - 14.1 Report and hand in any lost property.
15. Not to communicate with the media on company matters but refer it to the designated spokesperson.
16. Refrain from leaving workplace without authorisation.
17. Have no dealings with hawkers inside the operational area or buy stolen goods.