Across

6. A positive feeling of esteem or deference for a person or organization; it is built over time and can be lost with inconsiderate actions.
8. Acting within certain moral codes in accordance with the generally accepted code of conduct or rules.
9. Behaving in a way that prostrays "nobility of soul and magnanimity.
10. A Facet of moral character that connotes positive and virtuous attributes such as truthfulness, straightforwardness of conduct, loyalty, fairness and sincerity.

Down

1. The ability of an individual to do a job properly. A combination of knowledge, skills and behavior.
2. Respecting the set of rules or promise that restricts you from further and unauthorized dissemination of information
3. Being friendly, polite and well mannered with a gracious consideration towards others
4. Fulfilling an assigned task and as an extension-not letting down expectations, it is been dependable, and reliable when called upon to deliver a service.
5. Quality of service which is unusually good and so surpasses ordinary standards
7. To show and lead by ____________________.