Handbook for workplace protocols

SECTION 4: WORKPLACE PROTOCOLS

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4.1 STANDARDS OF CONDUCT

Each employee has an obligation to observe and follow the Company’s policies and maintain professional standards of conduct at all times. If an individual behaves in a manner that is inconsistent with the principles of the workplace, corrective disciplinary measures may be taken.

Disciplinary action may include verbal warning, written warning, suspension without pay, or discharge. The Company does not guarantee that the same disciplinary action will necessarily precede another. Any disciplinary action may result in disciplinary action, up to and including discharge.

4.2 DRESS & GROOMING

Employees are expected to maintain the highest levels of personal grooming and present a neat, professional appearance at all times.

Our clients’ satisfaction represents the most important and challenging aspect of our business. Whether or not you have personal responsibilities place your own client contact, you represent the Company with your appearance as well as your actions. The personally trained employee helps to create a favorable image of the public and fellow employees.

4.3 KEEPING PERSONAL DATA CURRENT

We need to maintain up-to-date information about you, such as contact details, etc. as you and/or your family in matters of personal emergency. Changes in name or address or emergency telephone number should be given to management promptly.

4.4 BUSINESS TRAVEL EXPENSES

The Company will reimburse employees for reasonable expenses incurred for business travel or entertainment. All such advances must be accounted for, and expense reports are required. All advances must be approved in writing.

4.5 USE OF COMPANY EQUIPMENT

Company equipment, including but not limited to, computers, software, Internet, fax machines, printers, copiers, and telephones, shall be used for the purposes of managing and operating the business. Although the occasional use of Company equipment in a personal emergency may be necessary, personal use should be kept to a minimum.

In addition, you are encouraged to maintain your personal computers in an orderly and organized manner.

4.6 CLIENT & PUBLIC RELATIONS

The Company’s reputation has been built on excellent service and quality work. To maintain that reputation requires the active participation of every employee.

The opinions and actions of clients toward the Company may be influenced by a long period of finely tuned actions of one employee. It is sometimes easy to take a client for granted but when needed, we can recall the last good year by that client, their spouse or associates, friends or family who may also be clients or prospective clients.

Each employee must be sensitive to the importance of providing courteous and professional treatment to all working relationships.

4.7 CONFIDENTIALITY - CLIENT MATTERS

Our professional ethics require that each employee maintain the highest degree of confidentiality when handling client affairs. No employee shall disclose client information to outsiders. All client contact dates are the property of the Company.

4.8 EMPLOYEE CONFIDENTIALITY AGREEMENT

During your employment at the Company, the Company will be giving you valuable industry training and access to its confidential information.

Protecting the Company’s confidential information is the responsibility of every employee and we all share a common interest in making sure it is not misappropriated or accidentally disclosed. The Company’s confidential information includes, but is not limited to, business practices, financial information, operational procedures and structure, client contact and contact information, client information, client data, sales, service, marketing, design, consults, vendor relations, vendor sales, vendor pricing, vendor contracts, design, marketing, sales, data, and all other information that the Company is required to protect.

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I acknowledge that each employee is responsible for reading this section of the policy manual in its entirety. I understand that this handbook replaces any and all prior handbooks and policies and practices of the Company.

I agree to abide by the policies and procedures contained herein. I understand that the policies and benefits contained in the employee handbook may be altered, deleted, or changed by the Company at any time. I understand that neither the issuance nor any other verbal or written communication by a management representative is intended in any way to create a contract of employment.

If I have questions regarding the content or interpretation of this handbook, I will bring them to the attention of management.

Employee Print Name:
Employee Signature:
Date Employee Signed:
Employee Print Name:
Employee Signature:
Date Employee Signed: