

# OFFICE POLICY MANUAL

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## **OUR PHILOSOPHY**

## **POLICY MANUAL**

In order to avoid confusion or misunderstanding this manual is provided to employees as a straightforward statement of firm policies, with guidelines for all to follow. The purpose of this Policy Manual is to facilitate a smooth flow of business operations. Wherever possible, the enactment of policy favours employee involvement and interpretation, providing it does not negatively impact upon COMPANY.

### **POLICY AND ADMINISTRATION**

#### **RATIONALE:**

It is the desire of the management of COMPANY to provide for clear definition and understanding of company policy in establishing and maintaining consistent employee performance, morale and positive employee relations. With periodic revisions and ongoing communication, we will establish clearly defined policies, which will prevent misconceptions and misunderstandings that could possibly lead to serious breaches in legal, moral and professional codes of conduct. In addition, the effective administration of benefit plans requires that employees' rights under firm policies and benefit plans must be well communicated and clearly understood in order to be fairly administered and effective.

## **BUSINESS CONDUCT**

### **1.0 Guidelines for Business Conduct**

#### **1.1 Basic Operations**

It should be understood that basic employee integrity is assumed to be ever-present in the conducting of business and discharge of duties. While there are duties outlined in an employee's job description, performance requirements/expectations may expand to encompass other functions, from time to time. It is expected that an employee will perform these duties to the full extent of his or her knowledge and potential at all times while representing COMPANY.

Responsibilities as outlined in various descriptions should not be perceived, or considered, as limiting statements. They are intended to create order and a routine to the flow of transactions and may, from time to time, need to be superseded by other measures.

Where policy interpretation becomes necessary in the absence of PRESIDENT, another member of the management team will be accepted as the person responsible for making required decisions. In the absence of PRESIDENT or another manager, a designated staff member on duty will be the person responsible for making required decisions.

#### **1.2 Basic Job Requirements**

All employees must have and maintain fluency and full literacy in the spoken and written English language. As well, all employees must have adequate knowledge in and be comfortable with the use of the computers and computer programs used by COMPANY.

It is also important that all employees of COMPANY immediately bring to the attention of PRESIDENT advice of their involvement with any of the following:

- criminal charges;
- criminal convictions;
- bankruptcy or insolvency;
- indebtedness to any client of COMPANY;
- allegations of improper or fraudulent behaviour or any mishandling of funds whatsoever.

The above matters are relevant to an employee's continuing employment with COMPANY because of COMPANY's relationship of trust with its clients. An occurrence of one or more of the above need not result in, nor justify, disciplinary proceedings. However, failure to disclose any of the above will justify termination of employment.

#### **1.3 Conflict of Interest**

The definition of conflict of interest as it relates to business carried out by employees of COMPANY is described as any one of the following:

- Conducting any services provided by COMPANY for a non-retained client.
- Conducting any work during normal business hours, other than those duties provided for in the employee's usual job description.
- Using COMPANY's supplies or materials for personal reasons or reasons that benefit the employee away from the work place.
- Any activities that could be construed as being damaging to the image or reputation of COMPANY.
- Knowingly maintaining a personal relationship with any person or party who is or was a client of COMPANY, without bringing the relationship to the attention of PRESIDENT.

It is not the policy of COMPANY to knowingly hire into its ranks individuals who possess knowledge from other companies that would place them in a position of conflict with either their current or previous assignment. Should this event accidentally occur, in the spirit of integrity within the business community, it is the operational policy of COMPANY to disallow any influence this individual may provide to any current client business.

Under normal conditions any conflict of interest knowingly engaged in by an employee will not be tolerated, and will result in immediate dismissal. Where it could be interpreted that the employee unknowingly committed such an act, actions will be determined based upon the individual merits and circumstances.

#### **1.4 Dress Code and Personal Grooming**

##### **Dress Code**

It is expected that as a basic acceptable standard, all employees while on the premises of COMPANY, or on business representing COMPANY, will be attired appropriately in currently acceptable business fashions.

The only exception to this code will be for attendance at work situations outside normal hours of operation where no clients or other outside parties involved with COMPANY are present.

##### **Personal Grooming**

Fundamentally, it is expected that all employees will bathe regularly and come to work in clean clothes. Additionally, it is accepted in our business culture that women apply fashion make-up and jewelry to complement their appearance, however, outlandish or excessive styles of make-up and jewelry are not considered appropriate or acceptable.

Males are expected to be clean shaven with the exception of an established and groomed mustache and/or beard. Normal and acceptable attire includes business suits, and shirts complimented by a tie, and polished shoes. Excessive or outlandish styles of make-up or jewelry are not considered appropriate or acceptable.

THIS IS A 19-PAGE DOCUMENT.