

Health and Safety at Work (HSE)

Employee Handbook

Fenix Alliance Group.

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Accident Reporting Policy

Our accident reporting company policy is designed to outline the purpose and procedure for reporting any on-the-job accidents. The company is committed to enforce all health and safety guidelines to avoid such occurrences and expects employees to comply. However, accidents are sometimes inevitable. Our provision in this case is to ensure all accidents are reported timely so they can be investigated properly, and preventative measures can be reviewed and reinforced.

Scope

This accident report policy affects all employees and independent contractors.

Policy elements

On-the-job accidents that must be reported include any incidents that may cause minor or severe injuries or incidents that are results of negligence or inadequate safety precautions. The victims may be employees who were injured while performing their duties or other people that were on company premises or vehicles.

Accidents must be reported as soon as possible to expedite investigation and increase likelihood of important findings. The sooner the cause or details of the accident are identified, the sooner the company can establish preventative measures for the future.

What should be reported under the Accident Reporting Policy?

The company encourages employees to report all accidents no matter how minor. Accidents that involve very minor injuries like small cuts, non-extensive bruises etc. and would not normally require any action on behalf of the company (e.g. the breaking of a drinking glass) do not have to be reported (although employees could report them if they want). On the other hand, accidents that involve (or could have involved) more severe injuries and require investigation and action from the company must be dutifully reported. Employees are obliged to report any of the following:

- Fatalities
- Damage to the head, skull and face
- Damage to any of the senses (e.g. partial or complete loss of hearing, sight etc.)
- Incapacitation or dislocation of limbs that hinder functionality and movement (including

- paralysis and amputation)
- Damage to the skin (e.g. extensive burns, bruises or cuts)
- Blows or injuries to the spine, back and ribs
- Harm to the nervous system or loss of consciousness through electrocution, hypothermia
- etc.
- Poisoning
- Contamination from hazardous substances or transmission of diseases
- Any other injury that requires hospitalization or medical care
- Especially when an employee needs medical coverage, the accident must be reported immediately
- since insurance benefits may have to be approved after the investigation.
- Employees are also required to report occurrences that may not have involved injuries or victims
- but could be potentially dangerous in that respect if repeated. These include but are not limited to:
 - Explosions
 - Slippery surfaces
 - Water or gas leaks
 - Inadequate insulation of circuits
 - Collapses of walls, ceilings etc.
 - Breaking of window glasses or frames

Procedure

When an employee witnesses or is involved in an incident they must report it to their immediate supervisor, HR department (personally, in writing or by phone if the accident occurred remotely) or through an online system if applicable, within one week. If the employee anticipates an accident due to perceived negligence or inadequate safety, they must notify their supervisors or HR department as soon as possible so the accident can be prevented.

Depending on the incident, official forms may have to be completed and submitted. The accident and any sustained injuries must be recorded to an accident database or file. The officials responsible must initiate an investigation or request an investigation from authorities if appropriate. The employee who reported the accident has to cooperate if called in for questioning to provide details needed. As a rule, the employee must provide information in the incident report as accurately as possible on the following:

- The place of the accident
- The date and time of the accident

- The people involved or injured
- Their position or involvement in the accident
- Their actions immediately after the accident

Disciplinary Consequences

The company places great importance in this policy. All employees are obliged to comply. Any employee that is discovered to have been aware of a serious accident and failed to report it will face appropriate disciplinary consequences. When employees are the cause of an accident they must report it immediately to minimize legal repercussions.

Accessibility company policy

Policy brief & purpose

Our company's accessibility policy outlines our provisions for people with disabilities. We want to make our premises, services, products and equipment available to all people respecting their individual needs, dignity, independence and equal opportunity.

Scope

This policy applies to all prospective or current employees of the company, as well as contractors and [visitors](#), who possess a disability of any kind that restricts them in various ways.

Policy elements

We have taken actions to ensure that people with disabilities will be able to move about safely and easily and make full use of our facilities.

Disabilities that this policy refers to include but are not limited to:

- Conditions that require the use of wheelchair or other movement support device or mechanism
- Physical impairments that obstruct everyday activities (e.g. opening doors, walking up the stairs, reading signs etc.)
- Visual, hearing, speech or mental impediment
- Conditions that require assistance or constant medical care.

Other conditions are subject to company's judgement and will be considered individually.

We have several provisions for people with disabilities. We have:

- *[Implemented accessible formats in our everyday communication (e.g. screen reader friendly website.)]*
- *[Placed ramps at specific spots to facilitate the movements of wheelchairs.]*
- *[Reserved parking spots for people with disabilities.]*

We allow assistive devices, service animals and support persons to be in our company's premises for as long as their services are needed. In areas where animals are prohibited either by law or because of company policy (e.g. in laboratories), we will have a sign and receptionists, or other employees are obliged to inform people with disabilities.

We encourage anyone who encounters any problems, malfunctions or deficiencies to report them to their immediate supervisor or HR.

Anti-discrimination policy

Policy brief & purpose

Our anti-discrimination policy explains how we prevent discrimination and protect our employees, customers and stakeholders from offensive and harmful behaviors. This policy supports our overall commitment to create a safe and happy workplace for everyone. Our company complies with all anti-discrimination laws, including *[Title VII of the Civil Rights Act of 1964, Americans with Disabilities Act (ADA) and Age Discrimination in Employment Act (ADEA.)]* We explicitly prohibit offensive behavior (e.g. derogatory comments towards colleagues of a specific gender or ethnicity.)

Scope

This policy applies to all employees, contractors, visitors, customers and stakeholders.

Policy elements

Discrimination is any negative action or attitude directed toward someone because of protected characteristics, like race and gender. Other protected characteristics are:

- Age
- Religion
- Ethnicity/ nationality
- Disability/ medical history
- Marriage / civil partnership
- Pregnancy / maternity/ paternity
- Gender identity/ sexual orientation

Discrimination and harassment

Our anti-discrimination and [anti-harassment](#) policies go hand-in-hand. We will not tolerate any kind of discrimination that creates a hostile and unpleasant environment for employees, interns or volunteers.

This is not an exhaustive list, but here are some instances that we consider discrimination:

- *[Hiring managers disproportionately disqualifying male or female job candidates on purpose.]*
- *[Managers bypassing team members with specific protected characteristics (e.g. race) for promotion without being able to formally prove (e.g. with documentation) the reasons other employees were selected instead.]*
- *[Employees making sexist comments.]*
- *[Employees sending emails disparaging someone's ethnic origin.]*

Employees who harass their colleagues will go through our disciplinary process and we may reprimand, demote or terminate them depending on the severity of their offence. We recognize that sometimes discrimination is unintentional, as we may all have unconscious biases that could be difficult to identify and overcome. In case we conclude that an employee unconsciously discriminates, we will support them through training and counseling and implement processes that mitigate biases as we indicate in the next section. But, if this person shows unwillingness to change their behavior, we may demote or terminate them.

We will not be lenient in cases of assault, sexual harassment or workplace violence, whether physical or psychological. We will terminate employees who behave like this immediately.

Actions to prevent discrimination

To ensure that our conduct and processes are fair and lawful, we:

- *[Use inclusive language in job ads and include EEO statements.]*
- *[Set formal job-related criteria to hire, promote and reward team members.]*
- *[Offer compensation and benefits according to position, seniority, qualifications and performance, not protected characteristics.]*
- *[Accommodate people with disabilities.]*
- *[Require managers to keep detailed records of their decisions concerning their team members and job candidates.]*
- We will also consider additional measures to prevent discrimination, like:
- *[Using hiring processes that reduce bias like structured interviews and blind hiring programs.]*
- *[Organizing trainings on diversity, communication and conflict management to improve collaboration among employees of different backgrounds.]*

What to do in cases of discrimination.

If you are the victim of discriminatory behavior (or if you suspect that others are being discriminated against,) please talk to HR (or your manager) as soon as possible. HR is responsible for hearing your claim, investigating the issue and determining punishment. Punishment for discriminatory behavior depends on the severity of the offence. For example, inadvertently offending someone might warrant a reprimand. Conversely, willfully bypassing employees for promotion because of a protected characteristic will result in termination.

If you decide to make a claim to a regulatory body (e.g. the Equal Employment Opportunity Commission,) we are committed and bound by law [not to retaliate](#) against you.

How we address discrimination complaints

HR is proactive and responsive about determining whether discrimination occurs. For example, we:

- *[Look into similar claims about the same person or process to determine if discrimination is systemic.]*
- *[Track metrics and investigate data that give us some insight on people's behaviors (e.g. percentage of job applicants of a certain race a hiring manager disqualifies.)]*
- *[Evaluate testimonies on social media that visitors, job candidates or former employees have made.]*
- *[Conduct discreet interviews and gather information.]*

We will investigate all claims discreetly. We will never disclose who made a complaint to anyone or give out information that may help others identify that person (e.g. which department or role they work in.)

We should all strive to prevent and address discrimination. Be aware of your implicit biases and speak up whenever you or your colleagues are discriminated against. If you have any ideas on how we can ensure fairness and equality in our workplace, we are happy to hear them.

Company data protection policy

Policy brief & purpose

Our **Company Data Protection Policy** refers to our commitment to treat information of employees, customers, stakeholders and other interested parties with the utmost care and confidentiality. With this policy, we ensure that we gather, store and handle data fairly, transparently and with respect towards individual rights.

Scope

This policy refers to all parties (employees, job candidates, customers, suppliers etc.) who provide any amount of information to us.

Who is covered under the Data Protection Policy?

Employees of our company and its subsidiaries must follow this policy. Contractors, consultants, partners and any other external entity are also covered. Generally, our policy refers to anyone we collaborate with or acts on our behalf and may need occasional access to data.

Policy elements

As part of our operations, we need to obtain and process information. This information includes any offline or online data that makes a person identifiable such as names, addresses, usernames and passwords, digital footprints, photographs, social security numbers, financial data etc.

Our company collects this information in a transparent way and only with the full cooperation and knowledge of interested parties. Once this information is available to us, the following rules apply.

Our data will be:

- Accurate and kept up-to-date
- Collected fairly and for lawful purposes only
- Processed by the company within its legal and moral boundaries
- Protected against any unauthorized or illegal access by internal or external parties

Our data will not be:

- Communicated informally
- Stored for more than a specified amount of time
- Transferred to organizations, states or countries that do not have adequate data protection policies
- Distributed to any party other than the ones agreed upon by the data's owner (exempting legitimate requests from law enforcement authorities)

In addition to ways of handling the data the company has direct obligations towards people to whom the data belongs. Specifically, we must:

- Let people know which of their data is collected
- Inform people about how we'll process their data
- Inform people about who has access to their information
- Have provisions in cases of lost, corrupted or compromised data
- Allow people to request that we modify, erase, reduce or correct data contained in our databases

Actions

To exercise data protection, we're committed to:

- Restrict and monitor access to sensitive data
- Develop transparent data collection procedures
- Train employees in online privacy and security measures
- Build secure networks to protect online data from [cyberattacks](#)
- Establish clear procedures for reporting privacy breaches or data misuse
- Include contract clauses or communicate statements on how we handle data
- Establish data protection practices (document shredding, secure locks, data encryption, frequent backups, access authorization etc.)

Our data protection provisions will appear on our website.

Disciplinary Consequences

All principles described in this policy must be strictly followed. A breach of data protection guidelines will invoke disciplinary and possibly legal action.

Company Overtime Policy

Policy brief & purpose

Our **company overtime policy** explains how we'll compensate employees for hours worked beyond their standard schedule. We want to:

- Ensure employees will be consistently and correctly compensated for the time they put into their job duties.
- Minimize incidents of overtime abuse, loss of productivity, health and safety risks and other issues.

This company overtime policy won't contradict any legal guidelines. We'll follow relevant legislation when assigning or compensating overtime hours.

Scope

This policy applies to all our current eligible employees.

Policy elements

In our company overtime policy, "standard working hours" are an employee's regularly scheduled working time. They're usually specified in employment contracts and follow legal guidelines regarding minimum or maximum limits. "Overtime" that qualifies for compensation refers to any amount of time worked in addition to those hours.

Our policy's general rules are:

- We'll **classify our employees** as exempt or non-exempt according to overtime pay laws.
- Non-exempt employees who work more than the standard working hours will be entitled to overtime pay.
- Employees are entitled to overtime pay regardless of where they work, if they perform work that our company accepts for its business purposes.

Excessive Overtime

Overtime may be necessary to handle emergencies, heavy workloads or other issues. But, frequent and excessive overtime isn't good for employees' health and performance. The law may or may not permit excessive overtime, but we want to avoid productivity and morale loss or **workrelated accidents** due to fatigue.

For this reason, **we will:**

- Record overtime hours accurately and consistently.
- Advise employees to work overtime only when they have to finish urgent work
- Have all necessary provisions to allow employees to complete their work during standard working hours.
- Take measures to gradually reduce overtime when we observe a decline in work quality or other issues due to excessive working hours.
- Set a daily/weekly cap for overtime at [2 hours per day/ 8 hours per week.] Employees who work more than that will be compensated according to legal requirements. But, we advise employees to respect this limit.

We will not:

- Ask employees to work more than the maximum number of hours per day or week permitted by law
- Discriminate when choosing who has to work overtime and how they'll be compensated for it

Shift-based system

When employees are working on a shift-based system, *we will not*:

- Ask employees working on night shifts to work for more than two hours overtime (unless incases of emergency).
- Allow employees who work 12-hour schedules to work more than two additional hours overtime.
- Encourage more than four hours of overtime for employees who work 8 to 10 hours.
- Ask employees who work more than 8-hour schedules to do double shifts.

Who are exempt employees?

The law may exempt some employees from overtime compensation. These employees will receive overtime at our company's discretion. All company provisions about excessive overtime will apply to exempt employees too.

Abuse of overtime

We want to avoid any incidents of abuse of the overtime system, either by our company or employees, that may result in legal confrontation. We expect:

- Managers to avoid asking or encouraging their team members to work excessive overtime

- Employees to avoid working unnecessary overtime aiming for the highest pay, as this may result in a trade off with the quality of their work

We are bound to compensate overtime pay at correct pay rates in a timely manner. Employees and managers should follow our timekeeping systems so we can maintain accurate records. Employees should read this policy and direct any questions to our Human resources (HR) department.

Procedure

To comply with record keeping and overtime compensation requirements, we need a smooth procedure. We should record overtime timely. This is our suggested procedure:

1. Team members and their managers agree on the hours of overtime needed. Overtime should not exceed any legal limits and employees shouldn't end up working excessive hours.
2. Managers should know whether their team members are non-exempt or exempt and ensure their team members are aware.
3. Team members and managers accurately record overtime.
4. [Finance/ HR] calculates overtime pay according to legal pay rates
5. Team members receive their overtime compensation in the next scheduled pay period.

Employee Wellness Program

Policy brief & purpose

Our **employee wellness program policy** describes our company's wellness initiatives that promote employee health. We want our employees to have access to wellness resources and a personalized wellness plan.

Employee wellness programs have many benefits. Wellness helps people become more productive. It can reduce the number of [sick days](#) employees take and various sickness-related expenses and accidents. But, most importantly, employee wellness is a vital aspect of building a happier workplace.

Scope

This employee wellness program policy applies to all our employees. We may offer our wellness program as part of a group health plan or separately.

Policy elements

Our company provides a wellness program that promotes employee health and disease prevention. Each employee can have a personalized wellness plan and a variety of wellness resources.

What is a wellness program for employees?

Our wellness program has several goals. For example, we want to help our employees:

- Lose weight
- Quit smoking
- [Manage stress](#)
- Lower blood pressure or cholesterol levels
- Improve their physical strength and stamina

This list isn't exhaustive. We aim to promote every outcome that will make our employees healthier. Some training or courses aim to prevent occupational accidents and promote correct use of equipment and material on the job. These fall under the purview of our [workplace health and safety policy](#).

Wellness resources include any kind of information, advice, activity, facility, equipment and membership that promotes employee health (physical, emotional and psychological) and fitness.

Here are the wellness resources available:

- *[Nap room]*
- *[Yoga classes]*
- *[Fitness activities]*
- *[Gym membership]*
- *[Access to a wellness coach]*
- *[Nutritious snacks and drinks]*
- *[Stress management seminars]*
- *[Nutrition/Health information classes]*

Resources like the nap room and nutritious snacks are readily available to everyone. If employees want to sign up for other resources like gym membership and fitness classes, or have a wellness plan set for them, they should refer to our *[Human Resources (HR) department/Wellness committee.]*

As part of our wellness program, we may use third-party vendors such as gyms, wellness centers, coaches, physicians and health education providers. Physicians or health experts may ask employees to answer assessment questions and take biometric screenings to determine their health risk and help them follow a suitable program. Questions and screenings are voluntary and regulated.

We may also host competitions among our employees, like 8-week weight loss contests. Participating in these contests is also voluntary.

Team leaders' responsibilities

Team leaders should work with the HR department to communicate our wellness initiatives to their team members. They should tell their team members:

- That our company offers a wellness program
- *How* and *when* they can use our wellness resources
- That they can get personalized wellness plans
- Who employees can refer to for more details

We advise team leaders to encourage their team members to participate and be open to discuss any concerns when needed.

Wellness Incentives

We want to encourage our employees to participate in our wellness programs, so we'll provide employee wellness program incentives. We'll also offer rewards for employees who achieve their wellness objectives, as they're formed in their personalized wellness plan. Incentives and rewards may be:

- [Cash]
- [Time off]
- [Reductions in insurance premiums]
- [Other gifts and awards]

Incentives and rewards may be regulated by law. We'll follow legal limitations always.

Employees with Disabilities

We can make reasonable accommodations for our employees with disabilities to help them have equal access to our wellness program. Our HR department will consult with physicians and wellness experts to help our employees with disabilities have a suitable wellness plan.

The same applies to employees who can't participate in certain wellness activities due to age, pregnancy or other reason. We want everyone to have access to wellness plans and resources they can use. We'll also pay any wellness incentives to all our employees who participate in our wellness programs without discriminating against protected characteristics.

We encourage our employees to reach out to our HR department. They can explain their situation and discuss options. These discussions and any relevant information will be kept confidential.

Legality of wellness program

Our company will handle any health insurance and wellness plans with attention to relevant legal guidelines.

Genetic information and disability

Confidentiality and respect to our employees' rights are important to us.

We won't:

- use any genetic information and disability status to disadvantage our employees in any way.
- use wellness incentives in exchange for genetic information or information on our employees' health condition or that of their family.
- try to coerce employees into providing health/genetic information or taking medical examinations.

We will let employees know what health information we need for our wellness program, who will be able to see it and why. All data will be kept confidential and our company will be able to access aggregated data.

Voluntary participation

We encourage employees to participate in our wellness program, but their participation is voluntary. There won't be any punishment or adverse action for employees who choose not to use our wellness resources and program.

Incentives

Any incentives that encourage employees to participate in our wellness programs will always be within legal guidelines. We'll give the same incentive to all employees who participate in our wellness program, regardless of disability or health risk.

Design

Our wellness program will be designed with employee health in mind. It won't be unpleasant, too time-consuming or require heavy spending by our employees. We can create personalized wellness plans for each employee. We always welcome ideas and suggestions for our employee wellness program.

Disciplinary action company policy

Policy brief & purpose

Our **Disciplinary Action company policy** explains how we address our employees' misconduct or inadequate performance. Employees must be aware of the consequences of their actions. We use this policy to outline our disciplinary procedure.

Scope

This policy applies to all our employees.

Policy elements

The stages that may be followed when discipline is deemed necessary include the following:

1. Verbal warning
2. Corrective Actions/Counseling
3. Official written reprimand
4. Disciplinary meeting with appropriate supervisor or manager
5. Final written warning
6. Detraction of benefits
7. Indefinite suspension or demotion
8. Termination

The nature of the offense must be explained to the employee from the beginning of the procedure.

The verbal warning may take the form of a simple oral reprimand but also a full discussion if that is necessary.

The employee must read and sign the written reprimand and final written warning. These documents include the time limit in which an employee must correct their conduct before we take further disciplinary action.

The following scenarios indicate where the disciplinary procedure starts depending on the violation:

Performance issues.

Disciplinary procedure starts at stage 1. It includes but is not limited to:

- Failure to meet performance objectives.
- [Attendance](#) issues.
- Failure to meet deadlines.

Misdemeanors/One-time minor offense.

Disciplinary procedure starts at stage 1. It includes but is not limited to:

- Rude behavior to customers or partners.
- On-the-job minor mistakes.
- Breach of dress code/[open door policy](#) etc.
- Involuntary Discrimination.

Misconduct/Frequent offender.

Disciplinary procedure starts at stage 5. It includes but is not limited to:

- Lack of response to counseling and corrective actions.
- Lost temper in front of customers or partners.
- On-the-job major mistakes.
- Unwillingness to follow health and safety standards.

Severe offensive behavior/Felony.

Disciplinary procedure starts at stage 6. It includes but is not limited to:

- Corruption/ Bribery.
- Breach of employment agreement.
- Harassment/ Voluntary discrimination.
- [Workplace Violence](#).
- Embezzlement/Fraud.
- [Substance Abuse](#).

Managers or HR may choose to repeat stages of our disciplinary procedure as appropriate. This decision depends on employees' reaction to our disciplinary procedure, whether they repent their behavior and the nature of their offense.

Our disciplinary procedure begins when there is sufficient evidence to justify it. When there is suspicion or hints of misconduct, managers or HR must investigate the matter first.

Appeals are allowed and must be filed to the next line of management as soon as possible.

HR and managers should document every stage of our disciplinary procedure (except the verbal warning.) If appropriate, include necessary information like evidence, testimonies and employee's progress or improvement.

We are obliged to refrain from disciplinary actions that may constitute retaliatory behavior. A no retaliation company policy will be effective always to ensure there is no misuse of our disciplinary procedure.

We have the right to modify this policy or act in any other legal or reasonable way as each case demands. But, we will always enforce discipline in a fair and lawful manner.

Business Dress Code Policy

Policy brief & purpose

Our **dress code company policy** outlines how we expect our employees to dress at work.

Employees should note that their appearance matters when representing our company in front of clients, visitors or other parties. An employee's appearance can create a positive or negative impression that reflects on our company and culture.

Scope

This policy applies to all our employees.

Policy elements

These dress code rules always apply:

- All employees must be clean and well-groomed. Grooming styles dictated by religion and ethnicity aren't restricted.

- All clothes must be work-appropriate. Clothes that are typical in workouts and outdoor activities aren't allowed.
- All clothes must project professionalism. Clothes that are too revealing or inappropriate aren't allowed.
- All clothes must be clean and in good shape. Discernible rips, tears or holes aren't allowed.
- Employees must avoid clothes with stamps that are offensive or inappropriate.

What is Business Dress Code?

Our company's official dress code is [*Business/ Business Casual/ Smart Casual/ Casual.*]

We may change our dress code in special cases. For example, we may require employees to wear semi-formal attire for an event. Then, both male and female employees should wear suits, ties, white shirts and appropriate shoes. Our company may also introduce [*dress-down Friday*] when employees can wear more casual clothing like jeans, simple blouses and boots. This won't apply if employees are meeting with clients, partners and other external parties.

An employee's position may inform their dress code. If employees frequently meet with clients or prospects, they should conform to a business dress code.

Disciplinary Consequences

When an employee disregards our dress code, their supervisor should reprimand them. The employee should start respecting our dress code immediately. In some cases, supervisors may ask employees to return home to change.

Employees may face more severe consequences up to and [including termination](#), if:

- Their appearance causes irreparable damage, like loss of a major client.
- They repeatedly violate our dress code.

Attendance Management Policy

Policy brief & purpose

Our **employee attendance policy** outlines our expectations about our employees' coming to work. Being punctual when coming to work helps maintain efficiency in our workplace.

Scope

This company attendance policy applies to all nonexempt employees regardless of position or type of employment.

Policy elements

Most employees need to collaborate with their colleagues to do their job. To make this collaboration easier, we expect you to be punctual and follow the schedule you and your manager have agreed on. If you are absent or late on occasion, you should have a good reason.

Being consistently tardy or absent can cause problems to your colleagues who may have to shoulder your work. This behavior may bring about a “bad attendance” record and you may need to go through [progressive discipline](#).

What is absenteeism and tardiness?

Absenteeism refers to frequent absence from an employee’s job responsibilities. This includes not coming to work frequently or taking excessive sick leave without being able to submit doctor’s notes.

Presenteeism refers to being present at work beyond your schedule even when we don’t require overtime. This can cause you to overwork and have an impact on your productivity and job satisfaction. We want to ensure that you keep your schedule both when coming to work and leaving.

Tardiness refers to coming in late, taking longer [breaks](#) than you’re entitled to and constantly leaving earlier from work without reason. We probably won’t mind if you’re a bit late one morning or leave a little earlier on a Friday. But, we want to make sure you generally follow your Schedule and you don’t cause disruption in our workplace.

You are responsible for monitoring your working hours through our *[timekeeping system/software]*.

Please be diligent in recording your hours, so you can receive your due payment.

Unforeseen absences

If you can’t come in to work one day, notify your manager as soon as possible. If your manager is in a different time zone, contact HR instead. Afterwards, you should draw from your remaining PTO or sick leave to cover this absence. Please record this in our *[HR software]* as quickly as possible.

Unexcused or unreported absence for more than three days will be considered job abandonment. If you need to leave work early one day, inform your manager.

We will understand if you have good reasons for being absent, even if you don’t report it. Those reasons usually involve serious accidents and family or acute medical emergencies. We may ask

you to bring us doctor's notes or other verification. In these cases, we will record your absence as "excused."

The following list, although not exhaustive, includes reasons that we don't consider excused absence:

- Waking up late.
- Stopping on the way to work for personal reasons.
- Traffic or public transportation delays excluding situations that result in closing of roads.
- Bad weather, excluding extreme weather conditions like blizzards, hurricanes and floods.
- [Holidays](#) that haven't been approved.

Good attendance

Employees who have less than [*three incidents*] of absenteeism or tardiness in a year will receive an additional paid day off for next year. You have a good attendance record when you:

- Report consistently to work.
- Come to work at the scheduled shift start time.
- Leave work at the scheduled shift end time (except when [paid overtime](#) is required.)
- Remaining at work during working hours (excluding breaks.)
- Take breaks that don't exceed an expected length.
- Notify your manager when you need to be absent or late.
- Be absent or late with good reasons only.

Manager's Responsibility

If you manage employees you are responsible to monitor their attendance. If you notice that a team member is consistently late or absent, arrange a private meeting to discuss. Ask your team member whether they experience issues with their schedule or whether they need help balancing their personal lives with work. [Flexible hours](#), [work from home](#) or time management training options may provide a solution. If you perceive a possible [mental health issue](#) that results in absenteeism or tardiness, ask your team member to contact our [*mental health professional*] and discuss what you can do to help them.

If you suspect that your team member abuses their sick leave or is willfully tardy, you should inform HR and start a progressive discipline process.

Disciplinary action

If your manager suspects you abuse your sick leave, you may need to submit doctor's notes to avoid our progressive discipline process. If you're being tardy unintentionally, corrective

counseling will be our first attempt at a solution. We may take disciplinary action that goes up to and including termination if:

- Corrective counseling doesn't work.
- We find that you are willfully tardy.
- Your tardiness or absenteeism impacts your work.

Unexcused and unreported absences don't count as hours worked, so we won't compensate them.

Employee Cell Phone Policy

Policy brief & purpose

Our **employee cell phone policy** outlines our guidelines for using cell phones at work.

We recognize that cell phones (and smartphones especially) have become an integral part of everyday life. They may be a great asset if used correctly (for productivity apps, calendars, business calls etc.) But, cell phones may also cause problems when used imprudently or excessively.

Scope

This policy applies to all our employees.

Policy elements

Despite their benefits, personal cell phones may cause problems in the workplace. Employees who use their cell phones excessively may:

- Get [distracted from their work](#).
- Disturb colleagues by speaking on their phones.
- Cause security issues from inappropriate use of company-issued equipment or [misuse of our company's internet connection](#).
- Cause accidents when they illegally use their phones inside company vehicles or near areas where using phones is prohibited.

Our company expects employees to use their cellphones prudently during working hours.

We advise our employees to:

- Use company-issued phones for business purposes only and preserve them in perfect condition.
- Surf the internet, text and talk on the phone only for a few minutes per day.
- Turn off or silence their phones when asked.

We won't allow employees to:

- Play games on the cell phone during working hours.
- Use their phones for any reason while driving a company vehicle.
- Use their cell phone's camera or microphone to record confidential information.
- Use their phones in areas where cell use is explicitly prohibited (e.g. laboratories.)
- Speak on their phones within earshot of colleagues' working space during working hours.
- Download or upload inappropriate, illegal or obscene material on a company cell phone using a corporate internet connection.

How to properly use cell phones in the workplace

Employees can benefit from using cell phones. They're allowed to use their phones:

- To make business calls.
- To use productivity apps.
- To check important messages.
- To make brief personal calls away from the working space of colleagues.

Employees can use their phones during [breaks](#) or at lunch hour and while on a stationary vehicle.

Disciplinary Consequences

Our company retains the right to monitor employees for excessive or inappropriate use of their cell phones. If an employee's phone usage causes a decline in productivity or interferes with our operations, we'll ban that employee from using their cell phones.

Employees may face severe disciplinary action up to and including [termination](#), in cases when they:

- Cause a security breach.
- Violate our [confidentiality policy](#).
- Cause an accident by recklessly using their phones.

Employee Code of Conduct Policy

Policy brief & purpose

Our **Employee Code of Conduct company policy** outlines our expectations regarding employees' behavior towards their colleagues, supervisors and overall organization.

We promote freedom of expression and open communication. But we expect all employees to follow our code of conduct. They should avoid offending, participating in serious disputes and disrupting our workplace. We also expect them to foster a well-organized, respectful and collaborative environment.

Scope

This policy applies to all our employees regardless of employment agreement or rank.

Policy elements

What are the components of an Employee Code of Conduct Policy?

Company employees are bound by their contract to follow our Employee Code of Conduct while performing their duties. We outline the components of our Code of Conduct below:

Compliance with law

All employees must protect our company's legality. They should comply with all environmental, safety and fair dealing laws. We expect employees to be ethical and responsible when dealing with our company's finances, products, partnerships and public image.

Respect in the workplace

All employees should respect their colleagues. We won't allow any kind of discriminatory behavior, [harassment](#) or victimization. Employees should conform with our [equal opportunity policy](#) in all aspects of their work, from recruitment and performance evaluation to interpersonal relations.

Protection of Company Property

All employees should treat our company's property, whether material or intangible, with respect and care.

Employees:

- Shouldn't misuse **company equipment** or use it frivolously.
- Should respect all kinds of **incorporeal property**. This includes trademarks, copyright and other property (information, reports etc.) Employees should use them only to complete their job duties.

- Employees should protect company facilities and other material property (e.g. [company cars](#)) from damage and vandalism, whenever possible.

Professionalism

All employees must show [integrity](#) and professionalism in the workplace:

Personal appearance

All employees must [follow our dress code](#) and personal appearance guidelines.

Corruption

We discourage employees from accepting gifts from clients or partners. We prohibit briberies for the benefit of any external or internal party.

Job duties and authority

All employees should fulfill their job duties with integrity and respect toward customers, stakeholders and the community. Supervisors and managers mustn't abuse their authority. We expect them to delegate duties to their team members taking into account their competences and workload. Likewise, we expect team members to follow team leaders' instructions and complete their duties with skill and in a timely manner.

We encourage mentoring throughout our company.

Absenteeism and tardiness

Employees should follow their schedules. We can make exceptions for occasions that prevent employees from following [standard working hours or days](#). But, generally, we expect employees to be punctual when coming to and leaving from work.

Conflict of interest

We expect employees to avoid any personal, financial or other interests that might hinder their capability or willingness to perform their job duties.

Collaboration

Employees should be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their colleagues' work.

Communication

All employees must be [open for communication](#) with their colleagues, supervisors or team members.

Benefits

We expect employees to not abuse their employment benefits. This can refer to time off, insurance, facilities, subscriptions or other benefits our company offers.

Policies

All employees should read and follow our company policies. If they have any questions, they should ask their managers or Human Resources (HR) department.

Disciplinary actions

Our company may have to take disciplinary action against employees who repeatedly or intentionally fail to follow our code of conduct. Disciplinary actions will vary depending on the violation.

Possible consequences include:

- Demotion.
- Reprimand.
- Suspension or [termination](#) for more serious offenses.
- Detraction of benefits for a definite or indefinite time.
- We may take legal action in cases of corruption, theft, embezzlement or other unlawful behavior.

Employee confidentiality policy

Policy brief & purpose

We designed our **company confidentiality policy** to explain how we expect our employees to treat confidential information. Employees will unavoidably receive and handle personal and private information about clients, partners and our company. We want to make sure that this information is well-protected.

We must protect this information for two reasons. It may:

- Be legally binding (e.g. sensitive customer data.)
- Constitute the backbone of our business, giving us a competitive advantage (e.g. business processes.)

Scope

This policy affects all employees, including board members, investors, contractors and volunteers, who may have access to confidential information.

Policy elements

Confidential and proprietary information is secret, valuable, expensive and/or easily replicated.

- Common examples of confidential information are:
- Unpublished financial information
- Data of Customers/Partners/Vendors
- Patents, formulas or new technologies
- Customer lists (existing and prospective)
- Data entrusted to our company by external parties
- Pricing/marketing and other undisclosed strategies
- Documents and processes explicitly marked as confidential
- Unpublished goals, forecasts and initiatives marked as confidential

Employees may have various levels of authorized access to confidential information

What employees should do:

- Lock or secure confidential information at all times
- Shred confidential documents when they're no longer needed
- Make sure they only view confidential information on secure devices
- Only disclose information to other employees when it's necessary and authorized
- Keep confidential documents inside our company's premises unless it's absolutely necessary to move them

What employees shouldn't do:

- Use confidential information for any personal benefit or profit
- Disclose confidential information to anyone outside of our company
- Replicate confidential documents and files and store them on insecure devices
- When employees stop working for our company, they're obliged to return any confidential files and delete them from their personal devices.

Confidentiality Measures

We'll take measures to ensure that confidential information is well protected. We'll:

- Store and lock paper documents
- Encrypt electronic information and safeguard databases

- Ask employees to sign non-compete and/or non-disclosure agreements (NDAs)
- Ask for authorization by senior management to allow employees to access certain confidential information

Exceptions

Confidential information may occasionally have to be disclosed for legitimate reasons. Examples are:

- If a regulatory body requests, it as part of an investigation or audit
- If our company examines a venture or partnership that requires disclosing some information (within legal boundaries)

In such cases, employees involved should document their disclosure procedure and collect all needed authorizations. We're bound to avoid disclosing more information than needed.

Disciplinary Consequences

Employees who don't respect our confidentiality policy will face disciplinary and, possibly, legal action.

We'll investigate every breach of this policy. We'll terminate any employee who willfully or regularly breaches our confidentiality guidelines for personal profit. We may also have to punish any unintentional breach of this policy depending on its frequency and seriousness. We'll terminate employees who repeatedly disregard this policy, even when they do so unintentionally.

This policy is binding even after separation of employment.

Employee Business Expense Policy

Policy brief & purpose

Our **Employee Expense company policy** outlines how we'll reimburse employees for workrelated expenses. We'll define "work-related expenses" and set a procedure to authorize expenditure.

Scope

This policy applies to all our employees that need to spend money for work-related activities.

Policy elements

Employee expenses fall under two categories:

- Expenses that are paid directly by our company on behalf of employees.
- Expenses that are paid by our employees and are reimbursable.

We'll reimburse all reasonable business expenses, after they are approved, in part or in full.

Travel Expenses

Travel expenses include any kind of transportation and accommodation expenses that you incur when going on a business trip. Expenses related to this category that may be fully or partly reimbursable include:

- Accommodation
- Legal document expenses (e.g. Visa)
- Air, train, ship or other transportation fares
- Necessary medical expenses (e.g. vaccinations)
- Local transportation during trips (taxi fares, rental cars etc.)
- Other minor or per diem expenses that have been approved by an employee's manager (e.g. meals, business material)

Medical care fees after travel-related accidents may be covered by workers compensation insurance. If not, we may reimburse you for your medical expenses, if appropriate.

Minimizing expenses

We want to avoid overspending or unnecessary costs. We may contract with hotels and agencies to get the best possible prices. We'll also aim for the cheapest option when we can. For example, we prefer booking plane tickets in economy class, unless there is reason for upgraded travel.

Non-reimbursable expenses

We won't reimburse the following:

- *[Expenses incurred by spouses or other non-employees who accompany our employees on their travels]*
- *[Un-authorized service upgrade (e.g. business class or hotel rooms)]*
- *[Personal services (massages, beauty treatments etc.)]*
- *[Personal purchases (gifts, clothes etc.)]*
- *[Lost personal property (e.g. luggage)]*

This list is not exhaustive. Please ask [*Human Resources (HR)/ Compensations manager*] about reimbursable expenses before you go on a business trip.

What are work-related expenses?

This category includes expenses that are related to an employee either in the form of a benefit (e.g. business phone) or entertainment expenses that may occur in a business setting (e.g. professional dinners with clients or colleagues.)

These expenses may be capped and [*HR/ employee's manager*] should approve them. If you spend more than the approved amount, you must cover the extra cost yourself.

We won't reimburse the following work expenses:

- [*Unauthorized or unscheduled business meetings with clients, partners or job candidates*]
- [*Fines incurred while driving a company vehicle*]
- [*Non-business subscriptions/ training*]
- [*Personal trips*]
-

This list is not exhaustive. Please ask [*Human Resources (HR)/ Compensations manager*] about reimbursable expenses before you submit a claim.

Procedure

When you plan to go on work-related trips, [*Office managers/ personal assistants/ HR*] will typically arrange for most of your accommodation and transportation costs and document these expenses.

You need to:

- Document any expenses that our company hasn't directly arranged for (e.g. taxi fares.)
- Please ask for bills and receipts whenever you can. You might also receive a per diem sum to cover other necessary travel expenses.
- Submit your reimbursement claim [*through an Human Resources Information Software (HRIS)*] or submit an expense report with all necessary documentation. Please submit your claim/report within [*three months*] after your trip.

Your manager or HR are responsible for approving reimbursement claims. If your manager approves your expenses, you will receive your reimbursement within [*two*] pay periods [*by check.*]

When you incur work-related expenses, you should:

- Ask for your manager's approval.
- Submit a reimbursement claim. Please submit receipts and bills for business dinners and transportation within [*one month.*]

We'll investigate any excessive expenses. In cases of consistent falsified or exaggerated claims, we may take disciplinary action.

Employee fraternization policy

Policy brief & purpose

Our Fraternization policy outlines our guidelines on employees forming personal relationships with each other.

We don't want to place undue restrictions on employees dating colleagues, as we acknowledge that freedom of choosing one's partner is an individual's right. But, without rules and guidelines, romantic relationships between colleagues may negatively impact our workplace. This policy will set restrictions to maintain workplace conduct and order.

Friendships forming between employees are also included in this policy. Friendships allow for a more collaborative environment, but they might also occasionally create cliques and fragmentation inside departments.

This policy does not restrict participating in labor unions or other labor or civil rights organizations.

Scope

This policy applies to all our employees regardless of gender or sexual orientation.

For the purposes of this policy, "dating" includes consensual romantic relationships and sexual relations. Non-consensual relationships constitute [sexual harassment](#) and we prohibit them explicitly.

Policy elements

Dating in the workplace

Dating colleagues may cause problems if not handled correctly. Examples of common concerns are:

- Colleagues who date might spend a large portion of their work time talking or meeting with each other instead of completing their duties. Fights or breakups between couples might affect their ability to collaborate or maintain peace in the workplace.
- Employees who dated supervisors might sue for sexual harassment if they are terminated.
- Employees who date executives might unfairly benefit from favoritism.

So, we advise our employees to:

- Consider any possible [conflict of interest](#) before they enter into a relationship with a coworker.
- Inform HR when they enter into a romantic or intimate relationship with a colleague.
- Keep discussions of personal issues out of the workplace.
- Seek counseling from HR or specialized employees (e.g. psychologist) if needed.
- Maintain professionalism despite the status of the relationship and seek advice from their managers or HR to solve any issues.

When serious problems arise between couples, they can arrange a meeting with HR or their manager to find a solution. Example of a possible solution is to consult with and transfer an employee to a different division, without loss of benefits or compensation.

Unacceptable and acceptable behavior

When two employees are in a relationship with one another, they should behave appropriately in the workplace. We define unacceptable behavior as any action that:

- Offends our people.
- Disrupts or hinders our operations.
- Distracts our employees from their duties.
- Decreases our employees' individual performance.

Examples of acceptable behavior for employees are:

- Passing by their partner's office to talk to them for non-work reasons for a short time. Displaying affection discreetly and infrequently while on company premises.
- Discussing their plans as a couple during breaks or lunch hours (with or without colleagues.)
- Coming to and leaving from work together.

Examples of unacceptable behavior for employees are:

- Arguing in the workplace during or after working hours.
- Kissing or touching inappropriately in front of colleagues.
- Exchanging an excessive number of instant messages or calls unrelated to their work during working hours.
- Making their colleagues uncomfortable by talking or boasting about the relationship during working hours.

Employees who exhibit unacceptable behavior will face progressive discipline, up to and including termination in cases of repeated violations. HR is responsible for determining appropriate penalties.

Employees are also obliged to behave appropriately towards their colleagues who date each other.

We prohibit [victimization](#) and [hostility](#) towards employees for any reason. This includes sexual jokes, gossip and improper comments. Employees who witness this kind of behavior should report it to HR.

Employees are obliged to follow our [Code of Conduct](#) at all times.

Dating managers

To avoid accusations of favoritism, abuse of authority and sexual harassment, we prohibit supervisors from dating employees who report to them. This restriction may extend to every manager within two levels above an employee, regardless of team or department to facilitate moving or promoting employees.

Supervisors are strictly forbidden from dating their direct reports. If this occurs, the supervisor may face disciplinary action up to and including termination. This rule may be less strict in cases when managers enter a consenting relationship with an employee from another team or department.

When this happens, they must inform HR as soon as possible. It's to their best interest not to conceal their relationship as they may provoke disciplinary action if and when they are discovered.

HR will evaluate the situation and act accordingly (e.g. transfer an employee or prepare a "[love contract](#)" to ensure the relationship is consensual.)

Employees will not face demotion, victimization or loss of benefits if we have to transfer them to another team or department. The supervisor may be reprimanded depending on the circumstances. We may terminate those who repeatedly disregard this restriction.

Couples who are married or in a domestic partnership

Employees who enter in an official relationship with another employee after they're both hired by our company should follow the rules outlined above.

A married employee (or an employee who has a domestic partner) who serves as hiring manager for their team is not allowed to consider hiring their partner for open roles. This might bring about questions of favoritism in the hiring process. They can refer their partner for employment to other teams or departments for which they don't have any managerial or hiring authority.

If we discover that a hiring manager hired their partner, HR may move one of them to another team or branch where one won't supervise the other. The hiring manager will receive a reprimand, as their hiring decision may have compromised our company's commitment to [equal opportunity](#) and avoiding favoritism.

Friendships in the workplace

Employees who work together may naturally form friendships either in or out of their workplace. We encourage this relationship between peers, as it can help employees communicate, collaborate and preserve harmony while working.

However, we must consider the negative consequences of forming this kind of personal relationship. Employees who are friends might occasionally:

- Enter into disputes over borrowed money.
- Gossip about colleagues and acquaintances.
- Form cliques that exclude certain colleagues and bring discord.
- Prevent one another (whether directly or indirectly) from accepting promotions or relocations for the sake of their friendship.

To mitigate possible issues, we advise our employees to:

- Discuss non-work related issues outside of the workplace. Ask for their managers or HR's help when they are unable to resolve an issue or conflict of interest.
- Follow our Code of Conduct and act professionally always.

- Focus on their work instead of their friendships while at the office.

Friendships with supervisors

Being friends with one's manager may have both positive and negative consequences. On one hand, friendship might facilitate honesty, trust and job satisfaction for both parties. But, friendship might also make managers and employees confused about how they should treat each other.

Questions of favoritism might arise too and result in negative feelings and loss of morale. For these reasons, we discourage employees being friends with their managers. We do encourage a harmonious and open relationship, but we think it's to everyone's best interest if managers are not involved with their direct reports outside of the workplace.

Openness

The key point of this policy is openness. We can't stop employees from forming relationships with one another and trying to prohibit them from doing so could incite deceit, resentment and gossip.

For this reason, we expect our employees to be open about their personal relationships with colleagues. This does not mean that employees should draw attention to their relationship. But, keeping work relationships secret may negatively impact all parties involved.

HR will be at our employees' disposal to explain our policy, attitude and course of action in cases of violation.

Our company's commitment

Just like we expect employees to comply with this policy, our company has responsibilities that we are obliged to follow. We will:

- Enforce this policy to HR and senior management as well as employees.
- Treat everyone equally when taking disciplinary action without discriminating against protected characteristics.
- Prohibit victimization, [violence](#) and [retaliation](#) of any kind.
- Examine each situation separately and consider all aspects and perspectives before making decisions.

Our employees should follow our [anti-discrimination policy](#) at all times. For example, HR must not penalize a homosexual couple differently than a heterosexual couple when they both have violated the present policy in the same manner. Likewise, if a team member is discovered to

have a relationship with their manager, the person who will be transferred or terminated must not be chosen based on their gender.

We will keep our employees' freedom and individual rights in mind and follow the law.

Employee Internet Usage Policy

Policy brief & purpose

Our employee internet usage policy outlines our guidelines for using our company's internet connection, network and equipment. We want to avoid inappropriate or illegal internet use that creates risks for our company's legality and reputation.

Scope

This employee internet usage policy applies to all our employees, contractors, volunteers and partners who access our network and computers.

Employee internet usage policy elements

What is appropriate employee internet usage?

Our employees are advised to use our company's internet connection for the following reasons:

- To complete their job duties.
- To seek out information that they can use to improve their work.
- To access their social media accounts, while conforming to our [social media policy](#).

We don't want to restrict our employees' access to websites of their choice, but we expect our employees to exercise good judgement and remain productive at work while using the internet.

Any use of our network and connection must follow our [confidentiality](#) and [data protection policy](#).

Employees should:

- Keep their passwords secret at all times.
- Log into their corporate accounts only from safe devices.
- Use strong passwords to log into work-related websites and services.

What is inappropriate employee internet usage?

Our employees mustn't use our network to:

- Download or upload obscene, offensive or illegal material.
- Send confidential information to unauthorized recipients.
- Invade another person's privacy and sensitive information.
- Download or upload movies, music and other copyrighted material and software.
- Visit potentially dangerous websites that can compromise the safety of our network and computers.
- Perform unauthorized or illegal actions, like hacking, fraud, buying/selling illegal goods and more.

We also advise our employees to be careful when downloading and opening/executing files and software. If they're unsure if a file is safe, they should ask [*their supervisor/ IT manager/ etc.*]

Our company may install anti-virus and disk encryption software on our company computers. Employees may not deactivate or configure settings and firewalls without managerial approval.

We won't assume any responsibility if employee devices are infected by malicious software, or if their personal data are compromised as a result of inappropriate employee use.

Company-issued equipment

We expect our employees to respect and protect our company's equipment. "Company equipment" in this computer usage policy for employees includes company-issued phones, laptops, tablets and any other electronic equipment, and belongs to our company.

We advise our employees to lock their devices in their desks when they're not using them. Our employees are responsible for their equipment whenever they take it out of their offices.

Email

Our employees can use their [corporate email accounts](#) for both work-related and personal purposes if they don't violate this policy's rules. Employees shouldn't use their corporate email to:

- Register to illegal, unsafe, disreputable or suspect websites and services.
- Send obscene, offensive or discriminatory messages and content.
- Send unauthorized advertisements or solicitation emails.
- Sign up for a competitor's services unless authorized.

Our company has the right to monitor corporate emails. We also have the right to monitor websites employees visit on our computers.

Disciplinary Action

Employees who don't conform to this employee internet usage policy will face disciplinary action.

Serious violations will be cause for termination of employment, or legal action when appropriate.

Examples of serious violations are:

- Using our internet connection to steal or engage in other illegal activities.
- Causing our computers to be infected by viruses, worms or other malicious software.
- Sending offensive or inappropriate emails to our customers, colleagues or partners.

Employee relationships in the workplace policy

Policy brief & purpose

Our workplace dating policy provides guidelines our employees should follow when they're romantically or sexually involved with a colleague. We also set some standards for acceptable behavior when flirting with colleagues.

We don't want to place undue restrictions on employees dating each other, as everyone should be free to choose their partners. But, we want to make sure that relationships won't cause awkwardness or problems in our workplace.

Scope

This policy applies to all our employees regardless of gender, sexual orientation or other protected characteristics.

In the context of this policy, "employee dating" includes consensual romantic relationships and sexual relations. We explicitly prohibit non-consensual relationships.

Policy elements

Before you date a colleague

Before you decide to date a colleague, please consider any problems or conflicts of interest that may arise. For example, if you're working with a colleague on an important project, a relationship between the two of you (or a possible breakup) could affect your work. Make sure you've thought about all parameters before deciding.

Acceptable behavior

While we don't object to employee relationships, our workplace is still a professional setting. We expect our employees to treat each other with respect and avoid hindering another people's work. If you want to express your romantic interest in a colleague, don't do anything that may embarrass or expose them and always respect their time and choices. *[You're allowed to ask a colleague on a date only once. If they say 'no' or give an ambiguous answer, don't ask again.]*

If a colleague is persistent in flirting with you and becomes annoying or disturbs your work, ask them to stop and inform your manager *[if they continue]*. Please report them to HR if they make unwanted sexual advances. Sexual harassment is prohibited, including seemingly harmless actions. For example, an employee who keeps flirting when their colleague doesn't respond favorably is breaking our sexual harassment policy. In this case, they will face disciplinary action. For more details on what constitutes sexual harassment and how to report it, please refer to our [anti-harassment policy](#).

When you begin dating a colleague

HR won't get involved in your private lives and will always be discreet. You don't need to tell us if you go on a few dates with a colleague or become involved for *[less than two months]*, as long as there's no disruption in the workplace or your own work. But if your relationship lasts longer than *[two months]*, please inform HR. We want to be aware of these relationships so we can better handle gossip or conflicts of interest.

Also, make sure to:

- Keep your personal issues and discussions out of the workplace.
- Be productive and focused as always. If you find that your work is affected by dating a colleague, seek counseling from your manager, HR or specialized employee (e.g. company psychologist).

Acceptable behavior

We expect you to always behave appropriately and follow our [Code of Conduct](#). This means you and your partner shouldn't behave in a way that:

- Hinders our operations.
- Embarrasses your colleagues
- Distracts your colleagues from their duties

Examples of acceptable behavior are:

- Passing by your partner's office to talk to them for a short time.
- Discussing your joint vacation plans during breaks
- Coming to and leaving from work together
- Examples of unacceptable behavior are: Arguing in the workplace.
- Kissing or touching inappropriately in front of colleagues or clients
- Exchanging an excessive number of instant messages or calls during working hours
- Boasting about or discussing your relationship in your colleagues' presence

Employees who exhibit unacceptable behavior will face [progressive discipline](#).

After you stop dating a colleague

If your relationship ends, maintain professionalism and ensure you won't disrupt our workplace.

You mustn't badmouth your former partner, sabotage their work or reveal any intimate details. All these break our code of conduct about respect in the workplace and you will face disciplinary action. If your former partner behaves this way, report them to HR and we will investigate as soon as possible.

If you're facing emotional or psychological issues, [*ask HR about our employee assistance program*]. [*You could also ask whether your insurance provider covers any therapy sessions with an external mental health professional.*]

Dating managers

To avoid accusations of favoritism and abuse of authority, we strictly prohibit supervisors from dating their team members or those who report to their team members (directly or indirectly). If they do, they'll face disciplinary action up to and including termination.

Managers who are from the level of [*senior director*] and above are also forbidden from dating anyone who is below the same level, even if they're in another department.

Managers who are below the level of [*senior director*] may have a relationship with colleagues from other teams or departments, as long as that person is at the same level or within two levels below them. For example, a [*department head*] can date a [*senior manager*] from another department but they can't date an intern who's more than two levels below them in rank.

If you broke our rules by dating someone who's a direct report or below the acceptable level of seniority, it's in your best interest to disclose your relationship as you may face more severe disciplinary action when you're discovered.

Employees will not face demotion, victimization or loss of benefits. Managers may receive a reprimand depending on the circumstances. We may terminate those who repeatedly disregard this restriction.

When one of the former partners becomes a manager

If an employee gets promoted or transferred from another department, they may find themselves managing a colleague they used to date. In this case, either of the two should let us know.

When managing a former partner, you must be extra careful with how you behave towards them.

You're not allowed to favor or retaliate against them. You should do everything possible to prove that you're treating every team member in a fair and professional way. Document every information or incident necessary for performance reviews and ask for your manager or HR's advice if you need to discipline or reward your former partner.

Couples who are married or in a domestic partnership

The following guidelines address employees who are already married, have a domestic partner or other long-term relationship.

If you're the hiring manager for your team, you're not allowed to consider your spouse or partner for hiring. Doing so might raise questions of favoritism in the hiring process. You are allowed to refer your partner to other teams or departments where you don't have any managerial authority.

If we find out that you hired your partner for your team, you will receive a reprimand and you'll have two choices:

- One of you should transfer to another team or department. If you choose this option, HR will try to ensure that the transfer won't negatively affect your salary or benefits.
- One of you should quit. This option will be the only solution if a transfer isn't possible (like in cases where there's no position relevant to your own in another department). HR won't have a say in who will eventually quit, make this decision between yourselves.

Our company's commitment about romantic relationships in the workplace

Just like we expect employees to comply with our policy, we have responsibilities that we're committed to fulfil.

We will:

- Enforce this policy equally to all employees including HR and senior management
- Treat everyone equally when taking disciplinary action without discriminating against protected characteristics
- Prohibit victimization, [violence](#) and [retaliation](#) of any kind
- Examine each case separately and consider all aspects and perspectives before making Decisions

All of us must follow our [equal employment opportunity policy](#) always. For example, HR must not penalize a homosexual couple differently than a heterosexual couple when they both have violated our employee relationships policy in the same manner. At any point, we will keep our employees' freedom and individual rights in mind and follow the law.

Employee social media policy

Policy brief & purpose

Our **social media company policy** provides a framework for using social media. Social media is a place where people exchange information, opinions and experiences to learn, develop and have fun. Whether employees are handling a corporate account or use one of their own, they should remain productive. This policy provides practical advice to avoid issues that might arise by careless use of social media in the workplace.

Scope

We expect all our employees to follow this policy.

Policy elements

"Social media" refers to a variety of online communities like blogs, social networks, chat rooms and forums. This policy covers all of them.

We consider two different elements: using personal social media at work and representing our company through social media.

Using personal social media

We allow employees to access their personal accounts at work. But, we expect them to act responsibly and ensure their productivity isn't affected. Using social media excessively while at work can reduce efficiency and concentration. Whether employees are using their accounts for

business or personal purposes, they may easily get sidetracked by the vast amount of available content.

We advise our employees to:

- **Use their common sense.** If employees neglect their job duties to spend time on social media, their decline in productivity will show on their performance reviews.
- **Ensure others know that personal account or statements don't represent our company.** Employees shouldn't state or imply that their personal opinions and content are authorized or endorsed by our company. We advise using a disclaimer such as "opinions are my own" to avoid misunderstandings.
- **Avoid sharing intellectual property** like trademarks on a personal account without approval. Confidentiality policies and laws always apply.
- **Avoid any defamatory, offensive or derogatory content.** It may be considered as a violation of our company's [anti-harassment policy](#), if directed towards colleagues, clients or partners.

Representing our company

Some employees represent our company by handling corporate social media accounts or speak on our company's behalf. We expect them to act carefully and responsibly to protect our company's image and reputation. Employees should:

- **Be respectful, polite and patient**, when engaging in conversations on our company's behalf. They should be extra careful when making declarations or promises towards customers and stakeholders
- **Avoid speaking on matters outside their field of expertise** when possible. Everyone should be careful not to answer questions or make statements that fall under somebody else's responsibility
- **Follow our [confidentiality policy](#) and [data protection policy](#)** and observe laws on copyright, trademarks, plagiarism and fair use
- **Inform our [\[PR/Marketing department\]](#)** when they're about to share any major-impact content
- **Avoid deleting or ignoring comments** for no reason. They should listen and reply to criticism.
- **Never post discriminatory, offensive or libelous** content and commentary
- **Correct or remove** any misleading or false content as quickly as possible

Disciplinary Consequences

We'll monitor all social media postings on our corporate account.

We may have to take disciplinary action leading up to and including termination if employees do not follow this policy's guidelines. Examples of non-conformity with the employee social media policy include but are not limited to:

- Disregarding job responsibilities and deadlines to use social media
- Disclosing confidential information through personal or corporate accounts
- Directing offensive comments towards other members of the online community

Employee temporary layoff policy

Policy brief & purpose

Our Temporary Layoff policy outlines our rules for temporarily suspending our employees. We recognize that layoffs (especially on a large scale) affect morale and job satisfaction. For this reason, we see layoffs as a last resort during hard times.

Scope

This policy applies to all our permanent full-time or part-time employees.

Laying off exempt employees may be different than laying off non-exempt employees. We will comply with the law at all times.

Policy elements

"Temporary layoff" refers to reducing the number of our employees on a short-term basis. Sometimes, we may ask employees to take planned unpaid or partially-paid time off from work for a specific period ("furlough.") We may decide to lay off employees to:

- Increase efficiency.
- Restructure our organization.

This list is not exhaustive. We may have to take part in temporary layoffs for other reasons too.

Examples are:

- Employees' job duties are reduced.
- The branch employees work in needs to be restructured, moved or closed.

Temporary layoff elements

We will give our employees a written [*two-month*] notice, or as much as is specified by law, before the effective layoff date. If we are unable to give notice before the employee must stop working, we will pay our employee in lieu of the notice period.

Temporary layoffs may last from days to several months. We may set a temporary layoff period (if it's not set by law), during which we may recall laid off employees to resume working for us. During that period, employees may continue to receive pay and benefits dictated by law (e.g. unemployment benefits or health insurance.)

This period may be extended due to unforeseen circumstances. We are obliged to give notice of extension in this case.

If we recall a laid-off employee within that period, there are two possibilities:

- The employee returns to work for us in the same or similar position.
- The employee does not wish to return and officially or unofficially resigns.

In any case, employees should formally accept or refuse to return to work within [five days] after they receive a recall request. If an employee finds another permanent job during the recall period, they must notify HR within [three days] of a recall request. In this case, they lose the right to be recalled.

If we don't recall a laid-off employee within that period, we will inform them with an official letter within [*two days*] that we are permanently terminating them. We will pay them what the law requires (e.g. severance pay) from the first day of termination.

The first day of an employee's termination is the first day of their layoff, unless applicable law dictates otherwise.

Selecting employees for layoff

When collective temporary layoffs are necessary, we will select employees according to the following criteria:

- [*Levels of performance*]
- [*Length of service*]
- [*Workload*]

We will not discriminate against protected characteristics. HR is responsible for ensuring that layoffs will not have an adverse impact on protected groups.

Branches, offices or departments may need to close if they aren't profitable or critical to the business. HR, senior management or Heads of Departments may initiate a temporary layoff process. HR is responsible for ensuring legality and efficiency.

Employee Rehire

During the temporary layoff period, employees may apply to another department or branch of our company. We encourage supervisors to refer good employees to another assignment or position within our company. In the case of the laid-off employee being rehired, their temporary layoff period will end, and they won't be eligible for severance pay from their first day in a new role. If employees receive severance pay for a certain period, they must not work for our company during that period. If we rehire them in a different department or branch, before the severance period ends, they must return the remaining portion of their severance payment. Employees may decide for repaying that balance with HR.

Grievances

If employees have any questions they can contact HR. If there are disagreements or complaints, we advise our employees to follow our grievance procedure.

Procedure

This general procedure should be followed:

- [HR/Senior management/Department Heads] identify the need for reducing staff.
- [HR/Senior management/Department Heads] select the positions, teams or departments that should be abolished, or branches that should close according to established criteria.
- HR ensures that no discrimination has taken place and that there won't be an adverse impact on protected groups.
- HR/Senior management consults with an attorney to ensure legality of the process.
- [HR/Department Heads] notify employees selected for layoff through an official letter explaining the reasons for laying off employees and whether they should expect to be recalled.
- HR is responsible for discussing the layoff terms with affected employees and addressing any outstanding payments and documentation.

Employer Paternity Leave Policy

Policy brief & purpose

Our Paternity leave company policy outlines our provisions for employees who are going to become fathers either through the birth or the adoption of a child.

Our company endorses the rights of its employees to become parents, regardless of gender. We have established a policy to help new fathers fulfill their new parental duties. This policy aligns with and reinforces work/life balance initiatives we take to support our employees.

We will offer at least the minimum benefits mandated by law. This policy is complementary to the existing local and national legal guidelines.

Scope

This policy applies to all employees who are new parents and identify as male.

Policy elements

What is the employer paternity leave policy?

Paternity leave is a temporary absence from an employee's position following the: birth, adoption or, foster care placement of a child.

Who is eligible for paternity leave?

All eligible employees (both part-time and full-time) can request paternity leave after they have been employed by our company for at least [*one year.*] We will approve all requests for paternity leave without discriminating against employees with protected characteristics. Employees cannot use paternity leave before the birth or adoption of a child. We may make exceptions and provide time-off in case an employee needs to attend prenatal or adoption-related appointments.

Employees qualify for paternity leave as both primary and non-primary caregivers. Surrogacy arrangements are also included in the context of this policy.

Eligible employees may take their paternity leave within the first [*ten weeks*] of the birth or adoption of their child.

The amount of time off work that we grant to fathers depends on the jurisdiction our company operates under. The legal limit of paternity leave may span from [*one to twelve*] consecutive weeks.

Whether the time off will be fully/partially paid or unpaid, depends also on legislation and our company's discretion.

Eligible employees may request to extend their leave for up to an additional [*three-week period*] subject to approval of their supervisor and our HR department. While on paternity leave, we will maintain employees' position, regular pay and benefits.

When employees need to take time off for the general care of a child who is under eighteen years old, they may use their accrued time off unless otherwise specified in legislation.

Procedure

To get a paternity leave, please follow this procedure:

- Submit a formal, written request for paternity leave to his supervisor and/or HR department, mentioning:
- the date of expected birth or adoption;
- the starting date of the leave and;
- the ending date of the leave
- Please submit your request at least [*three weeks*] in advance.
- Submit any relevant formal documents that HR requests (e.g. certification of partner's pregnancy) as soon as possible.

Once HR receives this request, they will:

- Review the request and determine the employee's eligibility for paternity leave.
- Notify the employee for his eligibility status and the amount of leave he is entitled to.

Unforeseen circumstances

Employees begin their paternity leave at the specified date unless their child is born early. In these cases, please notify us as soon as possible to be able to begin your leave on the day of birth.

To extend your leave, please send a formal extension request at least [*one week*] before the end of your leave.

Alternate arrangements, such as working part-time instead of taking full leave, must be in writing and agreed upon by both employee and employer.

When your leave is over, you must return to work. If you decide not to return, please submit your resignation notice as soon as possible.

Equal Opportunity Employer Policy

Policy brief & purpose

Our Equal Opportunity Employer Policy reflects our commitment to ensure equality, treat everyone with respect and promote diversity in the workplace.

Scope

This Equal Opportunity Employer Policy applies to all employees, job candidates, contractors and visitors.

Policy elements

Being an equal opportunity employer means that we provide the same opportunities for hiring, advancement and benefits to everyone without discriminating due to protected characteristics like:

- age
- gender
- sexual orientation
- ethnicity/ nationality
- religion
- disability
- medical history

What is an EEO policy?

We built our EEO policy around preventive and affirmative actions to ensure equal opportunity when hiring, training, evaluating performance, administering compensation and benefits and [terminating employees](#). This list is not exhaustive.

Our HR department is responsible for assessing our processes company wide and ensuring they are bias-free. Whenever we find [biases](#) interfering, we will act immediately to refine our processes, train our people to combat their biases and protect possible victims of discrimination. We will give everyone the chance to work in an environment where their rights are respected.

Actions

To promote Equal Opportunity, we:

- *[Use inclusive language in all signs, documents and webpages.]*
- *[Modify structures and facilities to accommodate [people with disabilities](#).]*
- *[Provide parental leave and flexible work arrangement policies.]*
- *[Hire, train and evaluate employees through job-related criteria.]*
- *[Allow employees to take religious or national [holidays](#) that aren't included in our company's official schedule.]*
- *[Train employees on communication and diversity.]*
- *[Implement open door practices so employees can report discrimination more easily.]*

Grievance Procedure

All supervisors and managers are responsible to enforce equal opportunity practices. Everyone should comply with our policy by treating others with respect.

If you see or suspect that our EEO policies are being violated, feel free to inform HR immediately. employees can address the offender directly. We will investigate promptly.

Disciplinary Consequences

When someone discriminates, they will be subject to disciplinary action depending on the severity of their actions. For example, unintentionally offending a coworker might warrant a reprimand, but harassing someone systematically might result in demotion or termination.

Flexible working hours policy

Policy brief & purpose

Our **flexible hours company policy** outlines our provisions for employees who want to change their working hours, days or weeks.

Scope

This policy applies to all our employees, who need an alternative arrangement about their [work schedules](#) and who are eligible by nature of their job.

Policy elements

We recognize that some employees need to work flexible hours. Example reasons are:

- [Parenting](#)
- Doctor appointments or other [medical circumstances](#)
- [Work-life balance](#)

What does it mean to have a flexible work schedule?

Flexible hours can refer to several different arrangements:

- **Flexible working time** when employees choose to shift their everyday schedule by starting the day later or leaving earlier. The total of working hours doesn't change. "Core hours" may be established during which an employee is obliged to be present at the workplace.
- **Reduced hours** when an employee works for less than the standard working hours either by fewer hours per day or by fewer days per week. In such cases salary is calculated anew depending on the new schedule.

- **Compressed week** when employees work longer hours on a number of days per week, so they can take time off on the remaining days. Total working hours and compensation remain the same.
- **"Flexible year"** when an employee must work a specific amount of hours per year with little limitation as to when.
- **Job sharing** when two people divide their schedule to do the same job.

To determine whether an employee is eligible for flexible arrangements, we consider:

- **The nature of the employee's job.** For example, if the job requires [attendance](#) at specific hours or every day per week or has a full time workload, then the employee is not eligible for flexible working hours.
- **The needs of the employee's team or department.** For example, some departments (e.g. finance) may require employees to be present due to the amount of incoming paper documents.
- **The impact on colleagues.** For example, if the department's operations are largely dependent on teamwork, then the employee is less likely to freely modify his/her working schedules.
- **The duration of the arrangement.** For example, an employee may have flexible hours on a specific time but may have to follow standard schedule at some other time.
- **The impact on customers.** For example, we don't want any flexible work arrangement to have a big impact on customer satisfaction.

Procedure

If our employee initiates the request for flexible schedule, then the following procedure must be followed:

1. The employee files an official request with their manager and HR explaining the reasons for their request.
2. Their manager approves/rejects their request after carefully considering the above criteria.
3. HR approves
4. The employee and their manager meet to discuss details of the arrangement and set specific goals and responsibilities.
5. HR puts the agreement in writing and all parties must sign it.
6. The decision must be revisited and discontinued if it negatively affects productivity or efficiency of the individual or the department.

In cases where the employer does not approve of the employee's request, the employee must

receive an official letter that includes the reasons why.

When the request is initiated by the employer, then the employee must be formally notified and sign the agreement along with the other parties.

Retaliation in the Workplace Policy

Policy brief & purpose

Our **No Retaliation company policy** describes our provisions towards employees who file reports for harmful, discriminatory or unethical behaviors. Whether accusations are true or false, our company wants to prevent victimization and other retaliatory behavior towards the employee.

We believe it's important that employees aren't afraid to speak up about any issues. It's to our company's benefit to resolve them as soon as possible. An environment of fear can only be harmful in the long run.

We'll follow all legal prohibitions for retaliation and will grant employees the right to speak about misconduct. At any case, we will try to preserve legality and business ethics.

Scope

This policy applies to all prospective, current or former employees of the company.

Policy elements

Actions that often bring about retaliation include but are not limited to:

- Complaints for [workplace harassment or discrimination](#)
- Complaints for company actions that harm the environment or society
- Requests for parental or other leave
- Participation in a pending investigation of misconduct or violations
- Lawsuits for wrongful dismissal or termination for cause

Employees may file complaints internally to a manager or Human Resources Department. Or they may speak to persons able to take legal action against the alleged guilty party. These employees are called "Whistleblowers".

At any case, we'll follow our harassment-free workplace principles. Employees who report misconduct or suspected violation must be protected from retaliation. We don't want to silence complaints, but we encourage open communication in accordance with our [open door policy](#).

Why do we need a No Retaliation Policy?

We need a no retaliation policy for two reasons. First, when reports have a solid basis, we must consider them and take action. Retaliating against an employee who brought attention to inconsistencies or violations will harm our company's trustworthiness and reliability. Secondly, any kind of retaliatory action, whether intentional or unintentional, may expose us to a serious legal risk.

It's important to note that this policy refers to circumstances when an employee's report is true as well as circumstances when the report is baseless. We don't consider the report's validity when it comes to no retaliation principles, as required by law. Our company will malevolently punish its employees in any way and for whatever reason.

Retaliation in the workplace may be expressed in a variety of ways. These include but are not limited to:

- Victimization
- Termination or illegal retraction of benefits
- Reduction of compensation
- Poor work performance evaluation
- Exclusion from corporate events or meetings
- Defamation of character (prominent in cases of former employees)

Retaliation is in general defined as any kind of negative action against a current or former employee that takes the form of punishment, and creates a hostile, threatening or uncomfortable environment as a result of their reported complaint.

Employees that are found guilty of retaliation will be subject to disciplinary action that may also [result in termination](#).

Disciplinary action may also apply to employees who have repeatedly filed false or unreasonable complaints against us and are proven to have been intentionally lying, falsifying evidence, acting maliciously or for personal benefit. That way we can ensure that employees do not take advantage of our policy and act always in good faith.

Actions

Employees have the right to communicate problems, suggestions or issues to any manager. No retaliation policy applies to all official or unofficial reports. All complaints will be kept confidential and investigation will be as little disruptive as possible.

In cases of lawsuits or complaints filed in an authority or legal entity, employees won't be victims of retaliation.

If an employee files a complaint with our company for another employee, we'll take it seriously and investigate thoroughly. If we need to act immediately during our investigation (like in cases of harassment), we'll ensure the employee who filed the complaint will not be affected in any way.

The alleged wrongdoer may see their employment or position affected until the investigation is concluded.

In some cases, an employee who has filed a report may face disciplinary action on an unrelated offence. We'll provide official documentation stating the reason of disciplinary procedures against the employee, along with evidence for their misconduct.

Occupational / Workplace health and safety policy

What is an occupational health and safety (OH&S) policy?

Policy brief & purpose

Our Occupational / Workplace Health and Safety Policy help us preserve the best possible work conditions for our employees. Every employee has a right to feel safe at work. Our company is committed to follow legal standards and create a hazard-free workplace.

Our Occupational / Workplace Health and Safety Policy help us preserve the best possible work conditions for our employees.

Scope

This Occupational / Workplace Health and Safety Policy applies to all prospective and current employees of the company as well as volunteers, contractors and consultants.

Policy elements

There are two aspects to consider when establishing an Occupational / Workplace Health and Safety Program: Preventative Action and Emergency Management.

Preventative action

Preventative action is any action we take to avoid injuries or illness related to workplace conditions.

We'll conduct periodical risk assessments and job hazard analysis to discover what is likely to harm employees. We'll establish preventative measures accordingly.

Potential threats and dangerous situations include but are not limited to:

- Performing tasks on heights, scaffolds, ladders and other unsteady structures
- Chemical substances (toxic, flammable etc.)
- Operating dangerous equipment
- Slippery or uneven surfaces
- Electrical infrastructure
- Noise/temperature
- Quality of air

We'll take the following preventative measures:

- When employees work in dangerous contexts or locations, we'll make sure there are safety precautions like safety nets and ropes.
- We'll provide protective gear like gloves, protective uniforms, goggles etc. Using safety equipment is obligatory.
- Inspectors and quality control employees will inspect equipment and infrastructure regularly
- We'll hold employee training sessions in health & safety standards and procedures.
- All highly dangerous job tasks require at least two employees to be present
- Exposure to chemicals and radiation will not exceed a certain time limit
- Employees who do repairs or cleaning need to put up caution signs
- We'll prohibit smoking indoors

Also, we'll enforce a substance abuse policy to protect employees from colleagues' misconduct.

Emergency Management

Emergency management refers to our plan to deal with sudden catastrophes like fire, flood, earthquake or explosion. These depend on human error or natural forces.

Our emergency management involves the following provisions:

- Functional smoke alarms and sprinklers that are regularly inspected by [*maintenance supervisor*]
- Technicians (external or internal) available to repair leakages, damages and blackouts quickly
- Fire extinguishers and other fire protection equipment that are easily accessible
- An evacuation plan posted on the walls of each floor and online
- Fire escapes and safety exits that are clearly indicated and safe
- Fully-stocked first-aid kits at convenient locations

We'll also schedule fire drills and emergency evacuations periodically. We will monitor performance of health and safety procedures and will revise them to ensure higher level of protection.

Additional measures

Our company will also keep abreast of changes and try to promote health & safety actively. We will:

- Update our policy according to changes in occupational health and safety legislation.
- Use incentive actions for health & safety (e.g. presenting safe employee awards.)
- Analyze past incidents to discover what went wrong.
- Establish clear procedures for accident reporting.
- Revise work procedures to make them safer.

Our company will also consult experts or insurance representatives to ensure it complies with local and international standards.

Disciplinary Consequences

Every team leader is responsible for implementing this health and safety policy. Employees should follow health and safety instructions and will be held accountable when they don't. We'll take disciplinary action that may extend to termination when employees consistently disregard health and safety rules.

It's everyone's responsibility to contribute to a healthy and safe workplace.

Open door company policy

Policy brief & purpose

Our **Open Door company policy** reflects our commitment to transparent and flexible communication between managers and team members. Our employees should be free to speak openly to their supervisors, or other managers and directors.

Scope

This policy applies to all employees.

Policy elements

Managers should have their office door open, so employees can approach them easily to:

- Ask for counsel or feedback.
- Ask questions about a subject.
- Express a complaint or concern.
- Raise awareness for a problem.
- Ask for resolution to an inside dispute or conflict.
- Make suggestions for change.
- Discuss other personal topics.

Benefits of open door policy

When employees feel they can speak openly to upper management, we are able to:

- Address employee concerns in time.
- Resolve disputes before tensions escalate.
- Help employees who were victimized or harassed.
- Seize opportunities to improve processes.
- Foster a culture of mutual trust and collaboration.

Managers should listen to employees and assure them they won't get in trouble for speaking up.

But we also ask employees to:

- Ask for an appointment in advance, whenever possible, if they want to talk about a significant matter.
- Communicate with their immediate supervisor whenever possible. Employees can bypass their manager if their manager is out of office or if they are involved in a harassment claim.

- Try to resolve minor disputes with their colleagues before reaching out to their managers.

In general, managers should encourage employees to share their thoughts and ideas. Managers should not take employee concerns lightly.

Parental leave company policy

Policy brief & purpose

Our **parental leave company policy** outlines the company's provisions for employees concerning their parenting status. The company will try to assist its employees to achieve better work-life balance regarding their parental duties.

Scope

This policy applies to all prospective or current employees of the company, who are parents or will become parents soon.

Policy elements

Parental leave

Parental leave is designed to address every need associated with the expectancy or care of a child. It includes paternity leave, maternity leave, adoption leave and any other leave that is needed to care for a child.

Parents who require time off to see to various needs regarding their children (which must be under eighteen years old) may also qualify for a certain amount of paid or unpaid parental leave under the law.

Such circumstances include but are not limited to:

- Taking a child to the hospital or a doctor's appointment
- Caring for a sick child
- Visiting current or new schools
- Attending child counseling sessions

The company will comply with legal guidelines that may exist and will endeavor to support its employees as much as possible.

Maternity Leave

[Maternity Leave](#) is a temporary absence from an employee's position and will be granted to support expectant mothers who require time off for pregnancy, childbirth recovery and child care.

Its length and compensation will differ depending on the country the employee resides in.

Paternity Leave

[Paternity Leave](#) is a temporary absence from an employee's position and applies to fathers who require time for the care of an infant. It will be granted to allow both new parents to care and bond with their newborn or adoptive child.

Adoption Leave is a temporary absence from an employee's position (whether they are a man or a woman) that applies to those who have recently become legal guardians of a child of up to a specified age. The number of paid weeks off will refer to "bonding time" with that child and will be granted according to law requirements and company's judgement.

In some countries, parents may be allowed to share their leave (e.g. mothers can pass on the remainder of their leave to their partners) or take it consecutively instead of together. When such arrangements are possible or mandatory, the company will adhere to the law's stipulations and try to assist its employees in the best way possible.

After the end of maternity or paternity leave, [flexible work arrangements](#) will be considered for employees who need them.

Procedure

When an employee needs to request a parental leave, they must always give proper and timely notification to their supervisors and HR department. In cases of the expectancy of a child, proper documentation may be requested. When parental leave for other reasons is needed, the employee should state the reason and the date and length of the desired leave.

More specific guidelines may be found in the separate maternity or [paternity](#) leave policies of the company.

Employees can contact HR for information concerning the procedures or other queries.

Pets in the workplace company policy

Policy brief & purpose

Our **pets in the workplace policy** outlines our rules for bringing, caring for and supervising pets in our company's offices.

We believe that pets can foster a friendlier and happier workplace. They're fun, playful and can have positive influence on our work. We'll allow our employees to have their pets at work when they wish.

However, we want to make sure that animals won't disrupt our operations, damage properties or cause medical issues to other employees. We expect everyone to read and respect this policy.

Scope

This policy refers to all our employees, visitors, contractors and consultants.

It applies to any space our company owns where employees perform their job duties. Regarding spaces our company rents, we're responsible to check appropriate regulations and seek approval from owner or building manager.

Policy elements

Employees who own pets can choose to bring them to their workplace. They should always consult with the HR department to:

- Inform HR that their pet is adequately trained
- Present current documentation of insurance policy that covers their pets
- Provide proof that their pets are clean, properly vaccinated and free of parasites
- Ensure their pet will not cause allergies or other medical problems for their coworkers
- Sign waivers that state their pets information and their owner's responsibility towards them

What pets are allowed?

Office pets are usually dogs and cats, but any pet that's well-trained and not potentially dangerous or unpleasant is also allowed. Young animals aren't allowed until they're adequately trained. Pets like snakes, spiders and bunnies (which chew up cords) are prohibited in the workplace.

Certain large dog breeds, like pit bulls, should be on a leash and their movements restricted to their owner's office space. Their owner is responsible for informing others of their dog's

presence, preferably with a sign. The HR department can give specific instructions about those pets.

When pets get sick, owners should leave them at home.

Owner's responsibilities

Generally, we want to ensure that our company and employees' pets are cared for properly. Pet owners should clean up after their pets. They're solely responsible for their pet's behavior and well-being. They should supervise their pets in the workplace or know their location always.

More specifically, they should make sure their animal doesn't:

- Make a mess
- Fight with other office pets
- Wander in prohibited places
- Endanger themselves or others
- Damage company or employee property
- Annoy coworkers (e.g. barking constantly, climbing on their desks)

If any of these occur, it falls to the HR department's discretion to determine the seriousness of the pet's actions. As a rule, if the pet misbehaves three times or becomes overly aggressive, their owner may be prohibited from bringing the pet to the office again. They'll also be responsible for any expenses and cleaning resulting from their pet's behavior.

Owners can leave work to walk their dogs on their lunch breaks. They should avoid using up excessive work time to look after their pets. If a pet needs constant care and attention, their owner may be instructed to leave them at home. Same goes for days that their owner has a busy schedule and won't be able to supervise them.

Pet owners are advised not to leave pets in their vehicles for great periods of time. In some jurisdictions, leaving pets in cars confined or unattended, in conditions that may endanger them, is illegal. Pet owners are obliged to know the law. When employees use company vehicles, we prohibit them from leaving pets inside, unattended and without proper ventilation, food/drink, or in extreme temperatures.

Areas where pets are prohibited

There are certain places and times where our company prohibits office pets:

- Labs, basements and attics

- Offices of employees with allergies
- Places with sensitive equipment or material
- Kitchen or cafeteria, where food is served or exposed
- Meeting rooms during meetings with clients or external parties

Security personnel, office managers and other employees should inform HR of any unattended or misbehaving pets at work.

The HR department may instruct employees to restrict their pets at certain instances (e.g. company parties). We expect employees to comply with those instructions.

In cases when the number of pets in the office becomes excessive, we'll have to apply a strategy to restrict them on turns.

Employees can then bring their pets to work according to a schedule.

Complaint process

We want all employees to feel safe in their workplace. If an employee has concerns or problems resulting from a pet at work, they can follow this process:

1. Talk to the pet's owner in case they can resolve the problem immediately
2. Reach out to their supervisor explaining their issues
3. Consult the HR department, if they don't get a satisfactory response
4. File an official complaint

If they have a medical or personal issue (e.g. allergy, phobia), they can directly contact the HR department or any department responsible for Health & Safety.

Supervisors should take their employees' concerns seriously and investigate as soon as they receive complaints. If they're unable to resolve the problem, they should contact the HR department and inform their team member.

This policy doesn't prohibit service animals (animals trained to perform tasks for the benefit of a person with a disability.) They can move freely with their owners. If any problem arises because of service animals, we will make appropriate accommodations to resolve it. This falls to the discretion of the HR department. But, we won't, under any circumstances, create problems for our employees with disabilities.

We also instruct employees to not feed other employees' pets at work, if not authorized.

Company sick leave policy

Policy brief & purpose

Our **company sick leave policy** outlines our company's provisions for employees who become sick and need to be absent from work. The following sample policy specifies how sick leave will be accrued and how it may be used.

Scope

This company sick leave policy applies to all our employees who have been with our company for at least [*six months.*]

Policy elements

Our employees may be unable to perform their duties if they get sick. Our company follows [legal guidelines that may apply](#) to sick pay. We'll also offer [*25 days*] of [*paid/ partially paid*] sick leave.

This leave is separate from other types of leave like [maternity leave](#) and [Paid Time Off \(PTO\)](#).

How do sick days work?

Our employees can take sick leave when they want to:

- Recover from sudden illness
- Recover from accidents/injuries
- Receive mental/psychological care or counseling when necessary

Employees who want to attend to routine healthcare (e.g. doctor's/dentist's appointments) should use their PTO.

Unused sick leave policy

Employees will receive [*1*] additional day/s every [*1 year*] of working for our company. Depending on the law, employees can accumulate unused sick leave until it reaches a certain number of days. Unused sick time may be calculated for an employee's annuity when they retire.

Keep in mind that, employees who become sick should either use their sick days or [work from home](#) to avoid spreading illnesses.

Procedure

When employees want to use their sick time, they should notify their supervisor as soon as possible either through email or an automated Human Resources Information System (HRIS.) They should also inform the supervisor for how long they'll be absent (if possible) or report daily for every day of sick leave.

Under certain circumstances, employees might need to submit a physician's note or other medical certification and/or complete a sick leave form. Those circumstances include but are not limited to:

- Being absent for more than [*three days*] on sick leave.
- Cases when a pattern arises (e.g. employees plead sick at a specific time each week.)

We will handle all sick time requests with discretion.

Maternity leave policy

Policy brief & purpose

Our company **maternity leave policy** outlines the company's provisions for women employees who are expecting a child and/or require time to care and bond with their newborn.

The company endorses the right of its employees to become parents. We are also aware that pregnancy or caring for an infant or a newly adopted child may cause difficulties for them in relation with their job duties. We are, therefore, prepared to support pregnant employees and allow new mothers enough time to recover from childbirth and care for their child.

The company will offer at least the minimum benefits mandated by law and this policy is merely complementary to the existing legal guidelines.

Scope

This policy applies to all eligible female employees of the company.

Policy elements

Maternity Leave is a temporary absence from an employee's position and applies to expectant or new mothers who require time off for pregnancy, childbirth and child care.

All female employees are entitled to maternity leave after a certain time of service specified by the law.

In general, eligibility of an employee will be assessed according to legislative guidelines. It falls to the company's discretion to grant paid maternity leave or unpaid maternity leave for an employee deemed legally ineligible.

How much time do employees get for maternity leave?

The minimum amount of maternity leave an employee is entitled to is defined by the law and may include compulsory or extended leave. The company may choose to provide employees with more time off for maternity reasons than the legal minimum. Such benefits will be explicitly stated in the employment contract or communicated afterwards in a written official manner.

Is maternity leave paid or unpaid?

Depending on the legislation, maternity leave may be fully paid, partially paid or unpaid. The company will abide by legislation and it will judge whether additional benefits should be offered.

The following statements apply to paid and unpaid maternity leave:

- Depending on legislation, an employee can begin their maternity leave prior or after the expected date of childbirth
- In cases where a compulsory leave is legally applicable, the employee must strictly comply so the company will not be exposed to legal repercussions
- All pregnant employees can utilize reasonable paid time off for any kind of prenatal care including but not limited to medical examinations
- All new mothers can petition for an extension of unpaid maternity leave on grounds of medical or other reasons that are subject to company's judgement (e.g. complications during pregnancy or childbirth may be cause for extension)
- The positions of employees and the benefits associated with them will not be affected during the maternity leave. The company is allowed during that time to fill the position with a temporary replacement
- An employee that has not requested extension or given other notice must return to their positions after the end of their leave. Not doing so is considered a voluntary resignation
- Individual circumstances will be considered

We will also take measures to help mothers who return to work after the end of their maternity leave (e.g. by establishing [flexible hours](#) or [work from home](#) policies)

In the context of this policy and relevant legislation, adoption of a child is also grounds for requesting a maternity leave. Parents may need to utilize time off to meet appointments related to the adoption process or to bond with a recently adopted child.

The same guidelines and procedure apply for these cases.

Procedure

The expectant mother must adhere to the following procedure:

1. She must give formal written notice to her immediate supervisor and the human resources department about her pregnancy (or adoption), at least a specified number of weeks prior the date of expected childbirth
2. She must complete forms or submit a document stating the date of the expected childbirth and the desired beginning date of maternity leave (it must not be earlier than a specified number of weeks before childbirth)
3. If a certificate of pregnancy or proof of adoption is requested, she must provide one signed by a physician, registered midwife or other appropriate source
She must arrange a meeting with her supervisor to agree on ways of keeping in touch (any arrangement should exclude any compulsory maternity leave)

The employee will be officially notified of the approval of her request, after her eligibility under the law has been evaluated. The document she will receive will clearly state the length of the maternity leave with the beginning and end dates. Additional benefits such as pay will also be explicitly explained.

If labor occurs earlier than estimated, the beginning and ending dates of maternity leave can be modified accordingly, through an official document.

Employees can contact the Human Resources Department for information concerning the procedures or other queries.

Sexual Harassment policy

Policy brief & purpose

Our sexual harassment policy aims to protect men and women in our company from unwanted sexual advances and give them guidelines to report incidents. We will also explain how we handle claims, punish sexual harassment and help victims recover.

We won't tolerate sexual harassment in our workplace in any shape or form. Our culture is based on mutual respect and collaboration. Sexual harassment is a serious violation of those principles.

Scope

This policy applies to every person in our company regardless of gender, sexual orientation, level, function, seniority, status or other protected characteristics. We are all obliged to comply with this policy.

Also, we won't tolerate sexual harassment from inside or outside of the company. Employees, investors, contractors, customers and everyone interacting with our company are covered by the present policy. For further details about how we deal with harassment from the outside of our company, please refer to our [third party harassment policy](#).

Policy elements

What is sexual harassment?

Sexual harassment has many forms of variable seriousness. A person sexually harasses someone when they:

- Insinuate, propose or demand sexual favors of any kind.
- Invade another person's personal space (e.g. inappropriate touching.)
- Stalk, intimidate, coerce or threaten another person to get them to engage in sexual acts.
- Send or display sexually explicit objects or messages.
- Comment on someone's looks, dress, sexuality or gender in a derogatory or objectifying manner or a manner that makes them uncomfortable.
- Make obscene comments, jokes or gestures that humiliate or offend someone.
- Pursue or flirt with another person persistently without the other person's willing participation. Also, flirting with someone at an inappropriate time (e.g. in a team meeting) is considered sexual harassment, even when these advances would have been welcome in a different setting. This is because such actions can harm a person's professional reputation and expose them to further harassment.

The most extreme form of sexual harassment is sexual assault. This is a serious crime and our company will support employees who want to press charges against offenders.

Our company's rules on sexual harassment

- **No one has the right to sexually harass our employees.** Any person in our company who is found guilty of serious harassment will be terminated, whether they are VPs or

assistants. Also, if representatives of our contractors or vendors sexually harass our employees, we will demand that the company they work for takes disciplinary action and/or refuse to work with this person in the future.

- **Sexual harassment is never too minor to be dealt with.** Any kind of harassment can wear down employees and create a hostile workplace. We will hear every claim and punish offenders appropriately.
- **Sexual harassment is about how we make others feel.** Many do not consider behaviors like flirting or sexual comments to be sexual harassment, thinking they are too innocent to be labeled that way. But, if something you do makes your colleagues uncomfortable, or makes them feel unsafe, you must stop.
- **We assume every sexual harassment claim is legitimate unless proven otherwise.** We listen to victims of sexual harassment and always conduct our investigations properly. Occasional false reports do not undermine this principle.
- **We will not allow further victimization of harassed employees.** We will fully support employees who were sexually harassed and will not take any adverse action against them.

For example, we will not move them to positions with worse pay or benefits or allow others to retaliate against them.

- **Those who support or overlook sexual harassment are as much at fault as offenders.** Managers and HR especially are obliged to prevent sexual harassment and act when they have suspicions or receive reports. Letting this behavior go on or encouraging it will bring about disciplinary action. Anyone who witnesses an incident of sexual harassment or has other kinds of proof should report to HR.

How to report sexual harassment

If you are being sexually harassed (or suspect another person is being harassed), please report it to [*HR manager, HR generalist or your manager.*] In serious cases like sexual assault, please call the police and inform HR that you plan to press charges. We acknowledge it's often hard to come forward about these issues, but we need your help to build a fair and safe workplace for you and your colleagues.

If you want to report sexual harassment within our company, there are two options:

1. **Ask for an urgent meeting with your [HR manager or HR generalist or supervisor.]** Once in the meeting, explain the situation in as much detail as possible. If you have any hard evidence (e.g. emails), forward it or bring it with you to the meeting.
2. **Send your complaint via email.** If you address it to your supervisor, please cc HR to the email and attach any evidence or information that can be used in the investigation. HR and your supervisor will discuss the issue and contact you as soon as possible.

If you report assault to the police, our company will provide any possible support until the matter is resolved. In any case, we will ensure you are not victimized and that you have access to relevant evidence admissible in court, like security video footage or emails (without revealing confidential information about other employees.)

Inadvertent harassment

Sometimes, people who harass others do not realize that their behavior is wrong. We understand this is possible, but that doesn't make the perpetrator any less responsible for their actions.

If you suspect that someone doesn't realize their behavior is sexual harassment under the definition of this policy, let them know and ask them to stop. Do so preferably via email so you can have records. Please do not use this approach when:

- Your manager, an upper manager, investor or customer is the perpetrator.
- Sexual harassment goes beyond the boundaries of off-hand comments, flirting or jokes.

In the above cases, report to HR as soon as possible.

Disciplinary action and repeat offenders

Employees who are found guilty of sexual assault will be terminated after the first complaint and investigation.

Employees who are found guilty of sexual harassment (but not assault) the first time may:

- Be reprimanded and fined.
- Get a "below expectations" performance review.
- See expected promotions and/or salary increases freeze for [*a year.*] We may also transfer harassers or take other appropriate action to protect their victims. We will terminate repeat offenders after the second claim against them if our investigation concludes they are indeed guilty.

We apply these disciplinary actions uniformly. Employees of any sexual orientation or other protected characteristics will be penalized the same way for the same offenses.

HR responsibilities

First and foremost, HR and managers should try to prevent sexual harassment by building a culture of respect and trust. But, when sexual harassment occurs, and an employee makes a complaint, both HR and managers must act immediately.

Managers should talk to HR and explain our company's procedures to their team member who made the complaint.

When HR receives a complaint that an employee harasses another employee, they will:

- Ask for as many details and information as possible from the person or people making the complaint.
- Keep copies of the report with dates, times and details of incidents and any possible evidence in a confidential file (separate from the personnel file.) HR should update this file with all future actions and conversations regarding this complaint.
- Launch an investigation. If the matter is complex, the HR person can defer to a more senior manager.
- Check if there have been similar reports on the same person. If there are, HR should contact the perpetrator's manager to let them know that their team member may get fired when the investigation is over.
- Inform the harassed employees of our company's procedures and their options to take legal action if appropriate.
- Take into account the wishes of the harassed employee. Some might want the matter to be resolved informally and discreetly, while others might expect more radical actions (e.g. transferring the perpetrator.) HR should consider the circumstances and decide on appropriate action.
- Contact the harasser and set up a meeting to explain the complaint and explicitly ask for this behavior to stop, **or**,
- Arrange for mediation sessions with the two employees (harasser and perpetrator) to resolve the issue, if the harassed employee agrees **or**,
- Launch a disciplinary process depending on the severity of the harassment. In cases of sexual assault or coercing someone to sexual favors under threats, we will terminate the harasser immediately. We will terminate employees who are found guilty in a court of law of sexually assaulting another employee, even if HR has not conducted its own investigation.

HR or managers must not, under any circumstances, blame the victim, conceal a report or discourage employees from reporting sexual harassment. If HR or a manager behaves that way, please send an email to their own manager or a senior HR leader explaining the situation.

We welcome any feedback or complaints about our procedures and how our employees handled each case.

Helping harassment victims

Apart from investigating claims and punishing perpetrators, we want to support the victims of sexual harassment. If you experience trauma, stress or other symptoms because of harassment, consider:

- *[Taking a few days of sick leave to restore your mental health.]*
- *[Asking your insurance provider whether they cover mental health services.]*
- *[Talking to our EAP (Employee Assistance Program) Officer to evaluate options.]*
- *[Speaking to our designated counselors.]*

Your job and benefits will not be jeopardized or altered if you choose any of those options or other means to recovery.

Speak up, we listen

Sexual harassment can exhaust those who endure it. Speaking up about this issue is often tough for fear of not being heard, upsetting managers and challenging corporate culture.

Please don't let these fears deter you. Our company will do everything possible to stop sexual harassment and any other kind of harassment from happening, while supporting harassed employees. We need to know what's going on so we can act on it. And by raising your voice on this issue, you help our company create a happy workplace and thrive.

Short-term disability policy

Policy brief & purpose

Our **short-term disability policy** refers to the company's provisions for paid leave to employees who are medically unable to work for a short time. The company believes that its employees should receive some benefits during an unfortunate time when they will not be able to work. That way we can ensure that they will not struggle to live or spend all their savings to do so.

The company will respect any legal guidelines that may be in effect, so the present policy is complementary to the law. It is designed to clarify details and procedures related to short-term disability benefits that the company may offer through relevant short-term disability insurance.

Scope

This policy refers to all employees of the company who are eligible to sign up and utilize short-term disability insurance benefits.

Policy elements

What is short-term disability?

Short-term disability is any physical condition, injury or illness that prevents an employee from working for a certain period of time, without being necessarily work-related. This refers to the inability of the employee to carry out their substantial job duties. It doesn't refer to those who have, for example, sustained minor injuries (e.g. a sprained ankle) and may still be able to fulfill their responsibilities by [working from home](#).

This policy covers employees that are temporarily disabled, meaning that they:

- Are being treated for or recover from a health condition (physical or mental)
- Need continuous medical care for a period

Recovering from childbirth and pregnancy may qualify as short-term disability under certain legislation. The company may choose to separate this condition and include it in an official [maternity leave policy](#).

Disability that results from job-related accidents is not included in this policy since it may be covered from different legal guidelines.

What will the company cover for short-term disability?

The company is obliged to offer at least the minimum amount of leave mandated by short-term disability laws. This will usually be up to three months or more before employees qualify for long-term disability leave.

Compensation mandated by law during the disability period may be non-existent or often inadequate to support living and medical expenses. For this reason, the company may decide to purchase a group short-term disability insurance package for its employees. In this case, we must explain the following elements:

Initial Enrollment period. It's possible the short-term disability insurance will cover all employees automatically. When that is not the case, there will be an initial enrollment (or open enrollment) period. During this period, all eligible employees may sign up to receive coverage under the insurance policy. The dates may be announced within the company through various sources or be communicated to new employees when they arrive.

Eligibility. Not all employees will be eligible to receive coverage of the insurance policy. The eligibility of an employee may be assessed by two aspects:

- ***Minimum Service period.*** The company requires an employee to be employed for a specified amount of time before they can enroll for coverage. This period will be communicated to an employee upon hiring
- ***Working hours and days per week.*** Employees must work for the company at least a specified number of hours or days per week to qualify for coverage. The specific amount will be communicated to the employee upon hiring

Elimination Period. This term refers to the waiting period between the start of a short term disability and the point that an employee is eligible for short term disability benefits. This period may be decided to extend until the point which all accrued paid sick or annual leave has been consumed. Usually it will be a week before short term disability benefits come in effect, but the period may extend up to 30 days. In cases of accidents, this period may be zero.

Exclusionary Period. This period applies only to employees that had a pre-existing medical condition before signing up for short term disability benefit. During this period, employees will not receive any benefits for short term disability.

Duration of Short-term disability leave. The benefits period, as it is often called, depends on legislation and the company's judgement. Every employee will be entitled to the legal minimum.

The company, however, may decide to provide an employee with more leave if their condition makes it necessary and they meet eligibility criteria.

Short-term disability pay. The employee will receive at least the legal minimum of disability pay, if such exists. This amount is determined by the terms of the insurance the company has purchased.

The pay may typically amount to a percentage of the pre-disability salary of the employee, usually around 60%.

Pay Cap. The pay that an employee is entitled to cannot exceed a certain amount determined by the insurance policy.

Policy exclusions. Depending on the policy, not all employees may qualify for short-term disability benefit. Usually, a policy will not give benefits for disabilities resulting from drug/alcohol abuse, suicide attempts or work-related accidents or illnesses (which are covered by other guidelines).

The employee may be informed of the details or ask questions at any time by contacting the Human Resources Department, an assigned official or a benefits administration office, if applicable.

Procedure

When an employee wants to have short-term disability coverage they must contact the Human Resources Department to sign up before they need it (usually during the initial enrollment period and/or after the minimum service period). Those who have not signed up for coverage, meaning premium payments on their behalf will not have been made, are not eligible for short-term disability pay.

In cases, an employee becomes temporarily disabled, the following procedure must be followed:

- The employee must notify the appropriate office (usually HR) for their disability to apply for short-term disability coverage
- The employee must provide medical documentation that will describe the disability and provide an estimation of the expected duration of the disability. Consultation from a physician may also be needed
- The employee will be given legal forms to complete (e.g. Family and Medical Leave application form, SSP1 etc.)
- The employee will be notified if they are eligible for short-term disability benefits
- The employee will use their sick leave and 50% of their paid time off before they can receive short-term disability benefits
- After this period and after the whole of the elimination period has elapsed, the employee may start collecting short-term disability checks
- The employee may be required to report on their condition periodically
- The disability leave may be extended without additional pay, if the employee's disability falls is covered under relevant law (e.g. ADA)

When an employee returns to work after a short-term disability leave, their condition must be evaluated. If they are fully recovered no further action is necessary and they may return to their previous jobs with the same responsibilities and conditions. If, however, they suffer from a permanent implication from the short-term disability that hinders their ability to function, the company may have to arrange accommodations to help them. In this case, our [accessibility policy](#) will be in effect.

In cases where there is a relapse or recurrence of a disability, the company and insurance provider will assess the situation and decide on benefits.

Third party harassment policy

Policy brief & purpose

Our third-party harassment policy aims to address employee harassment coming from people outside of our company. We won't tolerate this kind of behavior, even if it means having awkward conversations with partners or losing business. Ensuring our employees are safe in our workplace is our priority.

In this policy, we indicate how to recognize harassment and how to report incidents. We also explain how we investigate claims and protect victims.

Scope

This policy applies to everyone outside our company including vendors, investors, customers, contractors, shareholders and any other people we are connected to or do business with.

We aim to protect every employee, intern or volunteer regardless of level, function, seniority, status or protected characteristics like race, gender and sexual orientation.

For a more detailed explanation of our stance towards harassment, please refer to our [workplace harassment policy](#) and our [sexual harassment policy](#).

Policy elements

Harassment is any kind of behavior that humiliates, victimizes or threatens a person, like directing racial slurs and making sexual advances. Even seemingly harmless actions, like a customer calling an employee constantly outside work for non-emergencies and without prior agreement, can constitute harassment. Innuendos, veiled threats and inappropriate or offensive jokes are all included in our definition.

Harassment can happen in-person, over the phone, via email or through a messaging app. It can come from strangers or people you know. Anyone who objectifies, threatens or ridicules our employees is a harasser. We will describe our rules for dealing with these behaviors.

Harassment from customers

Harassment coming from customers is often difficult to deal with. Employees might be reluctant to report customers, especially ones who are responsible for substantial revenue. This causes the customer's behavior to go unpunished and continue.

Please don't hesitate to report a customer (or a customer's employee) if they behave inappropriately and make your life difficult. Reporting them means that they won't harass you anymore and that we will also have the chance to protect other employees who would meet the harasser.

Report the customer to HR via email or in-person and inform your manager of your report. If you have emails or other evidence, please attach them or bring them to HR's office.

HR will investigate your claim and contact the customer to ask them to change their behavior. If the customer is a business, our HR will do the following:

- Contact that business' HR department and file a complaint against the person who harassed you.
- Explicitly ask for that behavior to stop.
- Ask the customer-company to assign another person as your contact. We will push for this solution in three cases:
 - If the harassment from that person has happened before to you or your colleagues.
 - If the incident of harassment was severe (like a threat of violence or an explicit request for a sexual favor).
 - If you tell us you don't feel comfortable working with this person anymore.

We will also discuss possible solutions on our end. For example, we may remove you from that person's customer account and assign you to an account of equal worth. If you needed to interact with that person in specific cases, we may assign another employee to fill in for you at those times.

We will not penalize you or retaliate against you in any way. Your working hours, salary/wage or other benefits won't be affected.

If the customer-company ignores our report, or if the incident of harassment happens again and the customer seems unwilling to deal with the person responsible, we will dissolve our contract with that customer.

If the customer is an individual, we will refuse our products/services until they correct their behavior.

Harassment from prospective customers

Salespeople and marketers interact with prospects every day. If any of these prospects harasses you:

- Drop all interactions with them (like answering calls and sending emails) and report this to your manager. If somebody harassed you via email, forward those emails to your manager and our HR department for reference.
- Leave immediately if someone harasses you at an on-site meeting. Please call your manager as soon as possible to let them know.

Your manager will make sure that your performance metrics won't be affected due to a prospect's inappropriate behavior. For example, you don't have to continue speaking to a harasser so that you hit your individual targets. If a prospect's behavior negatively affects your goals (like revenue targets), talk to your manager. They will do everything possible to resolve this issue like assigning you to other prospects or lowering your daily or weekly targets to account for the missed opportunity.

After speaking to your manager, please mark that prospect as unqualified [*in our CRM system*], so other employees won't attempt to contact them later. This will help prevent other employees from being exposed to the prospect's behavior.

Harassment from vendors and contractors

Our harassment and anti-violence policies apply to our vendors and contractors. We will communicate them in writing whenever we sign a contract with another business.

If an employee of vendor or contractor harasses you, please report directly to HR. Our HR will:

- Report the person who harassed you to the vendor's HR department.
- Demand that either this person stops this inappropriate behavior immediately or the vendor assigns a different employee to that position, depending on the severity of the harassment.

If harassment continues after our intervention or our vendor ignores our report, we will dissolve our contract with this vendor.

Involving the police

Our company will involve the police if a harasser stalks, assaults or verbally/ physically threatens an employee. This applies to all possible third-parties from customers to investors. When harassers seem dangerous (for example, if a harasser refuses to leave the premises and threatens you with physical violence), call the police before reporting to HR.

Manager's responsibilities

We have an [open door policy](#) and we encourage our employees to share their concerns and thoughts with us. However, sometimes employees may not feel comfortable reporting on harassment, whether it has happened to them or a colleague. This is why we expect managers to always be alert and ready to spot harassment towards their team members.

If you suspect one of your team members is being harassed, talk to them to get more information. Assure them that they won't be penalized for reporting harassment from any source and that our company is committed to protect them from harassment.

Inform HR of your conversation and act immediately to protect your team members (like assigning someone else to interact with the person who harassed them until HR's investigation is complete).

Managers must also make sure their team members' metrics won't be affected. For example, if an outbound sales rep must do five calls per day to promote our company's product and hangs up on a call because of the prospect's inappropriate behavior, that call should be marked as successful.

Similarly, if an employee has won a contract of \$5,000, but is unable to follow through because of the prospect's behavior, that amount will still count towards our employee's individual targets.

HR responsibilities

When HR receives a report about third-party harassment, they must:

- Ask for as many details and information as possible from the person making the complaint.

- Keep copies of the report with dates, times and details of incidents and any possible evidence in a confidential file. HR should update this file with all future actions and conversations regarding this complaint.
- Launch an investigation. HR should always maintain professionalism when communicating with third parties, while also showing that they take the matter seriously and want to protect our employees.
- Inform the harassed employees of our company's procedures and provide legal advice if appropriate.

Consider the wishes of the harassed employee. If an employee says they don't want to interact with a harasser again, HR should consult with that employee's manager to find a solution that won't penalize the employee.

HR or managers must not, under any circumstances, blame the victim, conceal a report or discourage employees from reporting harassment. If HR or a manager behaves that way, please send an email to their own manager or a senior leader explaining the situation.

We welcome any feedback or complaint about our procedures and how our employees handled each case.

Helping harassment survivors

We want to support the victims of harassment. If you experience trauma, stress or other symptoms because of harassment, consider:

- *[Taking a few days of sick leave to restore your mental health.]*
- *[Asking your insurance provider whether they cover mental health services.]*
- *[Talking to our EAP (Employee Assistance Program) Officer to evaluate options.]*
- *[Speaking to our designated counsellors.]*

Your job and benefits will not be jeopardized or altered if you choose any of those options or other means of recovery.

Help us keep our workplace safe

We all work best in environments where we feel safe and happy. We can't control the behavior of people outside of our organization, but we can act to stop it. Please let us know whenever you are being harassed or witness others being the victims of harassment, whether the perpetrator is a customer, an employee or a partner.

Violence in the workplace policy

Policy brief & purpose

Our workplace violence policy aims to acquaint employees with what we consider workplace violence and ask them to report early signs or threats. We want to provide our employees with a safe workplace where mutual respect is a given. We ask everyone to [be professional and ethical](#) at work.

Scope

This policy applies equally to all employees, contractors, public visitors, clients and anyone else whom employees meet during work.

Policy elements

“**Workplace violence**” refers to physical acts of violence or threats to harm a person or property. Abusive behaviors, whether verbal, psychological or physical, are also considered violence. More specifically:

- Verbal abuse can be using unwelcome, embarrassing, offensive, threatening or degrading language.
- Psychological abuse is an act which provokes fear or diminishes a person’s dignity or self-esteem.
- Sexual abuse is any unwelcome verbal or physical assault.

We can’t always predict violent acts, but we ask managers and team members to be vigilant.

Report any concerns or violent acts to HR as soon as possible. Examples of violent behavior among coworkers include but are not limited to:

- Intimidating or bullying others
- Abusive language
- Physical assault
- Threatening behavior
- Concealing or using a weapon
- [Sexual or racial harassment](#)

We maintain the right to conduct periodic inspections, using reasonable methods, without employees’ consent or prior notice.

Grievance Procedure

All supervisors and managers are responsible to implement our policies and ensure that all procedures are free of discrimination.

Employees who witness or suspect violence, or are victims of violence, can report to HR or their immediate supervisor. We will investigate quickly and discreetly. We aim to protect victims from harassment and victimization.

Disciplinary Consequences

Our company doesn't tolerate violence. Any such behavior will trigger appropriate disciplinary action, up to and including [termination](#), removal from boards or committees, as well as potential criminal charges.

Work from Home Policy

Policy brief & purpose

We designed our **work from home policy** to make sure that working from home is beneficial to our employees and company.

Scope

This company work from home policy applies to all our employees who prefer working from home.

Are employees allowed to work from home?

Employees are allowed to work from home only if their job duties permit it. For example, people who are obliged to come in direct physical contact with customers are not eligible to telecommute under this policy. But, employees who carry out most of their work on a computer can occasionally work off-site.

Policy elements

Employees work from home or telecommute when they complete their work at a place located outside of our company's premises. They may work from home:

- Full-time
- On certain days
- Every day, dividing their schedule between being present at the office and [working from a remote location](#).

Work from home arrangements can be occasional, temporary or permanent.

Reasons that could demand telecommuting include but are not limited to:

- Parenting
- Bad weather
- Emergencies
- Medical reasons
- Work-life balance
- Overlong commute

Other reasons for working from home depend on employees and managers' judgement.

How to determine whether an employee can work from home

We advise both employees and managers to consider these elements before asking/approving work from home:

- Is the employee eligible by nature of their job?
- Are there any [cybersecurity](#) and data privacy concerns?
- Will collaboration with the employee's team become difficult?
- Do employees have the necessary equipment or software installed at home?
- What are the conditions of employees' home or alternative place of work (noise, [internet connection](#) etc.)

Requesting Work from Home Procedure

When employees plan to work from home, this procedure must be followed:

- Employees file a request through email or a Human Resource Information System (HRIS) at least [*two days*] in advance.
- Their managers must approve their request considering all elements we mentioned above.
- If the work from home arrangement spans for more than a week, managers and team members should meet to discuss details and set specific goals, schedules and deadlines.

Employees who need to work from home for unforeseen reasons (e.g. illness or temporary difficult commute) should file their request as soon as possible, so managers can consider and approve it.

Time Zone difference

Sometimes, managers and their team members are in a different time zone. When employees need to work from home for unforeseen reasons, they may not be able to get their request approved in time. In this case, they may stay to work from home and notify the HR department. We advise employees to check in with their managers as soon as their manager clocks in.

Compensation and benefits

Usually, work from home arrangements don't affect employees' employment terms. If working from home has any effect on compensation and benefits, then HR is responsible to create a new contract.