

FACE Code of Conduct Highlights

To ensure orderly operations and the best possible work environment, FACE expects all employees to uphold the highest standard of professional conduct and follow the office code of conduct, which will protect the interests and safety of all employees and the organization. The following, but not limited to, are examples of where upon non-compliance will result in disciplinary actions, up to and including termination of employment.

Regular/Consistent Attendance Policy (Handbook Section 3003): You are a valued member of the FACE team and your consistent presence at work is needed and expected. Except for valid emergency situations, any absence of one week or more needs prior written approval from your supervisor at **least four (4) weeks in advance** as well as a note to hr@facela.org. Any absence of less than one (1) week needs prior written approval from your supervisor at least two (2) weeks in advance. Doctor's visits will require supporting documentation. Tardiness, long breaks, long lunches, leaving early, and excessive absences from the office are some examples of non-compliance and will lead to progressive discipline.

- Arrive at the office on time. If you are unable to arrive on schedule, you must notify your supervisor at least 30 minutes prior to your start time and send a note to hr@facela.org.
- Clocking in and out at beginning and end of day, breaks, and lunch is required. Clocking in for other staff members is prohibited and will result in immediate termination.

Formal/Professional, Business Dress Code (Handbook Section 3004): FACE employees are expected to present a clean and professional appearance when you represent FACE inside or outside of the office.

Examples of formal/professional dress include business attire, dress shirts, ties and dress shoes. Moreover, all employees must keep their shirts tucked in. Employees not in compliance of this policy will receive warnings respectively and will lead to progressive discipline. Please note that non-exempt staff will be suspended and sent home immediately without pay until violation is corrected.

- No Jeans, Tank Tops, Shorts, Sweat Shirts, T-Shirts
- No Hats, Headsets (including Bluetooth Ear-Pieces)
- No Beach Sandals & No Tennis Shoes
- No Clothing of any kind that is unprofessional in nature

Employees with religious beliefs that require religious dress in a manner inconsistent with the company policy may contact Human Resources for an accommodation.

Consistent Performance of Assigned Duties as FACE Team Member (Handbook Section 2008): Your compliance, team spirit, flexibility, creativity and cooperation is needed for accomplishment of all FACE efforts. Non-compliance will lead to progressive discipline.

- Staff reports MUST be updated on a daily basis by end of business day
- All staff must implement and report one (1) CANI (Constant & Never Ending Improvement) each week.
- Avoid scheduling outside activities during Weekly Staff Meeting times on Monday. Any personal activities including the use of cell phones during Staff Meeting are prohibited.

Compliance with Coordinated and Recorded Lunch and Break Times (Handbook Section 2010): All

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employees must record their respective recesses daily on the Employee Sign In & Out board.

- All non-exempt employees are allowed to take one 10-minute rest break for each four-hour period of work or major fraction thereof. All breaks must be accounted for and properly documented.
- All breaks & personal activities including calls need to be done outside of designated work space.

Personal Activities Prohibited during Work Hours (Not Limited To) (Handbook Section 4014): Your time at FACE is to be dedicated 100% to implementing the mission of FACE and serving the community.

- All personal activities need to be done outside of designated work space. Office doors need to be kept open at all times except for business purpose.
- Facebook or any other social network, browsing the internet, listening to music, or watching videos are prohibited unless for work related purposes that is pre-approved.

Housekeeping

Clean Desk Policy

It is generally accepted that a tidy desk is a sign of efficiency and effectiveness.

1. It shows the right image when our customers visit the company
2. It reduces the threat of security as passwords and confidential information get locked away
3. Scientific studies have shown that there is a reduction in stress with employees having a tidy desk
4. Studies have also shown a reduction in workplace accidents and spills

At the end of the working day the employee is expected to tidy their desk and to tidy away all office papers. We provide an under desk locker and filing cabinets for this purpose. We do not expect the policy to be implemented in a heavy-handed way, but we expect that most employees will live with the spirit of the policy.

Tips for having a tidy desk

1. Put a date and time in your diary to clear your paperwork.
2. If in doubt-throw it out. If you are unsure of whether a piece of paper should be kept – it will probably be better to put it in the bin.
3. Use our secure recycling bins for office paper no longer needed.
4. Do not print off all your emails to read them. This just generates increased amounts of clutter.
5. Go through the things on your desk to make sure you need them and what you don't need throw away.
6. Handle any piece of paper only once – act on it, file it, or put it in the bin.
7. Always clear your desktop before going home.
8. Consider scanning paper items and filing them in your PC.

Common Area Policy

Common areas such as the kitchen, conference room and supply room should also be kept clean by those using them. Please clean up after meals. Dispose of trash properly.