

Office/Employee Relations Policy and Procedures

Created: February 27, 2007

Revised:

POLICY

To ensure an environment that encourages efficient and fair operations, Comfort Keepers has set specific expectations for Office/Employee relations. This policy includes employees treating each other courteously and politely, following policies and procedures and accepting supervision and correction well. Unmet expectations, as defined below, are addressed by following Comfort Keepers' Disciplinary Policy and Procedures.

PROCEDURES

- Comfort Keepers' expectations are that employees will be polite and courteous to office staff and supervisory personnel. The behavior expected also includes returning phone calls from the office or supervisory personnel promptly. When an employee has an issue with company policy, a member of the office staff or a supervisor, it is expected that the employee will feel free to address that issue with management without any fear of reprisals or adverse consequences. At the same time, it is expected that employees will approach such issues in a professional manner. Upon receiving information that an employee might have violated this section of this policy, a supervisor not involved with the complaint will meet with the employee. The purpose of the meeting will be to learn the employee's side of what happened. Based on the meeting with the employee, the supervisor, in conjunction with the General Manager, will determine if the complaint is valid. If the complaint is valid, the employee will be subjected to Comfort Keepers' Disciplinary policy and procedures or the Introductory (90 day) employee Disciplinary policy and procedures if appropriate.
- Comfort Keepers' expectations are that employees will follow all policies and procedures. Policies and procedures are established to ensure that everyone is treated equally and fairly and to ensure efficient operations. When an employee has an issue with company policy, they should continue to follow that policy while addressing their issue with management. Upon receiving information that an employee might have violated a policy and not followed proper procedures, a supervisor will meet with the employee. The purpose of the meeting will be to learn the employee's side of what happened. Based on the meeting with the employee, the supervisor in conjunction with the General Manager will determine if the complaint is valid. If the complaint is valid, the employee will be subjected to Comfort Keepers' Disciplinary policy and procedures or the Introductory (90 day) employee Disciplinary policy and procedures if appropriate.
- Comfort Keepers' expectations are that employees will be easy to supervise and will accept direction and correction well. It is important that when corrections are needed to be made by supervisors that the employee will accept that correction in a professional manner. Upon receiving information that an employee might have violated this section of this policy, a supervisor not involved with the complaint will meet with the employee. The purpose of the meeting will be to learn the employee's side of what happened. Based on the meeting with the employee, the supervisor in conjunction with the General Manager will determine if the complaint is valid. If the complaint is valid, the employee will be subjected to Comfort Keepers' Disciplinary policy and procedures or the Introductory (90 day) employee Disciplinary policy and procedures if appropriate.