



Operational Expectations & Agreements

Chiro Match Makers

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Introduction

1.1 Company Overview

Mission Statement:

"We Build Dream Teams!"

Core Values:

1. Alignment:

- We prioritize aligning individual and team goals with the overall mission and objectives of the company.
- We encourage open communication to ensure everyone is on the same page and moving in the same direction.

2. Connection:

- We foster a supportive and collaborative work environment where relationships are valued.
- We promote inclusivity and teamwork, recognizing that strong connections lead to increased creativity and productivity.

3. Accountability:

- We hold ourselves and each other accountable for our actions, commitments, and results.
- We believe in taking ownership of challenges and learning from mistakes to drive continuous improvement.

4. Congruency:

- We strive for consistency in our actions, decisions, and behaviors.
- We promote a culture where our words align with our actions, building trust within the team and with our stakeholders.

5. Win-Win-Win-Win:

- We seek solutions that benefit all stakeholders - clients, team members, the company, and society at large.
- We believe in creating a positive impact for everyone involved, striving for mutually beneficial outcomes.

6. Transparency:

- We value open and honest communication at all levels of the organization.
- We share information responsibly, ensuring that our team is well-informed and can contribute effectively to the company's success.

1.2 Purpose of Policies

The purpose of policies in any organization is multifaceted, encompassing various objectives aimed at ensuring smooth operations, promoting ethical conduct, and achieving organizational goals. Here are some key purposes of policies:

Guidance and Direction:

- Policies provide clear guidance and direction to team members regarding acceptable and unacceptable behavior within the organization.
- They help team members understand what is expected of them in terms of performance, conduct, and decision-making.

Risk Management:

- Policies help identify and mitigate risks associated with various aspects of business operations.
- By establishing guidelines and procedures, policies contribute to minimizing the likelihood of errors, accidents, and other adverse events.

Consistency and Fairness:

- Policies promote consistency in decision-making and actions throughout the organization.
- They contribute to a fair and equitable workplace by providing a framework that applies consistently to all team members.

Communication and Transparency:

- Policies serve as a means of communicating organizational values, expectations, and standards to team members.
- They enhance transparency by making the rules and regulations explicit and accessible to everyone.

Team member Empowerment:

- Clear policies can foster a sense of security and stability among team members.

Efficiency and Productivity:

- Well-defined policies help streamline processes, leading to increased efficiency and productivity.
- They establish standardized procedures that can save time and resources by reducing ambiguity and unnecessary decision-making.

Conflict Resolution:

- Policies offer a framework for resolving conflicts by providing guidelines for appropriate behavior and conflict resolution procedures.
- They help prevent misunderstandings and disputes by setting clear expectations.

Cultural Reinforcement:

- Policies contribute to the reinforcement of organizational culture by embodying the values and principles that define the company's identity.
- They play a role in shaping the workplace culture and maintaining a positive work environment.

In summary, policies play a crucial role in providing a structured framework for organizational behavior, ensuring compliance with laws and regulations, managing risks, and fostering a positive and productive work environment.

Workplace Policies

2.1 Equal Opportunity

Chiro Match Makers is committed to providing equal opportunities to all team members, contractors, freelancers, and applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status, or any other legally protected status.

Policy Statement:

Non-Discrimination: Chiro Match Makers prohibits discrimination and harassment on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status, or any other status protected by applicable law. This applies to all terms, conditions, and privileges of work, including recruitment, hiring, training, promotion, and termination.

Recruitment and Hiring: Chiro Match Makers is committed to attracting and retaining a diverse workforce. All job decisions will be based on merit, qualifications, and abilities, ensuring fair and equal treatment during the recruitment and hiring process.

Workplace Harassment: Harassment based on any protected status is strictly prohibited. This includes, but is not limited to, unwelcome comments, jokes, gestures, or any other verbal or physical conduct that creates an intimidating, hostile, or offensive work environment.

Retaliation: Chiro Match Makers will not tolerate retaliation against any individual who reports discrimination or harassment, participates in an investigation, or opposes discriminatory practices. Retaliation is a violation of this policy and will result in disciplinary action, up to and including termination.

Responsibility: All team members, contractors, and freelancers, including supervisors and managers, are responsible for maintaining a workplace free from discrimination and harassment. Anyone who becomes aware of discriminatory conduct is obligated to report it to their supervisor, Human Resources, or another appropriate channel.

2.2 Anti-Discrimination and Harassment

Chiro Match Makers is committed to providing a workplace free of discrimination and harassment. We strive to create an inclusive environment where all team members are treated with dignity and respect. Discrimination and harassment of any form will not be tolerated, and prompt corrective action will be taken to address any violations of this policy.

This policy applies to all team members, including full-time, part-time, temporary, freelance, and contract workers.

Prohibited Conduct:

Discrimination or harassment based on race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, or any other protected status under applicable law is strictly prohibited. Prohibited conduct includes, but is not limited to:

- **Sexual Harassment:** Unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature.
- **Verbal or Written Harassment:** Offensive jokes, slurs, epithets, or other verbal or written conduct that creates an intimidating, hostile, or offensive work environment.
- **Visual Harassment:** Offensive posters, cartoons, drawings, or gestures.

Reporting Procedure:

team members, contractors, or freelancers who believe they have experienced or witnessed discrimination or harassment are encouraged to report the incident promptly. Reports should be made to Adriana Loya, Placement Director Loya@chiromatchmakers.com, who will ensure a thorough and confidential investigation.

Investigation and Corrective Action:

All complaints will be promptly and thoroughly investigated. If the investigation reveals that discrimination or harassment has occurred, appropriate corrective action will be taken, ranging from counseling and training to disciplinary action, up to and including termination.

Retaliation Prohibition:

Retaliation against any individual who reports discrimination or harassment, or participates in an investigation, is strictly prohibited. Such retaliation will result in disciplinary action, up to and including termination.

Failure to comply with this policy may result in disciplinary action, up to and including termination.

Work Hours and Attendance

3.1 Work Hours

The purpose of this Work Hours Policy is to establish guidelines for the regular work hours of team members at Chiro Match Makers. This policy aims to ensure a consistent and productive work environment.

Normal Business Hours:

- Normal business hours at Chiro Match Makers are from 8 am to 4 pm MST, Monday through Friday.
- Team members are expected to be present and ready to work during these hours unless otherwise specified by their supervisor or management.
- Team members are expected to work 8 hours per day, totaling 40 hours per week. Lunch breaks are not included in the 8-hour workday and should be scheduled separately.

Varying Work Hours by Position:

Certain positions within the company may have varying work hours based on the nature of the role. In such cases, team members will be informed of their specific work hours upon hiring or as their responsibilities evolve. Any changes to these schedules must be approved by the respective supervisor or manager.

Breaks and Lunch:

Team members are entitled to breaks and lunch periods. Breaks and lunch periods should be scheduled to minimize disruptions to workflow. Lunch breaks are not included in the 8-hour workday.

Attendance and Punctuality:

Regular attendance and punctuality are essential for the efficient operation of Chiro Match Makers. Team members are expected to arrive on time and be present during their scheduled work hours. Excessive tardiness or unexcused absences may result in disciplinary action and termination.

Remote Work:

Remote work is permitted based on the nature of the job and position held and with the approval of the supervisor. Team members working remotely are expected to maintain the same level of productivity and communication as if they were working on-site.

3.2 Attendance and Punctuality

This Attendance and Punctuality Policy is established to ensure consistent and reliable attendance, as well as punctuality, for all team members, including those working remotely. Adhering to this policy is essential for maintaining a productive and efficient work environment.

2. Scope:

This SOP applies to all team members within Chiro Match Makers.

3. Definitions:

- No Call No Show: Failure of a team member to report for work as scheduled without notifying their Team Lead and Supervisor.
- Late Arrival/Early Departure: Arriving to work more than thirty (30) minutes after the scheduled start time or leaving work more than thirty (30) minutes before the scheduled end time without prior approval.
- Unforced Circumstance: An unforeseen event or emergency situation that prevents a team member from reporting to work as scheduled, for which documentation must be provided.

4. Policy:**Attendance Expectations:**

- All team members are expected to report to work on time and fulfill their scheduled shifts.
- Remote workers are subject to the same attendance and punctuality expectations as on-site team members.
- Any absence, tardiness, or early departure must be communicated promptly to the respective Team Lead and Supervisor.

Clocking In/Out Procedures (Hubstaff):

- Remote team members must use Hubstaff, our designated time-tracking software, to accurately record their work hours and to clock in and out for each workday.
- Any issues with Hubstaff should be reported to the IT department promptly.
- Failure to report any issues may result in disciplinary action.

Absence Notification:

- In the event of an absence or tardiness, team members must notify their Team Lead or Supervisor as soon as possible, but no later than their scheduled start time.

- Notification should be made via Slack.
- If the absence is due to an unforeseen circumstance, the team member or a designated representative must provide notification as soon as reasonably possible.

Documentation:

- Team members are required to provide documentation for any absences.
- Acceptable forms of documentation include medical certificates, emergency notifications, or any other relevant official documents.
- Failure to provide acceptable documentation may result in disciplinary action, up to and including termination.

No Call, No Show:

- A "No Call, No Show" is defined as a team member failing to report to work for their scheduled shift without prior notification to their Team Lead and Supervisor.
- "No Call, No Show" incidents are grounds for immediate termination, as they disrupt operational continuity and demonstrate a lack of accountability.

Tardiness and Early Departure:

- Arriving late to work by more than thirty (30) minutes or leaving early without prior approval is considered tardiness or early departure.
- Tardiness or early departure of this magnitude, without valid justification, may result in disciplinary action, up to and including termination.

Exceptions:

- Exceptions will be considered for unforeseen circumstances.
- In such cases, team members should provide as much detail and documentation as possible to support their request for an exception.

5. Disciplinary Actions:

Violations of the Attendance and Punctuality Policy may result in disciplinary actions, including verbal or written warnings, suspension, or termination, depending on the severity and frequency of the infractions.

3.3 Breaks and Meal Periods

The purpose of this policy is to establish guidelines for breaks and meal periods to ensure that team members have an opportunity to rest and refresh during their workday.

Breaks

Short Breaks: Team members are entitled to short breaks during their workday. The duration and frequency of short breaks will be determined by the team member's work schedule but should generally not exceed 15 minutes per break for up to 2 short breaks for an 8-hour period.

Scheduling: Breaks should not be taken during busy periods or meetings unless prior approval is obtained from a supervisor.

Payment: Short breaks are considered paid time and will be included in the calculation of hours worked.

Meal Periods

Duration: Team members working a shift of six (6) or more consecutive hours are entitled to an unpaid meal period of one (1) hour max.

Scheduling: Meals should not be taken during busy periods or meetings unless prior approval is obtained from a supervisor.

Note: Meal periods are not included in the 8-hour workday. The 8-hour workday refers specifically to the time spent on job-related duties and does not encompass the designated meal period. Team members are expected to resume their duties promptly after the conclusion of the meal period. Team members can choose not to take the meal period and work consecutive hours.

Clocking In/Out Procedures (Hubstaff):

- Remote workers are required to use Hubstaff to clock in and out for both short breaks and meal periods.
- Any issues with Hubstaff should be reported to the IT department promptly.
- Failure to report any issues may result in disciplinary action.

Flexibility

Alternate Arrangements: In certain circumstances, Team members and supervisors may agree to alternative break and meal period arrangements to accommodate specific needs or preferences. Any alternate arrangements should be documented and agreed upon by both parties.

Violations

Violation of this policy may result in disciplinary action, up to and including termination, in accordance with Chiro Match Makers' disciplinary policies.

3.4 Time Off Request

1. Purpose:

The purpose of this Standard Operating Procedure (SOP) is to outline the process for requesting time off and to ensure consistency and fairness in managing time off requests within the company.

2. Scope:

This SOP applies to all Team Members of Chiro Match Makers who are eligible to request time off as per the company's time off policy.

3. Time Off Policy Overview:

- Time off is unpaid.
- Team Members are entitled to 10 days of time off per calendar year.
- No more than 5 consecutive days off are allowed.
- Time off requests must be submitted at least 30 days prior to the requested time off.
- All time off requests must be approved by the respective Team Lead.
- Team Members must have completed at least 4 months of service with the company before being eligible to submit time off requests.

4. Procedure:

4.1 Request Submission:

- Team members must submit their time off requests using the Hubstaff portal.
- The request form must be filled out completely, including the date(s) of requested time off and the reason for the request.
- Time off requests must be submitted at least 30 days in advance of the requested time off.

4.2 Review and Approval:

- Upon receiving a time off request, the Team Lead will review the request to ensure that it complies with the company's time off policy and that adequate coverage is available for the Team Member's absence.
- The Team Lead will either approve or deny the request within 48 business hours and communicate the decision to the Team Member.
- If the request is denied, the Team Lead will provide a reason for the denial to the Team Member.
- Approval or denial of the request will be done through Hubstaff.

4.3 Communication of Approved Requests:

- Approved time off requests will be communicated to the Team Member by the Team Lead.
- The Team Lead will maintain records of approved time off requests for tracking and payroll purposes.

4.4 Denial Process:

- If a time off request is denied, the Team Member may discuss the decision with their Team Lead for further clarification.
- In case of extenuating circumstances, Team Members may appeal the denial to the Team Lead for review.

4.5 Time Off Utilization:

- Team Members are responsible for ensuring that their time off is taken within the calendar year it is allocated.
- Unused time off does not carry over to the next calendar year and will be forfeited.

5. Compliance:

All Team Members are expected to adhere to this SOP and the company's time off policy.

7. Revision History:

This SOP will be reviewed annually and updated as necessary to ensure relevance and compliance with company policies and regulations.

3.5 Sick Days Off

Objective:

To outline the process for requesting and approving sick days off for team members.

Scope:

This SOP applies to all team members within Chiro Match Makers.

Policy:

- Sick Days are unpaid
- Each team member is entitled to 5 sick days per calendar year.
- Unused sick days do not carry over to the next calendar year and will be forfeited.
- Sick days must be used for personal illness, medical appointments, or caring for an immediate family member who is ill or requires medical attention.
- In order to be approved for a sick day, team members must provide appropriate supporting material, such as a doctor's note or relevant medical documentation.
- Sick days must be submitted through the Hubstaff portal.
- It is the responsibility of the team member to inform their team lead of their absence due to illness as soon as possible, preferably before the start of their scheduled shift.
- The team lead must be provided with the supporting material for the sick day request.
- Team members with a documented medical condition are entitled to additional sick days. Documentation of the medical condition must be provided.

Procedure:**Requesting a Sick Day:**

- If a team member is unable to work due to illness, they must notify their team lead as soon as possible. Notification should be provided via Slack.
- The team member must indicate the reason for the sick day and the expected duration of absence.
- Sick days must be submitted through the Hubstaff portal by selecting the appropriate absence category and providing details of the illness.

Submission of Supporting Material:

- Along with the notification of the sick day, the team member must submit appropriate supporting material, such as a doctor's note or medical certificate, to their team lead.
- The supporting material should clearly state the date(s) of absence and the reason for the absence.

Approval Process:

- The team lead will review the notification and supporting material provided by the team member.
- If the documentation is satisfactory and meets the criteria for a sick day, the team lead will approve the absence.
- If additional information or clarification is required, the team lead will communicate this to the team member promptly.

Exceptions:

- In exceptional circumstances where a team member is unable to provide supporting material immediately (e.g., sudden illness or emergency), the team lead may use their discretion to approve the sick day. However, the team member must provide the necessary documentation as soon as reasonably possible.
- Team members with a documented medical condition are entitled to additional sick days. Documentation of the medical condition must be provided.

3.6 Bereavement Leave

1. Purpose:

The purpose of this Standard Operating Procedure (SOP) is to outline the process for requesting and approving bereavement leave for team members at Chiro Match Makers.

2. Eligibility:

All team members of Chiro Match Makers are entitled to bereavement leave for immediate family members (child, spouse, parent, and sibling) and other relatives and loved ones.

3. Duration:

- Immediate family members: 5 days of bereavement leave.
- Other relatives and loved ones: 2 days of bereavement leave.

4. Request Process:

- Team members who require bereavement leave must submit their request through the Hubstaff portal.
- The request should include the dates of absence and the relationship to the deceased.

5. Review and Approval:

- Bereavement leave requests will be reviewed by the respective team lead.
- The team lead will verify the request and ensure it meets the eligibility criteria.
- Approval or denial of the request will be communicated to the team member within 24 hours.

6. Unpaid Leave:

- Bereavement leave is unpaid.

7. Communication:

- The team member requesting bereavement leave should communicate with their team lead regarding any work-related matters that may be affected by their absence.
- The team lead should notify relevant team members about the absence and make necessary arrangements to cover the workload during the team member's absence.

8. Confidentiality:

All information related to the bereavement leave request, including the reason for the absence, will be treated with confidentiality and sensitivity.

9. Revision and Updates:

This SOP may be revised or updated as necessary to ensure its effectiveness and compliance with any changes in company policies or regulations.

Work Environment and Conduct

4.1 Remote Work

The purpose of this Remote Work Policy is to establish guidelines and expectations for team members who work remotely. This policy aims to ensure a productive and efficient work environment while maintaining a balance between flexibility and accountability.

Work Arrangements

- **Remote Schedule:** Team members will be given a remote schedule, specifying the days and hours they will be working remotely.
- **Availability:** Team members must be accessible during regular working hours and respond promptly to emails, calls, and messages. Any deviations from the established schedule require prior approval from their supervisor.
- **Workspace:** Team members are responsible for creating a designated and safe workspace conducive to productive work.

Communication and Collaboration

Communication Tools: Team members must use company-approved communication and collaboration tools to stay connected with team members and management.

Regular Check-ins: Remote team members must participate in regular check-ins with their supervisor and team to discuss progress, goals, and any challenges.

Compliance with Policies and Regulations

Remote team members are expected to comply with all company policies, including those related to the code of conduct, harassment, and other workplace regulations.

At Chiro Match Makers, we are committed to fostering a professional and respectful work environment. This Code of Conduct outlines the expected standards of professionalism for all team members, contractors, and freelancers associated with our organization.

4.2 Professionalism

Professional Behavior

All individuals associated with Chiro Match Makers are expected to conduct themselves in a professional manner at all times. This includes treating colleagues and clients with respect and courtesy. Discrimination, harassment, or any form of disrespectful behavior will not be tolerated.

Communication

Clear and effective communication is essential for maintaining a professional work environment. All communication, whether verbal or written, should be conducted with professionalism. Offensive language, derogatory remarks, gossip, spreading false information, and inappropriate content are strictly prohibited.

Dress Code

Team members are expected to dress appropriately for their roles and maintain a neat and tidy appearance. The dress code may vary based on the nature of the work and the industry, but all individuals should adhere to the standards set by Chiro Match Makers.

Punctuality

Being punctual is a key aspect of professionalism. All individuals are expected to arrive on time for work, meetings, and other professional commitments. If unforeseen circumstances arise, prompt communication and notification are required.

Confidentiality

Respecting the confidentiality of sensitive information is crucial. Team members and associated individuals are expected to adhere to the company's confidentiality policies and handle proprietary information with the utmost care.

Conflict of Interest

All individuals must avoid situations where personal interests conflict with the interests of Chiro Match Makers. Any potential conflicts of interest should be disclosed promptly, and appropriate steps will be taken to address them.

Accountability

Individuals are accountable for their actions and are expected to take responsibility for any mistakes. Honest communication about challenges and errors is encouraged, and efforts to rectify mistakes should be made promptly.

Continuous Improvement

We encourage a culture of continuous improvement. All individuals are expected to seek opportunities for professional development and contribute positively to the growth and success of Chiro Match Makers.

Reporting Violations

Any violations of this Code of Conduct should be reported promptly to the appropriate supervisor or manager. Chiro Match Makers is committed to addressing concerns and maintaining a safe and respectful workplace.

Consequences of Violation

Violations of this Code of Conduct may result in disciplinary action, up to and including termination of contract. The severity of the consequences will depend on the nature and recurrence of the violation.

By adhering to this Code of Conduct, we contribute to a positive and productive work environment at Chiro Match Makers.

4.3 Dress Code and Appearance

The purpose of this Dress Code Policy is to ensure that team members maintain a professional and appropriate appearance in the workplace, whether in the office or during virtual meetings. Our dress code policy is designed to ensure that team members present themselves in a manner that reflects the company's values and professionalism. While we do not impose specific clothing requirements, we expect all team members to adhere to the following guidelines to maintain a professional and clean appearance.

General Guidelines:

Appropriateness for Role: Team members are expected to dress in a manner appropriate for their respective roles. Different positions may have different expectations for dress, and Team members should use their discretion to determine the level of formality required.

Professionalism: Team members are expected to dress in a manner that is professional, respectful, and appropriate for the nature of their work.

Virtual Meetings:

Background: When participating in virtual meetings, team members are expected to have a clean and professional background. This may include a neat and organized home office or an appropriate virtual background. Team members should be mindful of their surroundings and choose a location that is quiet and free from distractions.

Attire for Virtual Meetings: Team members should dress as they would for an in-person meeting when participating in virtual meetings with colleagues, clients, or partners.

Specific Guidelines:

Casual Attire: While there are no specific clothing requirements, team members should avoid excessively casual clothing such as beachwear, gym attire, or clothing with offensive slogans or graphics.

Enforcement:

Supervisors and managers are responsible for enforcing this Dress Code Policy. Any concerns or violations should be brought to the attention of management. Failure to comply with the Dress Code Policy may result in disciplinary action, up to and including termination of contract.

Conclusion:

By adhering to these guidelines, team members contribute to a positive and professional work environment. Chiro Match Makers values the diverse backgrounds and styles of our team members while maintaining a shared commitment to professionalism.

Technology (IT) Policies

5.1 Acceptable Use of Technology

This Acceptable Use of Technology Policy outlines the guidelines and expectations for the appropriate and responsible use of technology resources by team members of Chiro Match Makers. The purpose of this policy is to ensure the security, integrity, and efficient use of technology assets while promoting a professional and respectful work environment.

Scope:

This policy applies to all team members, contractors, freelancers, and any other individuals granted access to Chiro Match Makers's technology resources.

Policy:**Authorized Use:**

Team members are authorized to use company-provided technology resources, including computers, networks, software, and other electronic devices, for business-related purposes only.

Data Security:

Team members must take appropriate measures to protect company data and information. This includes using strong passwords, refraining from sharing login credentials, and reporting any suspicious activities or security breaches immediately.

Email Usage:

Company email accounts are to be used for business communications only. Team members should exercise caution when opening emails from unknown sources and refrain from engaging in activities that may compromise email security.

Confidentiality:

Team members must respect the confidentiality of company information and not disclose sensitive or proprietary information to unauthorized individuals or entities.

5.2 Data Security and Confidentiality

This policy applies to all team members, including full-time, part-time, temporary, freelance, and contract workers.

Confidential Information: All team members/contractors acknowledge that during the course of the contract, they may have access to and become acquainted with various trade secrets, confidential information, proprietary databases, client information, and other sensitive materials owned by the Company.

Definition of Confidential Information: For the purposes of this Agreement, "Confidential Information" includes, but is not limited to, account credentials, social security numbers, banking information, proprietary software, business plans, customer lists, financial data, marketing strategies, and any other information considered proprietary and confidential by the Company.

Obligations of Team Member/Contractor:

a. Non-Disclosure: Team Member/Contractor agrees not to disclose, directly or indirectly, any Confidential Information to any third party without the prior written consent of the Company.

b. Use of Information: Team Member/Contractor agrees not to use any Confidential Information for personal gain or for the benefit of any third party.

c. Protection of Information: Team Member/Contractor agrees to take all reasonable steps to protect the Confidential Information from unauthorized disclosure or use, including but not limited to implementing reasonable security measures.

Return of Materials: Upon termination of the contract or at the Company's request, the Team Member/Contractor agrees to promptly return all documents, records, or other materials containing or related to the Confidential Information.

Duration of Agreement: This Agreement will remain in effect during the period of the contract and for 5 years thereafter.

Non-Solicitation: During the term of the contract and for 5 years thereafter, the Team Member/Contractor agrees to not solicit any clients, customers, or team members of Chiro Match Makers.

Remedies for Breach: Team Member/Contractor acknowledges that any breach of this Agreement may result in irreparable harm to the Company, and the Company shall be entitled to seek injunctive relief, as well as any other legal remedies available.

5.3 Bring Your Own Device (BYOD)

The purpose of this Bring Your Own Device (BYOD) policy is to outline the guidelines and rules for team members who use their personal devices for work-related activities. This policy aims to ensure the security, confidentiality, and integrity of company data while respecting the privacy and rights of team members.

Scope:

This policy applies to all team members, contractors, and any other individuals who have access to company resources through personal devices.

Device Requirements

- Devices must have a password, PIN, or biometric security feature enabled.
- Team members are responsible for the maintenance, repair, and replacement of their devices.

Security Measures

- Team members must report lost or stolen devices immediately to the IT department.
- Devices must be configured to automatically lock after a specified period of inactivity.
- All devices must have remote wipe capabilities in case of loss or unauthorized access.

Access Controls

- Team members must use strong, unique passwords for accessing company resources.
- Multi-factor authentication is strongly encouraged for enhanced security.

Data Protection

- Team members must not store sensitive company information on personal cloud storage without explicit permission.

Privacy

Team members' personal data on their devices will not be accessed, monitored, or collected by the company.

Termination of Access

Access to company resources via personal devices may be revoked at any time, especially in the event of termination or resignation.

Communication Policies

6.1 Internal and External Communication

Purpose: This policy establishes guidelines and expectations for effective communication at Chiro Match Makers, both internally and externally. Clear and professional communication is essential for fostering collaboration, transparency, and a positive work environment.

Scope: This policy applies to all team members, contractors, and freelancers of Chiro Match Makers.

General Principles:

Clarity: Communicate information in a clear, concise, and unambiguous manner to avoid misunderstandings.

Respectful Language: All team members are expected to use professional and respectful language in all communications.

Timely Responses: Respond to emails and messages promptly during regular working hours, or acknowledge receipt and provide an estimated response time.

Confidentiality: Protect sensitive information and adhere to data security protocols.

Monitoring: Company-provided communication channels are subject to monitoring for compliance with policies, legal requirements, and information security.

Enforcement: Violations of this policy may result in disciplinary action.

Internal Communication:

Email:

- Use professional language in all email correspondence.
- Respond to emails within 24 hours, acknowledging receipt if more time is needed.

Slack:

- Slack is our primary system for team communication.
- Use designated channels for specific topics to keep discussions organized.
- Respond promptly to direct messages and mentions.
- Team members are responsible for regularly checking Slack for updates and important information.

External Communication:

Consistency: Ensure all communications align with the company's values, mission, and brand identity.

Timeliness: Respond promptly to inquiries and requests within 24 hours, acknowledging receipt if more time is needed.

Transparency: Provide clear and accurate information while maintaining confidentiality.

Adhering to this policy is essential for fostering a positive and productive work environment, building trust with external stakeholders, and maintaining the company's reputation.

6.2 Virtual Meeting Policy

This virtual meeting policy is designed to establish guidelines for participants to ensure professionalism, effective communication, and smooth connectivity during virtual meetings.

Professional Appearance:

All participants are expected to maintain a professional appearance during virtual meetings. This includes appropriate attire and grooming, similar to what would be expected in an in-person professional setting. Dressing professionally contributes to a positive and focused meeting environment.

Background Environment:

- Select a quiet and professional background for virtual meetings to minimize distractions.
- Ensure that the lighting is sufficient, allowing others to see you clearly.

- Minimize background noise by choosing a quiet location. If possible, inform household members about the scheduled meeting to reduce interruptions.

Connectivity and Technical Requirements:

- Participants must ensure a stable internet connection to minimize disruptions during the meeting.
- It is the responsibility of each participant to have a working microphone and camera.
- Prior to the meeting, test devices to ensure proper functionality.

Punctuality:

- Participants are required to join the virtual meeting at least five (5) minutes before the scheduled start time.
- Early arrival allows participants to address any connectivity issues, test their microphone and camera, and be fully prepared for the meeting.
- Latecomers will cause disruptions and miss important information, which should be avoided to maintain the efficiency of the meeting.

Camera Etiquette:

- Participants must have their cameras turned on to enhance engagement and foster a sense of connection.
- Ensure that your background is professional and free from distractions.
- Maintain appropriate eye contact with the camera when speaking to create a more personal interaction.

Microphone Etiquette:

- Participants should keep their microphones on mute when not speaking to minimize background noise.
- When speaking, clearly articulate and avoid talking over others. Wait for an appropriate pause to contribute to the discussion.

Participation and Engagement:

- Actively participate in discussions, ask questions, and contribute to the meeting agenda.
- Avoid multitasking during the meeting, as it can lead to distraction and a lack of engagement.

Confidentiality:

- Respect the confidentiality of information discussed during virtual meetings. Do not share meeting content without proper authorization.

Conclusion:

By participating in virtual meetings, all attendees agree to adhere to the guidelines outlined in this policy. Failure to comply with these guidelines may result in a request for additional training or, in severe cases, disciplinary action.

6.3 Proactive Communication and Immediate Issue Reporting

The purpose of this Standard Operating Procedure (SOP) is to establish guidelines for proactive communication and the immediate reporting of issues or problems within an assignment. Clear and effective communication is essential for the smooth functioning of our operations and achieving organizational goals.

Scope

This SOP applies to all team members of Chiro Match Makers. It is mandatory for all team members to adhere to these guidelines to maintain transparency and efficiency in our work environment.

Proactive Communication

Definition

Proactive communication involves the initiation of communication by team members to keep relevant team members and supervisors informed about their work, progress, and any potential challenges.

Guidelines

Regular Updates: Team members are expected to provide regular updates on their projects and tasks without waiting for specific requests.

Clarity and Transparency: Communication should be clear, concise, and transparent. Relevant details and potential issues should be communicated proactively.

Timely Responses: Respond promptly to emails, messages, and requests from team members, clients, and supervisors.

Immediate Issue Reporting

Definition

Immediate issue reporting involves notifying relevant parties promptly about any problems, challenges, or obstacles that may impact work progress.

Guidelines

Chain of Reporting: Report issues immediately to your immediate supervisor or relevant point of contact as per the established chain of reporting.

Documentation: Provide sufficient information and context when reporting issues to facilitate quick resolution.

Timely Reporting: Team members are expected to report issues as soon as they are identified, without unnecessary delays.

Compliance and Enforcement

Failure to comply with these communication guidelines may result in disciplinary action, including but not limited to termination of the contract.

Termination and Discipline

7.1 Termination and Resignation

Purpose:

This policy outlines the procedures and guidelines for the termination and resignation of team members at Chiro Match Makers. The purpose is to ensure fair and consistent treatment of team members while maintaining a positive working environment.

Termination Procedures:

Grounds for Termination:

Termination may occur for various reasons, including but not limited to:

- Poor performance
- Violation of company policies
- Misconduct or unethical behavior
- Job redundancy
- Violation of applicable laws or regulations

Notice Period:

Whenever possible, the company will provide a notice period before termination. However, the company reserves the right to terminate the team member immediately based on the severity of the situation.

Exit Interview:

Team members terminated for reasons other than voluntary resignation may be required to participate in an exit interview to provide feedback and insights.

Return of Company Property:

Terminated team members must return all company property, including badges, laptops, keys, and any other materials, on or before their last day.

Resignation Procedures:

Notice Period:

Team members intending to resign are required to provide a two (2) week notice in writing to their immediate supervisor and the HR department.

Exit Interview:

While not mandatory, team members are encouraged to participate in an exit interview to provide constructive feedback about their experience with the company.

Return of Company Property:

Team members resigning from their position must return all company property before their departure.

Final Compensation:

Final pay will be prorated and processed on the next pay processing date.

Non-Disclosure and Confidentiality:

Team members, whether terminated or resigning, are bound by the company's non-disclosure and confidentiality agreements even after the termination of their contract.

7.2 Non-Compliance and Disciplinary Procedure/Policy

Non-Compliance and Disciplinary Procedure/Policy

Upon identification of non-compliance, you will receive a written warning outlining the specific areas of concern. This document will provide comprehensive details, supporting evidence, and an elucidation of the potential consequences associated with sustained non-compliance.

Recognizing the importance of open communication, you will be afforded an opportunity to discuss the instances of non-compliance with the relevant parties involved.

To rectify the non-compliance, you will be furnished with precise corrective actions tailored to address the identified issues. A timeline for the completion of these corrective actions will be stipulated, accompanied by the provision of necessary support and resources to facilitate your adherence to the company's policies and guidelines.

The progress of your corrective actions will be subject to vigilant monitoring to ensure a swift and effective resolution.

Should non-compliance persist despite these interventions, the matter will be escalated to higher levels of management for further review and consideration.

Please be advised that failure to resolve the non-compliance within the specified parameters may necessitate additional disciplinary actions. These actions, which may include but are not limited to the termination of the contract, will be implemented in accordance with the severity and persistence of the non-compliance.

Underperformance and Incomplete Task Disciplinary Procedures

Underperformance and incomplete task resolution will be treated with equal gravity within our organizational framework. If you consistently fail to meet performance expectations or exhibit a pattern of incomplete task fulfillment, the following procedures will be initiated:

1. Performance Evaluation and Feedback:

- Your performance will be regularly evaluated, and feedback will be provided to highlight areas of underperformance and incomplete task resolution.
- Constructive feedback will be communicated to help you understand the expectations and gaps in your performance.

2. Developmental Plans:

- In cases of underperformance, personalized developmental plans will be created to address specific skill gaps or areas where improvement is needed.
- You will be given the opportunity to participate in training sessions, workshops, or other learning initiatives to enhance your skills and competencies.

3. Performance Improvement Plan (PIP):

- If underperformance persists, you may be placed on a Performance Improvement Plan (PIP). This plan will outline clear performance expectations, goals, and a timeline for improvement.
- Regular check-ins will be scheduled to monitor your progress during the PIP period.

4. Supervisory Support and Guidance:

- During this process, you will receive ongoing support and guidance from your immediate supervisor or relevant team leads. They will work collaboratively with you to address challenges and facilitate improvement.

5. Escalation to Higher Management:

- If, despite these interventions, your performance remains below the acceptable standard and tasks continue to be left incomplete, the matter will be escalated to higher levels of management for further review.

6. Disciplinary Measures:

- Continued underperformance and failure to complete assigned tasks within the stipulated timelines may lead to disciplinary actions.
- Disciplinary measures could range from written warnings to suspension, depending on the severity and persistence of the performance issues.

7. Termination of Contract:

- In cases where underperformance and incomplete task resolution persist despite the implementation of corrective measures, termination of contract may be considered as a last resort.
- Whenever possible, the company will provide a notice period before termination. However, the company reserves the right to terminate the contract immediately based on the severity of the situation.

It is imperative to understand that the goal of these procedures is not punitive but remedial. The organization is committed to providing support and resources to help team members meet performance expectations and successfully complete assigned tasks. Regular communication, feedback, and collaboration are encouraged to foster a positive and constructive working environment.

General Principles:

- Every team member is expected to adhere to the company's handbook and perform their duties in a professional and ethical manner.
- Disciplinary actions will be taken when a team member's conduct or performance falls below acceptable standards.

Types of Disciplinary Actions:

Verbal Warning:

- Informal discussion with the team member about the issue.
- Documenting the discussion, including the date and details.

Written Warning:

- A formal written notice outlining the specific violation and the expected improvement.
- Documented in the team member's personnel file.

Suspension:

- Temporary removal from work with or without pay.
- Issued for serious offenses or repeated violations.

Termination:

- Team member dismissal due to severe or repeated violations after prior warnings.
- Follow the company's termination procedures.