

## BUNCH MARKETING SOLUTIONS, INC.

### **POLICIES AND PROCEDURES**

The following guidelines are intended to assist you in professionally and successfully carrying out the duties you have been hired to perform. If you have questions or need clarification, please speak to your supervisor.

Please remember that everything that you do and say is heard by God, so, please, act accordingly. Though your supervisor is not physically in the room with you, you are still being watched. Your actions should be the same whether a supervisor is present or not. Make your Father in heaven proud of you each day.

“...for every idle word men may speak, they will give an account of it on the day of judgment”.

#### **ATTITUDE:**

It is necessary that you arrive at work with a pleasant one and keep it throughout the day. It is important for those who work with you, around you, and those you serve. Recognize that there are benefits to be gained from keeping a smile on your face and a smile in your voice while performing the different tasks required of you as a staff member.

#### **APPEARANCE:**

Be sure to dress for the job you hold. A sloppy appearance will not be tolerated. Neatness is a requirement. Dress to impress upon those who see you that you are serious about your work and your look. No shock factors. No torn or baggy jeans. Clothes are to be clean.

#### **ATTENDANCE:**

Be on time. Punctuality speaks well of you. Protect your leave time, keeping your supervisor informed of planned absences or late arrivals.

#### **RESPECT:**

Yourself first and be respectful of and to others; your co-workers and your supervisor. Be respectful of all – older workers, younger workers and management/supervisors, and customers. It is expected that you will handle yourself properly on-the-job.

#### **UNACCEPTABLE BEHAVIORS:**

Disruptive actions, loud talking, profanity or slams, gossip, personal telephone calls – making or receiving, the use of cell phones on the job, office romances, racial concerns, drugs, alcohol and fellowshiping with co-workers when you should be working, sexual harassment, offensive body odor. Disputes with co-workers are to be brought immediately to your supervisor to prevent riffs and disruption.

**INTEGRITY:**

It is of utmost importance that you be a person who can be trusted, whether in sight or out of sight. Your evaluation (of your performance) and bonus depends on it. Thievery will not be tolerated – even of a pencil. Protect the property and equipment of the company the way you would your own belongings. Company materials and equipment are NOT to be used for personal use.

**CONFIDENTIALITY:**

Information, policies, procedures and inner workings of this office are not to be shared with anyone outside of this office. It is important that you can be trusted to keep things of this organization confidential – not to be shared with friends, family or outsiders.

**HOW TO HANDLE GRIEVANCES:**

Should a disagreement arise, you are to contact your supervisor immediately. If it is not solvable at that level, then an appointment is to be made with the Manager (the one over your supervisor) in an attempt to resolve the issue. This appointment should be initiated by your supervisor.

**YOUR RESPONSIBILITIES:**

Know and understand your job and how it affects the company; you are to be trained in how to properly execute your responsibilities. If you are unclear on any issue, you are to discuss this with your supervisor. Then, it is up to you to carry out your responsibilities without constant supervision and in a trustworthy manner.