309: Standard of Conduct

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Section: Human Resources
Subject: Standard of Conduct
Approved by: Harvey L. Massey
Effective Date: 1 January 1994
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Policy Owner: Director of Human Resources

Policy

Scope: All Employees

Massey has an excellent reputation having taken many years to gain the public's confidence and trust. It is Massey's policy that the customer is the **most** important part of our job.

Our services are to be sold and performed by trained personnel who are licensed or certified as required by law or regulation. The public deserves an honest representation of the services required and those which will be performed.

Massey has several policies that all personnel must understand and abide by. When these policies are carefully followed, our reputation and integrity will be enhanced, and as a result, our sales will be increased. Every Massey employee is expected to believe, comply, teach, and enforce the Company policies that follow.

General

1. Do not tell the customer or prospect anything that is untrue or/and misleading. If you do not know an answer, tell the customer so, but that you will be sure to find out. Research the correct answer and advise the customer accordingly.
2. Never claim or allude that a condition exists if you cannot show the customer that it does exist.

3. Do not pressure the prospect into signing any unwanted contract. If the customer changes his mind after signing the contract, cancel it, being sure to do so with the correct attitude.
4. Do not exaggerate the danger of any job or situation.
5. Sell only the rate card price. Never overcharge a customer.
6. Give every customer the authorized written proposal on every job you quote.
7. After every job is completed, check back with the customer to see that the work has been done to their satisfaction.
8. The use of scare tactics or misrepresentations of any kind is grounds for immediate discharge, and personnel records will be noted "not eligible for rehire".
9. A complaint lodged against an employee alleging misrepresentation will be thoroughly investigated and, upon reasonable proof, will result in discharge.
10. Show interest, concern, courtesy and respect for each and every customer.
11. A customer's problem is always URGENT. His complaint must be satisfied conclusively, promptly and with utmost concern.
12. A customer's problem is not solved until the customer is satisfied.
13. Determining whether the service is satisfactory or not is the customer's decision, not ours.
14. A complaint is not an intrusion in our daily routine....it is our golden opportunity to prove our value and our genuine concern.
15. The problems that afflict our customers may afflict their friends and neighbors. We have a responsibility to offer service to all that need it.
16. Always project a Quality Image in your dress, conduct and driving habits. Remember, You are Massey!

Personal Conduct

Massey Services, Inc. staff members must conduct their personal and non-company affairs in such a fashion that their duties and responsibilities to Massey Services, Inc. are not jeopardized, and ethical and/or legal questions do not arise with respect to their association or work with Massey Services, Inc. Compliance with this code is the responsibility of every staff member of Massey Service, Inc., both with regard to your own affairs and with respect to reporting any possible violations of which you may become aware.

In general, any act of commission or omission, if taken by one or more employees, the consequences of which might result in harm to the Company, its employees or customers, or which interferes with the rights or proper interest of employees, customers or business associates of the Company, may subject the offender to disciplinary action.

The following policy violations may be grounds for immediate dismissal.

1. Embezzlement or theft of property or funds of the Company, other employees or customers.
2. Violating the Company's policies on alcohol or drug use:
    - Possession or use of alcoholic beverages or non-prescriptive drugs on Company business.
    - Reporting to work in an intoxicated condition or under the influence of drugs.
    - Operating a Company vehicle or personal vehicle while under the influence of alcohol or drugs.
    - Possession of or use of drugs during off hours.
    - In addition to the above, please refer to the rules & regulations outlined in the Policy & Procedure on Massey Services' "Drug-Free Workplace" established in accordance with the State of Florida Drug-Free Workplace Act.
3. Violation of Company policy while using a Company Vehicle as outlined in the Vehicle Responsibility Agreement.
    - **THESE VIOLATIONS INCLUDE, BUT ARE NOT LIMITED TO:**
        1. **TWO MOVING TRAFFIC CITATIONS OR TWO AT-FAULT ACCIDENTS IN ANY 12-MONTH PERIOD WILL BE GROUNDS FOR IMMEDIATE DISMISSAL.**
        2. **A DRIVER'S LICENSE SUSPENSION/REVOCATION WILL BE GROUNDS FOR IMMEDIATE DISMISSAL.**
4. Possession of firearms, fireworks or explosives while on Company property or Company business.
5. Violating a safety rule or safety practice or intentionally mixing chemicals incorrectly (failing to follow the label).
6. Willfully misrepresenting or falsifying information about or to the customer.
7. Soliciting or collecting contributions for any purpose on Company time without permission of management.
8. Other personal misconduct violations:

- Dishonesty
- Misrepresentation of falsification of information on Employment Application.
- Falsifying information on personal work reports or Company reports.
- Immoral or disorderly conduct or indecency while on Company property or Company business.
- Discourtesy to customers.
- Deliberate destruction or damage of Company products, machines, equipment or vehicles.
- Deliberate effort to hamper the performance of another employee.
- Insubordination and misconduct.
- Disclosure of confidential policies.

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