353: You are the Company

300: Human Resources · https://milo.masseyservices.com/docs/353-you-are-the-company/

Section: Human Resources
Subject: You are the Company
Approved by: Rick Beard
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Policy Owner: Director of Human Resources

Policy

Massey's Customer Service handbook, entitled "You Are the Company," is designed to communicate the overall importance of "employee ownership" in their relationship with our customers. Each new employee will receive a copy of "You Are The Company" concurrent with delivery of the Employee Handbook.

The new employee's Manager will be responsible for accomplishing the following:

1. Upon receipt of "You Are the Company," the new employee will sign a copy of the acknowledgement form, indicating that they have read the booklet and understand how to apply these important and required principals of "ownership."
2. A copy of the signed acknowledgement, which will be countersigned by the manager, will be included in the employee's personnel package and forwarded to the Human Resources Department.

The employee will keep their copy of "You Are the Company" and is encouraged to use it as a reference when servicing customers.

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