



1.012 Employee Expectations & Integrity

Policy Purpose and Scope

The purpose of this policy is to provide guidance to employees on what PhotoBiz views as acceptable and unacceptable behavior.

Roles and Responsibilities

Every employee of PhotoBiz is expected to adhere to these qualities and to uphold the standard with all other employees. The Chief Operations Officer maintains this policy.

Operational Procedures

Our Promise to Our Employees:

PhotoBiz is committed to the success of the Company, our employees, and our clients. We truly believe that by matching our employees' interests and skills to the right job, we are helping our employees realize their fullest potential, find satisfaction in their work, and maximize value to the Company.

Our employees are expected to be consistently professional, punctual, personable, flexible, and committed to completing their jobs. We retain exceptional employees because we treat them in the same manner as we want to be treated. The result is success for everyone.

One of our key values is integrity. As representatives of PhotoBiz, we expect our employees to have integrity in every decision and action.

Our Expectations:

We expect that every employee will conduct themselves with a high level of integrity. We expect that all employees have the following qualities:

- **Initiative:** Complete the goals and task of your job. If you haven't been told what to do, or are not sure, ask and look around to see what needs to be done and do it. Each department has a long list of things to accomplish, ask for more, and be a Company team player.
- **Respect:** Be respectful of managers, clients, co-workers, and vendors.
- **Willingness to Learn:** Be open to new ideas and ways of doing things. Our goal is to automate clerical work, and focus on work to support the growth and innovation within the Company.

- **Willingness to Follow Directions:** Always follow directions as you are told; don't add your own interpretations. If you have a better idea, discuss it openly with a good attitude with your peers and manager.
- **Honesty:** Always be honest and tell the truth. This includes PTO time, appointments, breaks, and computer time. We strive to provide a work-life balance and expect you to work hard when you are at work. Types of dishonesty on the job are: starting work late, leaving work early. We need to trust our employees, as you will want to trust us.
- **Dependability:** When you say you will work on something, do it. This is a team environment and we are depending on you to deliver. We expect you to be on the job every day and on time. If you have an appointment let your supervisor know in advance. Try to make appointments before or after work so you won't lose time from your job or inconvenience other staff members.
- **Enthusiasm & Pride:** The most successful employees are those who are enthusiastic and show pride in their work. We recognize those with great attitudes that try the hardest. We want you to succeed.
- **Solution Based:** Focus on solutions to problems and not just issues. Present solutions when discussing an issue.
- **Communication and Teamwork:** It's important we work as a team. The only way to be successful is to communicate with one another.
- **Acceptance of Constructive Criticism:** Listen and learn from the constructive criticisms that your supervisor shares with you. Try to see how it can help you become a better worker. Even if you feel the criticism is unfair, do not lose your temper; think about it and discuss it with them, or request a meeting with their manager and/or HR. We strive to listen to you.
- **Loyalty:** Show loyalty to your Company. Put the Company first. If a meeting is late, don't complain; anticipate schedule changes and be flexible. We are not a traditional company, which is why you are here! Innovation takes time, and people take time. If you have something more important during a critical Company need, maybe this is not the company for you.
- **Punctuality:** Arrive at work on time and don't leave early. Get the most done; there are a lot of things to do.
- **Dress Appropriately:** Respect others with your attire. Please refer to the Employee Handbook.

- **Ask Questions:** If a task is unclear, request clarification. If you are unsure of how to complete an assignment, listen carefully to the person speaking. People will respond to you if you let them know you want to learn and want to work.
- **Flexibility:** Accept changes in work priorities or work that may not be part of your regular duties. It will help you learn and feel good about helping others and builds relationships with other staff and your employer.
- **Observe and Respect the Chain of Command:** Learn what position each of your co-workers hold in the work place and how their position relates to yours. If you want respect from others, you need to show respect.
- **Demonstrate Self-Control:** We do not want bad tempered or aggressive employees. They can be disruptive and unproductive; you have no right to abuse others.
- **Be Healthy & Free from Substance Abuse**
- **Smoke/Cell Phone Breaks:** Are you taking too many breaks?
- **Represent your Workplace in a Positive Manner:** Don't put-down your employer or co-workers. If you have a better way, discuss it. Perception is in the eye of the beholder, at that moment and time. Things are not always as they appear. Trust your manager or managers. Let them lead and help them work things out. You may learn a new perspective.
- **Keep Your Personal Problems at Home:** Although sometimes difficult, try not to let these problems interfere with your work. If you are continually late, absent or receiving non-work related phone calls relating to your personal problems, you are letting your co-workers down. If personal issues are out of control, discuss this with your manager or the HR Department so the situation is understood. We may be more understanding than you might think.
- **Personal Phone Calls are Discouraged:** Do not to be distracted, or allow your coworkers distract you with social or personal issues.
- **Build Coworker Relationships:** If someone asks for your help, help them. It is good to share duties because sharing is important in building good team relationships.

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