



**KLAZIN FUTURE**  
TECHNOLOGY

# EMPLOYEE HANDBOOK & STANDARDS OF WORK POLICY

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## WELCOME

Welcome to Klazin Future Technology, 'Your technology company of Choice'. As a member of the Klazin Future Technology team you are not only working for Klazin Future Technology, you are working for our customers. We continually strive to make Klazin Future Technology an enjoyable place to work, and our clientele's #1 choice in technology consultancy. We want our customers to enjoy doing business with us today, tomorrow, and for years to come.

Our long-term objective is the continuous development of a growing and prosperous business through which both employees and our Company will benefit. Every employee is considered an important part of our company team. Our success as a company is founded on the principle of recognition of the skills and the efforts of each employee. Our policy is to work with all members of our team in a fair and friendly manner and treat each team member with dignity and respect.

Realizing the importance of job security to all of us, we will work continuously for the benefit of our employees and the company, and to improve the competitive position of our firm, in the service of our present and prospective customers.

This handbook is designed to help you understand the terms and conditions of your employment and guide you in these matters. If you have queries that are not covered in this book that you would like to discuss, please talk to your supervisor who is available to assist.

We welcome you as a member of the team and hope your journey with us will be a memorable success.

A company's relationship with its customers is about much more than improving product ratings or decreasing wait times. Understanding the customer journey is about learning what customers experience from the moment they begin considering a purchase, and then working to make the journey towards buying a product or service as simple, clear, and efficient as possible. When a prospective customer walks through the doors of Klazin Future Technology the atmosphere must be welcoming. Employees are required to be both friendly and vigilant. The prospective customer may be interested in particular merchandise and should feel comfortable during the process of

purchase. It is our duty to offer assistance to the customer if it is that he or she needs help. It is important that special attention be paid to the customer when he or she hands in goods to cash, ensuring that the process is completed efficiently done, with care and in a timely fashion. A smile and friendly greeting should be given as the customer prepares to leave.

## **CHAPTER ONE**

### **CONDITIONS FOR EMPLOYMENT**

Some employees have permanent employment, and others are temporary, task workers or contractors. Klazin Future Technology may offer holiday employment, when the need arises.

To be eligible for permanent employment, you must be at least eighteen (18) and no more than forty (40) years of age.

#### **HEALTH REQUIREMENTS**

You may be required to pass a medical examination in order to gain employment with Klazin Future Technology. Persons with illness that prevent them from performing their duties are not eligible for entry into the Klazin Future Technology. Any applicant who knowingly withholds such information can be dismissed.

#### **JOB QUALIFICATIONS**

The policy of the Klazin Future Technology is to select the best qualified applicants available in the current labour market.

#### **EQUAL OPPORTUNITY**

Klazin Future Technology employs persons solely on their qualifications and experience. The policy of the KLAZIN specifically excludes all forms of nepotism and favoritism as well as discrimination for reasons of sex, religion or ethnic backgrounds. We feel that each employee should work in an environment free from arbitrary discrimination. Employees shall receive fair treatment at all times without regard to race, color, creed, religion, sex, national origin, marital status, political beliefs, and physical or mental handicaps.

#### **EMPLOYMENT OF RELATIVES**

Two or more immediate members of a family should not work in the same division or department. However, if you discover that you are working in association with or under the supervision of the close relative, you should report the fact to the Human Resources Manager at the KLAZIN Headquarters, so that a transfer may be arranged.

#### **PROBATIONARY PERIOD**

If you are a new or re-engaged employee, you will be required to serve a period of probation not less than three months and not more than six months. The probationary period will give both you and KLAZIN time to know and understand each other. During the time, your skills and attitude to work will be carefully monitored and the assessment of these qualities will determine whether the period will be extended by another three months. Your supervisor and you should agree on the success criteria. You will also be expected to assess the Klazin Future Technology during your probation, to see if you would like to work here on a long term basis.

During the probationary period, your services may be terminated at any time, without notice or reason. On completion of a successful probationary period you may be confirmed as a permanent employee with Klazin Future Technology.

Please note that not all benefits will apply to you during the probationary period and training days and duration is usually as directed by Manager.

### **HOURS OF WORK**

Klazin Future Technology is open six (6) days a week to provide services to our value client. You must check with your supervisor to determine your hours of work, however, Management must approve any changes of the work schedule.

### **TRANSFERS**

KLAZIN provides service on an island wide basis and as such you are likely to be transferred to any area in which the KLAZIN operates. Notices of transfers range between 7 – 30 days depending on your position in the organization.

### **HOLIDAYS**

Due to the nature of our business, you will be required to work on public holidays.

### **PERSONNEL RECORDS**

The Human Resources Department maintains a comprehensive set of personal records on all employees. Your application form starts your personal record. From time to time, you will be asked to update your records. These records are confidential and you may examine your file at any time upon proper request to the Human Resources Manager.



### Change in Person Record

If you change your address, get married, improve your education or any other piece of personal information, please give the details to your supervisor and to the Human Resources Manager, as soon as possible.

### **IDENTIFICATION CARDS**

All employees are issued with official identification cards, which should on your person at all time on the job. The identification cards are updated every one to five years.

Please keep your identification card carefully to ensure that it does not fall into unauthorized hand. If it is lost, you should immediately make a report to your supervisor. The first identification card is issued free but there will be a charge for replacement of any that are lost.

The identification card must be returned to the Human Resources Department upon termination of employment or resignation of an employee.

### **NOTICE**

With regards to termination of employment, your letters of appointment will indicate how much notice should be given on either side. However, the period of notice that you receive may also depend on the reasons for your termination.

### **GRIEVANCE AND DISCIPLINE**

When the behavior of an employee falls short of the standards expected at the KLAZIN Disciplinary Procedures will be applied. You will receive a verbal warning on the first offence, a written warning on the second offence and suspension or termination on third offence. This will be strictly enforced.

### **CHAIN OF COMMAND**

In all instances, the chain of command shall be used in this order:

Your supervisor first, the manager second then the owner. Any problem that cannot be handled by an employee shall refer to the proper chain of command. If there is ever a problem with a client, remember, stay calm, always do your best to keep the client happy, and refer to the chain of command on how best to handle the circumstances at hand.

### **ABSENCE/ATTENDANCE**

You are expected to report to work on time, always.

Unnecessary absenteeism and tardiness is expensive, disruptive and places an unfair burden on other employees and your supervisor. Unnecessary absenteeism and tardiness will impact any promotion considerations. Any employee absent from work without a valid excuse or a written excuse from a doctor, disciplinary actions will be taken not limited to the termination of service with KLAZIN.

If you must leave work early, always inform your Supervisor/Manager in advance. An employee calling in at the last minute after the schedule has been set can cause disruption to the work schedule and other employees. This is to be avoided by scheduling any time off needed or schedule changes two weeks in advance with your supervisor. In the event of an emergency, each employee is expected to call their supervisor (not an answering machine, or voice mail) 24 hours prior to their scheduled shift if they cannot report to work on any particular day. You are required to call a minimum of 2 hours in advance of your shift, if you are going to be late. It is your responsibility to ensure that proper notification is given. Asking another employee, friend, or relative to give this notification is not acceptable except under extreme emergency circumstances such as hospitalization.

Occasional time off will be granted for personal or business matters at the discretion of management with proper written notice (Refer to Departmental leave). A minimum of one week is required for this request.

THIS POLICY WILL BE STRICTLY ENFORCED.

### **AUTOMATIC DISMISSAL**

No one can work effectively when under the influence of alcohol, Non-prescription drugs, narcotics, or marijuana. Use of these items or any other controlled substance will result in immediate termination. Klazin Future technology reserves the right to random drug testing of any employee without notice. Any employee who fails to perform their job to the proper work standards or has poor quality workmanship will be informed of their inferior performance. If the employee continues to have unsatisfactory performance, they will be replaced.

An employee who is belligerent or discourteous to Klazin Future Technology customers, employees, or suppliers will be terminated. Reasons for automatic discharge is listed below (this is not an all-inclusive list of reasons).

- Drunkenness at or before work.
- Use of drugs at or before work.
- Theft of company or employee property.
- Intentional destruction of property.
- Falsifying computer records.
- Falsifying receipts etc.
- Gross insubordination (refusal to work, threatening or abusing supervisor).
- Committing a threatening act (safety, health, and well-being of another person).
- Failure to report to work without supervisor permission.

#### **TERMINATION OF EMPLOYMENT**

Should your employment be terminated, you must return company property prior to the preparation of your final earnings. An exit interview will be arranged in the office for all persons leaving the company. Once your exit interview has been completed, you will receive your final paycheck. Failure to comply with these rules will result in a deduction in your final cheque to cover the cost of the unreturned company property. If you were given a key to the business it must be returned within 24 hours or Klazin Future Technology has the right to have the locks of the business changed at your expense. The bill for the lock change will accompany your final check to verify amount deducted and mailed to your last known address in our computer system.

#### **HARASSMENT**

It is the policy of our company that it will not tolerate harassment of our employees nor of our customers by employees. The term “harassment” includes, but is not limited to, slurs, jokes, and other verbal, graphics or physical conduct relating to an individual’s race, color, sex, religion, national origin, citizenship, age, disabilities, or protected activity. Harassment also includes sexual advances, requests for sexual favors, unwelcome or offensive touching, and other verbal, graphic, or physical conduct of a sexual nature, regardless of the sex of the harasser or victim.

If you feel you are being harassed in any way by another employee, or by a customer, or anyone with whom you come in contact during your work, you should make your feelings known immediately.

Our company will protect the confidentiality of harassment complaints as is reasonably possible. You may report harassment to your supervisor or the owner.

Harassment is unequivocally prohibited when:

1. Submission to the conduct is made either an explicit or implicit condition of employment.
2. Submission to or rejection of the conduct is used as the basis for an employment decision affecting the harassed employee.
3. The harassment substantially interferes with an employee's work performance or creates an intimidating, hostile, or offensive work environment.

Rest assured that you will not be penalized in any way for reporting harassment concerning yourself or any other person, or for providing information related to such complaints. Our Company will take immediate action against anyone who seeks reprisal as a consequence of harassment being reported or information being provided regarding harassment. All harassment complaints will be promptly, thoroughly, and impartially investigated. When our Company determines that the No Harassment Policy has been violated, immediate and appropriate corrective action, including disciplinary action, will be taken.

Do not assume that our Company is aware of your problem. It is your responsibility to make known your complaints and concerns so that they may be addressed and resolved. If you have reported harassment and are dissatisfied in any way with the action taken, immediately report your dissatisfaction to a higher authority.

## **CONFIDENTIALITY**

Any employee discussing pricing, earnings, personal or other internal affairs of Klazin Future Technology or making any damaging statements to competitors, suppliers or fellow team members will be dismissed immediately. Klazin Future Technology may take legal action if this policy is broken.

## **HONESTY**

All employees have been hired with trust and confidence placed in them by management and our customers. Many employees will be handling money, materials and other property of Klazin Future Technology and customers. Any client personal items found must be placed in lost and found and the client notified immediately. Many employees will have keys to the building. Keys must never be given out to others. Employees are not allowed in the building for any reason after working hours. Any employee in violation of the trust placed in them will have their employment with this firm terminated immediately upon proof of such violation and without notice.

Any employee and or friends and family members caught stealing from Klazin Future Technology will be, without hesitation, prosecuted to the FULLEST extent of the law.

## **RESIGNATION**

If an employee wishes to terminate their employment, they should present their resignation to their supervisor at least two weeks in advance of the date they wish to leave. Your resignation should be written. Any inventory, or other company property, and balance on account will be deducted from the final paycheck.

## **SUGGESTIONS**

All suggestions are appreciated. We fully realize that improvements can, and always should be made. Because you are on the frontline, you may come up with a good idea on how to save time, improve our overall relationships, etc. Please bring any suggestions and/or complaints directly to your supervisor, this includes complaints of coworkers. It is our sincere desire to provide all the assistance that we possibly can to help you in your continued employment with us.

## CHAPTER 2

### EMPLOYEE BENEFITS

#### VACATION LEAVE

The Klazin Future Technology policy is that you are entitled to two weeks paid vacation leave each qualifying year, after your first year of continuous employment, for your health and wellbeing. The leave varies by position and tenure. You may be required to take your leave at a time most convenient to the KLAZIN. Klazin Future Technology reserves the right to send you on vacation leave at any time without offering a reason. Unused vacation leave will be forfeited at the end of the year.

Entitlement for vacation leave schedule.

No. of days on which worker worked during qualifying year(s)	Duration of holiday with pay
More than 220 Days, in each qualifying year, for the worker with 10 Years service or more	3 normal working weeks
More than 220 Days	2 normal working weeks
220 Days or less, but not less than 110 days	1 / 22 of the number of days, so however, that any fraction of a day of holiday shall be reckoned as 1 day

If you work for more than 110 days but less than 220 days, you will earn vacation leave at the rate of one vacation day for every 22 days worked. Once you work on more than 220 days in the year you will be entitled to the full allotment of vacation leave for that year.

The 110-day qualifying period for vacation leave applies to every year, not just the first year of employment. By law, you will be ought to work for at least 110 days for each year in respect of which you are seeking to take vacation

## **SICK LEAVE**

The payment for absences due to bona fide illness commonly referred to as “Sick Leave” applies as follows:

- The illness prevents you from working
- You should notify your supervisor on your first day of absence
- In the event of the illness persists for more than two (2) days on any one occasion, your absence must be supported by a medical certificate signed by a registered medical practitioner designated by the KLAZIN
- The certificate should indicate when you will be fit to return to work

Please note that the sick leave does not apply to accidents occurring on the job. Should these conditions arise, compensation will be handled in a different form.

## **MATERNITY LEAVE**

A KLAZIN employee who has satisfied the qualifying period of fifty two (52) weeks will receive two (2) months paid maternity leave. If an employee has not satisfied the qualifying period of fifty two (52) weeks, she is entitled to three (3) months unpaid maternity leave. However, the KLAZIN reserves the right to examine each application for maternity leave in excess of two months on its own merit and to extend the period of maternity leave without pay on the basis of a medical certificate to any period up to three (3) months and over in accordance with the Maternity Leave Act.

All employees are required to present a medical certificate stating the estimated time of delivery along with the request for maternity leave.

## **JURY DUTY LEAVE**

If you are required to undertake Jury Duty, You are entitled to the necessary leave of absence without loss of pay. Please note that if you are not empaneled for the day, you are expected to return to work for the remaining part of the day.

## **COMPASSIONATE LEAVE**

An employee may apply for three (3) days compassionate leave to his/her immediate Supervisor. This is granted in the case of death in the family and is at the discretion of the Manager.

## **LEAVE OF ABSENCE**

A leave of absence shall be granted in cases of sickness, and may be granted for other purposes at the discretion of management. Whether or not service and benefits will accumulate during a

leave of absence will be determined by management. To be valid, a leave of absence must be confirmed in writing.

An employee who has been granted a leave of absence of indefinite duration shall give a one-week written notice of intent to return to work, and Klazin Future Technology shall be under no obligation to re-employ him/her until circumstances allow it.

### **SALARY**

Increase in salary may vary based on the level of work performance. However, KLAZIN reserve the right to change or modify salary structures based on qualifications or any other devices.

Salary also includes other benefits which will be communicated to you at the time of your employment. If you have any queries regarding salary, ask your supervisor.

### **PENSION**

KLAZIN does not presently have a pension plan for its employees.

### **SAVING SCHEME**

KLAZIN has no saving schemes but, we urge you to put something aside for an emergency, in order to protect yourself and your family.

### **LOANS**

Klazin Future Technology has a firm policy of not granting loans to employees. All employee account balances for products charged are to be paid in full during the pay period they were charged.



## CHAPTER 3

### EMPLOYEE RESPONSIBILITY

#### YOUR RESPONSIBILITY TO THE KLAZIN

In accepting employment with the KLAZIN, you also accept an individual responsibility to:

1. Work in an efficient and responsible manner
2. Protect and maintain all KLAZIN property, equipments, and or any property and equipment which are Klazin Future Technology.
3. Conform to all the rules and regulations of KLAZIN
4. Be honest and loyal to the KLAZIN

#### APPEARANCE AND ATTIRE

Remember that our personal appearance is an important reflection of our organization. We should present a tidy and sober appearance at work, as every one of us represents the KLAZIN. We pride ourselves on our image and it makes our company successful and able to provide you with a job. While you are working with us, regardless of whether you are on the job or off, you represent us to the public.

When uniforms and safety equipments are assigned to you, then you must wear and use these items at all time while on the job. You should have good personal habits and be well groomed. Even though you are allowed to dress comfortably we require you to look professional. You should look as if you are dressed for work not dressed for your day off. Shoes must be worn at all times.

We do not allow visible undergarments of any type, at any time.

The dress code listed below will be strictly enforced:

- Hair must be completely styled and nicely kept.
- Shoes must be clean and in good condition. Shoes must be worn at all times in compliance with health and sanitation codes.
- No halter tops or backless tops.
- The midriff section of your body must be covered at all times.

- If you plan on coloring your hair any shade other than a natural color you will need to ask permission from your supervisor. Some examples may include: green, black, red, orange etc.
- Skirts need to be long enough for when you bend over to clean the units your backside does not show.
- Low cut tops or tanks need to cover your bust line and may not be too revealing or show undergarments.
- The only Logo T-Shirts allowed are for products that we approve.
- Pants must be worn on waist, and bottom must not be exposed.

## **SAFETY**

Safety is a major concern of Management. You are required to adopt the motto: "Prevention is Better than Cure". Safety is everyone's benefits.

Specifically you should:

- Understand and observe safety regulations
- Know what to do in case of fire, chemical accidents and other emergencies
- Immediately report on the job accidents, however slight, to your Supervisor
- Take corrective action when unsafe practices or situations exist
- Drive safely

## Accident

If you are involved in an accident on the job, you should immediately report this to your Supervisor. You are also expected to make a written report to your Department Head within forty eight (48) hours. Failure to do any of the above may result in charges of negligence being laid against you.

We've found that if basic rules are followed, the chances of an injury are considerably reduced.

- Don't operate equipment that you don't understand.
- Don't attempt to lift heavy objects.
- Know the location of fire extinguishing equipment and how to use it.
- Check doors to make sure they are secure and locked.

Housekeeping is perhaps one of the most important contributors to a safer work place. Here are some suggestions to follow so that everyone will benefit.

- A clean work area improves working conditions and reduces accident causing hazards.
- All spills need to be cleaned immediately.
- Drink containers shall never be near the computer equipment due to spills.
- Never block aisles, doorways, or hallways.
- Store all materials in the proper manner and place.

### **STAFF FACILITIES AND HYGIENE**

All personnel are expected to practice the highest standards of personal hygiene. Each individual is expected to leave washrooms clean and tidy for their co-workers who also use these facilities.

### **CARE OF EQUIPMENT**

Employees are responsible for the safety of all equipment entrusted to them. Any loss or damage to these equipment by neglect or willful damage, may be treated as a liability of the employee concerned.

### **KLAZIN VEHICLE**

KLAZIN vehicles are of legitimate KLAZIN work. The following apply to KLAZIN vehicles assigned for administration purposes.

1. They may only be used if proper authorization is given by the Managing Director or his Assignee.
2. They must be parked when not in use
3. They must only be used for carrying out the duties of the KLAZIN
4. Only KLAZIN staff members are allowed in vehicles
5. Drivers must not be under the influence of alcohol or other drugs while driving. It is illegal and dangerous.
6. Employees should not claim upkeep and mileage expenses while using any of the KLAZIN's vehicles. This is dishonest, and appropriate disciplinary action will be taken where breaches occur.
7. Vehicles must not be given out for hire.

## **VALUABLES**

KLAZIN cannot assume responsibility for the loss or theft of your personal property, therefore the safest thing to do is to leave your valuables at home or lock them safely away while you work.

## **PRESERVATION OF RECORDS AND DOCUMENTS**

All records and documents are the property of KLAZIN and should be carefully preserved and protected. They should not be destroyed without reference to senior management, for example, certain records must be kept for a minimum of thirty (30) years.

## **OTHER JOBS (outside employment)**

You may not assume any position, whether full-time or part-time, in any other organization without the prior approval of the Managing Director. We also urge you to refrain from dispensing information to competitors, media sources, and refer them to the Managing Director.

Working for direct competition is prohibited. Other employment must be approved by management on a case by case basis.

In the case of approved outside employment your schedule at Klazin Future Technology should be treated with respect. In the event that outside employment begins to affect your work, or work schedule at KLAZIN, a decision will have to be made about your continued employment with us by management.

## **ATTENDANCE REGISTER**

No employee is exempt from signing the attendance register.

Habitual lateness may have an adverse effect on one's career in KLAZIN and therefore you are encouraged to come to work on time every day.

It is not permitted for an employee to sign the register on behalf of another.

If you forget to sign the attendance register, please tell your supervisor or leave a detailed note.

## **COMPUTER AND E-MAIL USE POLICY**

The computer information system, including e-mail and Internet access, is for the use of authorized personnel only. Individuals using this computer system without authority, or in excess of their authority, are subject to disciplinary action, up to and including termination. In the course of monitoring individuals improperly using this system, or in the course of system maintenance, the activities of all authorized users will be monitored. To protect our systems security, every user should use his/her own name or employee code to access the system. Using another

person's employee code or giving your password away is forbidden. Personal use of our computer system for any reason – games, e-mail, internet access is forbidden.

## **TELEPHONE**

While KLAZIN does not absolutely forbid the use of the telephone for personal calls, it is expected that you will exercise discretion and moderation in the number and length of personal calls. Hence personal calls should not exceed Seven (7) minutes.

## **ETIQUETTE FOR PERSONAL CELL PHONES**

Not only do cell phones distract their owners, but calls can be especially annoying to the employees sitting close to the talker. These guidelines can minimize disruptions and help keep the peace, even when employees are on their phones:

- Set cell phones to vibrate and ringtones to silent
- Speak quietly
- Keep calls short
- Take personal calls in private
- Avoid offensive language
- Use texting as a quick and quiet alternative to talking on the phone
- Do not use cell phone cameras (to protect everyone's privacy)

## **CONFIDENTIAL INFORMATION**

All KLAZIN operations are regarded as confidential. You should consult your Supervisor, who will explain the importance of confidentiality for all matters. Remember that we need the Managing Director's permission to divulge information to competitors/media sources and to sources whose intent may be to embarrass KLAZIN in any way. Any employee who gives unauthorized information to these sources are liable to serve disciplinary action not limited to termination of service.

## **ETHICAL BEHAVIOUR**

Employees must therefore not discriminate or favour any person on account of sex, religion, race or political persuasion. Discrimination on these grounds constitutes intolerable behavior, and will not be condoned.

## **COLLECTION**

Only authorized employees are permitted to collect money on behalf of the Klazin Future Technology.

## **GIFTS**

KLAZIN Employees are forbidden to accept gifts in the form of money, goods, services, favours or personal benefits.

## **RULES OF CONDUCT**

You are expected to exercise mature and ethical behavior at all times and to comply with all the Klazin's Rules and Regulations.

The following are some of the offences which might result in disciplinary action:

- Continued poor performance
- Lateness or absenteeism without a reasonable excuse
- Failure to return from leave
- Insubordination
- Sexual harassment
- Repeated accidents or ignoring safety rules
- Abusing sick leave and other benefits
- Work disruptive conduct
- Using abusive and obscene language on KLAZIN premises
- Removing the property of the KLAZIN or that of another employee or client
- Misuse or abuse of KLAZIN property
- Falsification of records
- Being under the influence of liquor or harmful drugs while working

## CHAPTER 4

### EMPLOYEE DEVELOPMENT AND COMMUNICATION

KLAZIN places great emphasis on providing its employees with training and development opportunities. Our programs help employees by increasing their efficiency and developing their skills, which in turn helps them to achieve higher standards of work performance.

#### PERFORMANCE APPRAISAL

You will have regular opportunities to formally discuss your work with your Supervisor through annual or semi-annual appraisal interviews. Your Supervisor will assess your work based on the agreed standards for your job. However, you are encouraged to talk with your Supervisor at any time about your ambitions or any problems or doubts you have about your performance.

#### YOUR PERSONAL DEVELOPMENT

KLAZIN wishes all its staff to enjoy their employment with the organization and to take the opportunity to develop their professional skills while on the job.

As an individual, you can do much to develop your own skills. You can:

- Analyze your own performance and identify where improvements is needed
- Ask your Supervisor for help in overcoming work problems. We remind you that you should regularly consult your Supervisor about your strengths and weaknesses, and takes for advice on how to strengthen performance where a gap exists between your work and the level of work expected.
- Use every opportunity to add to your store of knowledge about KLAZIN and services we offer.

#### SUPERVISORS RESPONSIBILITY FOR DEVELOPMENT

If you are a Supervisor, you should realize that good supervision enables you to work more effectively. You should give praise for sustained good performance. Where performance is unacceptable counseling or feedback becomes necessary. It is paramount that you ensure that your staff performs, and you should always devise strategies to maintain or improve performance. This is your most important job function.

## **PROMOTIONAL OPPORTUNITIES**

It is the KLAZIN's policy to provide career opportunities for staff and to fill vacancies whenever appropriate, from within the organization. The best qualified and most effective employees will be considered for promotion.

## **COMMUNICATION**

The KLAZIN considers the relationship between itself and its employees to be of paramount importance. It is the responsibility of Supervisors at all levels to maintain effective communication with their staff. It is up to you to help your Supervisor and colleagues realize this aim of good communication.

## **SUGGESTION**

Please do not hesitate to discuss any items or problems with either your Supervisor or Management. KLAZIN values the input of ideas and suggestions from all members of staff.



## CHAPTER 5

### NEW EMPLOYEE

Our company has a bright future. Public demand for our quality services continues to grow; also the number of homes and business continues to grow, and we are determined to develop and meet these growing needs. This means that your future is bright too, if you do your job well, carry out all our responsibilities and otherwise help Klazin Future Technology reach its goals. Success in the world of work is based on your ability to perform and your personality. If you follow the instructions in this chapter, you will work more efficiently, and gain more personal satisfaction from your work. A new job in a new place takes some adjustment. To help you in doing this, here are some guidelines. Your supervisor will review this with you:

- Don't hesitate to ask questions.
- Accept established operating procedures.
- Discuss any changes that you feel should be made and all variations with your supervisor before making them.
- Get use to your surroundings.
- Cooperate with experienced employees.
- Observe all regulations.
- Report all unsafe conditions and unsafe acts.

#### ATTENDANCE AND PUNCTUALITY

Attendance and punctuality form an important block in building your success. Be there, and be there on time. Do not allow anyone to have to speak to you several times about your punctuality; it is unpleasant for you and equally unpleasant for them.

It is the responsibility of each employee to know his her work schedule and to always be on time. Each employee is required to arrive for work 10 minutes prior to his or her shift for change over. If you fail to do so you will be considered late to work.

Your first occurrence will be a verbal warning, the second occurrence will be a written warning, the third occurrence is a 30 day probationary period, and the fourth occurrence is disciplinary action that may lead to the termination of employment.

## **YOUR WORK PLACE**

Your work place should be arranged neatly. A neatly arranged work station will make you more efficient and will enable you to plan and organize materials, supplies and the work itself so that the tasks can be completed as rapidly and accurately as possible.

## **ORGANIZATION OF WORK**

Examining how you spend your working hours is not a one time venture. You should periodically analyze how you spend your time, so you can best perform your job. Try to analyze your time at least semi-annually on a fixed schedule in order to force yourself to do it. This way you'll develop the realization that you can control your time to a greater degree that you first imagined.

Anyone who has diverse tasks to accomplish should jot down these tasks as a reminder. We all have many things on our mind – writing down our duties makes it much easier for us to be efficient.

## **EFFICIENCY**

Another trait of great value to you on your job is thoroughness. If you are thorough, you finish what you start, you preserve and you display exactness. One habit that you should develop is that of thoroughly checking your work, checking off details as they are completed. You should be able to critically evaluate the work you do.

## **ACCEPTABILITY OF WORK**

Another test of efficiency is your willingness to complete a difficult job. Every job has some drudgery in it. You should be willing to take both the drudgery and the satisfaction. Become quality conscious in your work.

## **FOR SUPERVISOR**

Learn to be an effective Supervisor. Always bear in mind that good communication, coaching, the setting of standards; motivation and management by example are essential for good supervisor.

The key is for the Supervisor to create a work environment where each employee:

- Is treated as an individual with the respect, dignity and consideration due from one individual to another
- Is encouraged to grow and develop on the job
- Believes that the Supervisor really cares

- Knows that the supervisor will do everything within his or her power to help the person be as successful as possible on the job

Please bear in mind that the highly motivated Manager of Supervisor:

- Is easy to talk to even when under pressure.
- Tries to see the merit of the ideas of the employees even when they conflict with his/her own
- Helps employees understand company objectives
- Seeks to give employees all the information they want
- Has consistent, high expectation of employees
- Encourages people to reach out in a new direction
- Endeavours to correct mistakes and figure out how they can be prevented in the future.
- Expects good performance and gives credit when it is due
- Is responsible for ensuring that all members of staff fulfill their responsibilities to KLAIN

### **BE A GOOD TEAM PLAYER**

A team exists when two or more persons work together. Co-ordinate your activities well and be supportive. Everyone benefits when the team functions effectively.

### **WORKING WITH OTHERS**

If you are going to be happy working at KLAZIN, you should always keep in mind the basic rules of human relations.

### **ACCEPTING OTHERS**

To accept other, we must have a positive self concept.

When our attitudes, beliefs and values have been shaped by limited experiences and are further coloured by our own emotions, we will often react negatively to new ideas which may cause tension.

Accept others who may have differing views. Be open-minded. This contributes to a healthy working environment.

### **DON'T MAKE HASTY JUDGEMENTS**

An understanding of the possible reasons for behavior will keep you from making a hasty judgment of others. If a co-worker takes offence easily, don't stop speaking altogether, but use the opportunity to reassure the offended.

## **HOW TO SPEAK TO OTHER**

Never speak rudely to another employee. This sometimes causes ill feelings which can last for a long time. If difficulties with a co-worker arise, endeavour to solve the problem through discussion.

## **DON'T BE A COMPLAINER**

Things happen that may annoy us sometimes, but don't be known as a consistent complainer or grouch. Instead of complaining, offer practical suggestions. Complainers are actually unkind people they dampers the spirit of others.

## **DO NOT TAKE ADVANTAGE OF CO-WORKERS**

Sometimes you may ask a colleague to assist you with your work; but you never take advantage of a fellow employee's generosity or shirk your responsibility. When you ask for assistance, you should speak well of the person who helps you.

## **ALWAYS SEEK TO BE A MORE EFFECTIVE COMMUNICATOR**

An important part of communication process is listening. It is a skill that takes time to be acquired. Listen carefully, as this is a deterrent to misunderstanding and mistakes. Ask questions – it is the intelligent thing to do.

Always seek to enhance your communication skills.

- ✓ Welcome new members of staff.
- ✓ Take care of office plants
- ✓ Keep your desk area neat
- ✓ Do not manicure nails at your desk
- ✓ Do not eat at a desk unless there is no where else to eat. If you must eat at your desk, eat quickly and clean up
- ✓ Do not borrow your co-workers' pens, newspapers, etc ... unless you are going to return them promptly
- ✓ When you have used all the paper in the photo-copy machine, leave new sheets
- ✓ Do not sit with feet upon drawers
- ✓ Do not walk without shoes
- ✓ If your work is finished – do not go or stop by another's desk or location for small talk. This person may be busy.
- ✓ DO not read pleasure magazine at your desk/location.
- ✓ Do not gossip. Malicious gossip can be very damaging to a person's character.

## **MOST IMPORTANT – DEVELOP A PLEASANT ATTITUDE**

A friendly personality is an asset anywhere. If your work brings you in contact with people, a pleasant attitude is essential.

### **BE POSITIVE**

The most important thing to sell before is good customer service. Make the customer like you. How many times have you not bought something that you kind of wanted but you just didn't like the sales person? Make them like you first by mirroring them.

Always mirror the person (get in the habit)... if the person is being quiet, you talk quiet. If the person is loud, you talk loud. If the person laughs a lot, you laugh with them. This makes them like you better because you remind them of themselves subconscious.

Try to see the world through their eyes, you can sell them anything.

Your #1 goal is to get customers and make them happy while making them a paying customer of our establishment.

## CHAPTER 6

### HELP DESK

Help Desk was implemented to comply with the process of Klazin Future Technology and achieve the following

- Improve on customers experience
- Tracking progress
- Execute more detailed and informed invoicing.
- Achieving consistent results with project management or other tasks.
- Accountability and ensuring regulatory compliance.
- Saving time on tasks.
- Knowledge base for supporting training, particularly for new hires.
- Improving safety.
- Minimize paperwork.
- Reduce the maintenance backlog.
- Reduce or end the chances of mistakes, disorganization, duplication, and other inefficiencies.
- Problems can be foreseen and mitigated. Communication is more effective and efficiency.
- Work order management systems provide streamlined workflows. Everyone in the process is aware, in real time, exactly where they stand.

## Procedures

1. All Jobs will be created in the klazin's Help Desk and assigned to a technician/support.
2. Scope of Job will be detailed.
3. Do not perform any job that is not in the scope of work outlined in the help desk. This must be taken under advisement from the administrative desk. i.e. the admin assistant must be contacted to confirm if the request must be accepted.
4. Assigned Job should be updated based on the following condition
  - I. Details of job completed
  - II. Items used
  - III. Recommendations for Client
  - IV. Reschedules
  - V. Problems encountered
  - VI. Serial and model number of serviced or repaired item
  - VII. Pictures of completed jobs, damages, jobs in progress, etc
  - VIII. Or any other reasons that will affect the outcome of the project
  - IX. Scope or Pivots that would affect that will decrease or increase functionality of project.
5. Please ensure that the information that is entered is accurate and verifiable
6. The Help Desk progress tracking update.
  - I. The progress of each task/Job or project should be updated immediately when completed/still in progress, or before the work day ends. Task/Job or project progress update should not be carried over for the next day.
7. Completed Jobs
  - i. When Jobs are completed, the status must be updated to completed
  - ii. The help desk must be fully updated.
  - iii. The ticket number must be on the invoice.
8. Call back & warranty work order
  - i. The procedures are the same as updating a new Job
9. Contractor Invoices
  - i. Jobs not properly or not updated will not be processed for payments

- ii. Add ticket numbers to invoices for smooth processing to prevent extended delays.
- iii. Invoices should be submitted no later than two weeks.



## CHAPTER 7

### CUSTOMER SERVICE

#### Aims

The Customer Service Policy of Klazin Future Technology is designed to ensure that our clients receive the best service possible. The Policy sets out the standards that all customer service representatives are expected to uphold when interacting with clients, as well as the process for escalating issues to a manager.

#### Background

Klazin is a customer-centric organization and our customer service representatives are the face of our company. We want to achieve high levels of customer satisfaction with our services, so we have established this policy to ensure that is the case wherever possible and address the responsible issues if not.

#### Practices

To meet the aims and objectives of the customer service policy, customer service representatives need to adhere to certain practices. when working for Klazin they must at all times:

- Remain professional at all times
- Be polite and patient with customers
- Listen to customers carefully
- Take the time to understand customer inquiries
- Keep updated on product knowledge
- Follow up with customers after they have made a purchase or used the service
- Provide accurate information
- Make sure that customers are satisfied with the service provided before ending interactions with them

## Handling customer inquiries

When someone reaches out to the service team, the customer service representative must:

- Acknowledge the inquiry within [30] minutes
- Respond to the inquiry within [2] hours
- Provide accurate and up-to-date information about the product or service in question
- Remain professional and courteous at all times
- Take the necessary steps to resolve any issues relating to one of our [products/services]

## Escalating issues

if an inquiry is made about a problem that cannot be resolved by the customer service representative, the customer service representative who is responsible for handling it should escalate it to there supervisor by:

- sending an email /to calling
- Explaining the problem and providing any relevant information
- Asking for guidance on how to proceed

## Receiving complaints

If someone has a complaint about the level of customer service provided to them, they can contact us about it by:

- [sending an email to/calling] the customer service department
- Making a post on social media
- Leaving a review on [website]

The customer service team will then:

- Acknowledge the complaint within [8] hours
- Respond to the complaint within [1] days

## **Ending interactions with customers**

When ending an interaction with a customer, the customer service representative must:

- Make sure that the customer is satisfied with the information or resolution provided
- Thank the customer for their time
- Let the customer know that they are always welcome to reach out if they have any further questions or problems

## **Review**

In summary, this guidebook provides an overview of the customer service policy for Klazin Future Technology. It sets out our aims, how customer service representatives are expected to behave, and the process for handling customer inquiries and complaints, as well as escalating issues and finally ending interactions.

We hope that this guidebook will be helpful for all customer service representatives in providing excellent customer service to our clients. If you have any questions about the policy, please reach out to your manager. Thank you for reading.

I have read and understand all of the rules, policies, terms, and conditions contained within this Employee Handbook and I agree to abide by them. I understand that failure to do so may result in disciplinary action up to and including the termination of my employment. I understand that the rules, policies, terms, and conditions contained within the Employee Handbook are subject to interpretation, review, and change by management at any time.

I agree that this employee handbook shall not bind Klazin Future Technology to employ me now or in the future. I also understand that no representative of Klazin Future Technology, except the owner, has the authority to enter into an agreement for employment for a specified period of time or to assure my continued employment or to assure any benefits or terms or conditions of employment. I understand and agree to the terms or conditions of employment and the policies in this hand book. I understand that if I fail to comply with the policies in this employee handbook my employment may be terminated. I understand and agree that the terms of my employment may not be modified in any way by any representative of the Company except the owner or manager. I understand that any agreement to modify the terms or conditions of my employment must be in writing and signed by the owner or manager.