

SOP Subject	Standards & Practices	Authorized By	Ken Fong
Category	Human Resources	Status	Draft
Version	1.0	Effective Date	
Date Prepared	January 29, 2007		

Introduction	
Purpose	Provide standard policies relating to benefits and services offered to employees
Personnel Concerned	All ResQSoft staff
Directives Cancelled	None
Distribution	Email and SharePoint
Originator	ResQSoft Office of Human Resources

Revision History	
1.0	

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1.0 Standard Operating Procedure Summary: Standards & Practices

- It is ResQSoft's policy to promote a safe and professional work environment for all staff.
- ResQSoft employees and consultants are expected to act with the utmost professionalism when dealing with colleagues and clients.
- Employees and consultants shall protect ResQSoft's confidential and proprietary information and intellectual property.
- Employees and consultants shall avoid conflicts of interest and notify supervisors when perceived and/or potential conflicts arise.

2.0 Standard Procedures

2.1 Safety

ResQSoft endeavors to take every reasonable measure to ensure that it provides a safe and healthful workplace for employees. Each employee is required to report to his/her supervisor and/or the management company any unsafe conditions observed at ResQSoft offices. Typical examples of unsafe conditions may be, but are not limited to:

1. Wet or slippery floors
2. Equipment left in an unsafe condition
3. Cigars, cigarettes or ashes left smoldering in waste baskets
4. Defective electrical wiring, lighting or outlets
5. Smoking in unauthorized areas

Reprisals will not be taken against an employee for reporting a safety violation or hazardous working condition.

2.2 Injury in the Work Place

An employee sustaining an injury on the job is required to report the injury immediately to his/her supervisor. The supervisor will aid the employee in getting medical attention at a local healthcare facility or from the employee's personal doctor. The employee will be billed for medical services provided. Each employee should advise the provider of medical care that claims due to job injuries should be filed with the group insurance carrier and not with Workers' Compensation.

Each supervisor is required to provide a written report to Human Resources within 48 hours of a work-related illness or injury requiring medical care (illness or injuries requiring only first aid treatment are not required to be reported).

2.3 Dress Code

As fashion and mode of dress change, it is natural that employees may change their style of dress to remain fashionable according to the custom of the times. ResQSoft asks that employees do so in moderation and good taste when working in a public environment and attending work meetings. Radical departure from conventional dress and grooming is not permitted. Dress that results in distraction or disruption of the work of other employees, as determined by the supervisor, will not be permitted.



2.4 Telephone Calls, Instant Messaging and Personal Business

ResQSoft understands that some personal calls, Internet messaging and personal business may be necessary during work hours and requests that employees exercise best judgment. Under no circumstances should personal calls, Internet messaging and personal business distract the employee from accomplishing assigned tasks in a timely and professional manner in accordance with deadlines. While at client sites, employees are directed to keep personal calls, Internet messaging and personal business to a minimum.

When answering business telephone lines, the employee represents ResQSoft, Inc. ResQSoft deems it necessary that callers be greeted in a manner that is pleasant, courteous, patient and helpful.

2.5 E-mail

ResQSoft provides e-mail accounts for employees and consultants / subcontractors so that they may perform their duties effectively. ResQSoft realizes that some personal email usage during working hours may actually be efficient for its staff and does not prohibit same, so long as it does not detract from completing assigned tasks. Under no circumstances should ResQSoft email facilities be used for spam, illegal, indecent or offensive communications, or personal attacks,

No employee or consultant should assume that email communications using ResQSoft facilities are private or unmonitored.

2.6 Smoking

Smoking shall be permitted only in designated areas of the work place, including for those employees who work out of client sites.

2.7 Protecting Confidential Information

Employees of ResQSoft will often work with information that is confidential in nature. ResQSoft expects that employees will always respect the confidentiality of information by not discussing it with or disclosing it to anyone outside the company and to those within the company only on a need-to-know basis. Should an employee have any question regarding whether information relating to, arising out of or in connection with work is confidential, he/she should consult with his/her supervisor.

All information concerning employee files shall be considered confidential for purposes of this Section.

2.8 Conflicts of Interest

No employee shall:

1. For his or her personal gain or the gain of others, use or disclose any information obtained as a result of employment that is not generally available to the public.



2. Use any ResQSoft equipment, supplies or property for purposes other than those designated and authorized by ResQSoft policies.

2.9 Use of ResQSoft's Name and Mark

The name of ResQSoft, its official logo and official letterhead are the intellectual property of ResQSoft and shall not be used by any employee for any purpose, including, without limitation, in any advertising or commercial publicity for personal profit or in such a manner to imply ResQSoft approval. Employees who participate in personal interviews and surveys shall make clear that they speak as private individuals and not as employees of ResQSoft.

Exceptions to this policy may be made by ResQSoft on a case-by-case basis, such as in the case of an employee who publishes an article or paper or engages in some activity that provides credit to both ResQSoft and his or her own standing in the legacy applications/systems modernization, software development and government contracting industries.

3.0 Questions and Comments Relating to Standards & Practices

Any questions or comments relating to this SOP should be directed to the employee's or consultant's immediate supervisor. Any deviations from policy must be requested and approved in writing by the [ResQSoft PMO](#).

PMO Use Only

Status	Active SOP
Next Action	Quarterly Progress Review
Next Action Date	April 1, 2007

