



Handbook
&
Code of Conduct

Rev. November 2018

Code of Conduct

Policy brief & purpose

Our Member Code of Conduct company policy outlines our expectations regarding Members' behavior towards their colleagues, clients, and overall organization.

We promote freedom of expression and open communication. But we expect all Members to follow our code of conduct. They should avoid offending, participating in serious disputes and disrupting our workplace. We also expect them to foster a well-organized, respectful and collaborative environment.

Scope

This policy applies to all our Members regardless of employment agreement or rank.

Policy elements

What are the components of an Member Code of Conduct Policy?

Company Members are bound by their contract to follow our Member Code of Conduct while performing their duties. We outline the components of our Code of Conduct below:

Compliance with law

All Members must protect our company's legality. They should comply with all environmental, safety and fair dealing laws. We expect Members to be ethical and responsible when dealing with our company's clients, products, partnerships and public image.

Respect in the workplace

All Members should respect their colleagues and clients. We won't allow any kind of discriminatory behavior, harassment or victimization. Members should conform with our equal opportunity policy in all aspects of their work, from recruitment and performance evaluation to interpersonal relations.

Protection of Company Property

All Members should treat our company's property, whether material or intangible, with respect and care.

Members:

- Shouldn't misuse company equipment or use it frivolously.
- Should respect all kinds of incorporeal property. This includes trademarks, copyright and other property (information, reports etc.) Members should use them only to complete their job duties.
- Should protect company facilities and other material property (e.g. furniture, machines) from damage and vandalism, whenever possible.
- Should complete and turn in a maintenance request order when company property is not working properly. Member should not take it upon themselves to repair or reconfigure any Company Property to avoid damage to the property or Member.

Professionalism

All Members must show integrity and professionalism in the workplace:

Personal appearance

All Members must follow our dress code and personal appearance guidelines (See Member Dress Code Policy in this Handbook).

Corruption

We discourage Members from accepting gifts from clients or partners that conflict with their unique professional guidelines. We prohibit bribes for the benefit of any external or internal party.

Job duties and authority

All Members should fulfill their job duties with integrity and respect toward clients, visitors and the community. Professionals mustn't abuse their authority. We expect them to delegate duties to their team members taking into account their competences and workload. Likewise, we expect team members and their associated Members to follow team leaders' instructions and complete their duties with skill and in a timely manner.

We encourage mentoring throughout our company.

Absenteeism and tardiness

Members should follow their schedules. Member professionals and their associated staff are in charge of their own schedules. We can make exceptions for occasions that prevent Members from following standard working hours or days. But, generally, we expect Members to be punctual when scheduling meetings at The Paper Clinic.

Conflict of interest

We expect Members to avoid any personal, financial or other interests that might hinder their capability or willingness to perform their professional duties.

When you are experiencing a conflict of interest, your personal goals are no longer aligned with your responsibilities towards your colleagues and clients. For example, knowingly listening to privileged information that would negatively or positively impact one of your own clients or yourself.

In other cases, you may be faced with an ethical issue. For example, accepting a bribe may benefit you financially, but it is illegal and against our business code of ethics. If we become aware of such behavior, you will lose your membership and may face legal trouble.

For this reason, conflicts of interest are a serious issue for all of us. We expect you to be vigilant to spot circumstances that create conflicts of interest, either to yourself or for your fellow members. Follow our policies and always act ethically. Whenever possible, do not let personal or financial interests get in the way of your ethical guidelines. If you are experiencing an ethical dilemma, talk to The Paper Clinic Management Team or reach out to your professions ethics hot-line.

Collaboration

Members should be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their colleagues' work. Each member is assigned a "Do not disturb" sign to use when in

need of extreme concentration. Members shall only use these signs when in real need and shall respect other Member's signs when working.

Communication

All Members must be open for communication with their colleagues or team members. Excessive curse words or obscene language will not be tolerated. Members are to speak professionally and refrain from such language as it is not work-appropriate.

Member relationships

We want to ensure that relationships between Members are appropriate and harmonious. We outline our guidelines and we ask you to always behave professionally.

Fraternization

Fraternization refers to dating or being friends with your colleagues. In this policy, "dating" equals consensual romantic relationships and sexual relations. Non-consensual relationships constitute sexual violence and we prohibit them explicitly.

Dating colleagues

If you start dating a colleague, we expect you to maintain professionalism and keep personal discussions outside of our workplace.

You are also obliged to respect your colleagues who date each other. We won't tolerate sexual jokes, malicious gossip and improper comments. If you witness this kind of behavior, please report it to The Paper Clinic Management Team.

Friendships at work

Members who work together may naturally form friendships either in or outside of the workplace. We encourage this relationship between peers, as it can help you communicate and collaborate. But, we expect you to focus on your business and keep personal disputes outside of our workplace.

Workplace visitors

(A visitor is an individual who will be seated in any type of office and potentially be utilizing workplace amenities. A Client is not always a visitor.)

If you want to invite a visitor to our office, please inform our reception of your visitor's pending arrival. Visitors should sign in. They will receive passes and will be asked to return them to reception once their visit is complete.

When you have office visitors, you also have responsibilities. You should:

- Always tend to your visitors (especially when they are underage.) Visitors should not be present in the workplace without a Member present.
- Keep your visitors away from areas where there are dangerous machines, chemicals, confidential records or sensitive equipment.
- Prevent your visitors from proselytizing your colleagues, gathering donations or requesting participation in activities while on our premises.

- Anyone who delivers orders, mail or packages for Members should remain at our building's reception or gate. If you are expecting a delivery, reception will notify you so you may collect it.
- Any amenities utilized by the visitor will be in the member's name, unless visitor pays for any tabbed amenities before leaving. Reception will not ask visitors to pay this.

Solicitation and distribution

Solicitation is any form of requesting money, support or participation for products, groups, organizations or causes which are unrelated to our company (e.g. religious proselytism, asking for petition signatures.) Distribution means disseminating literature or material for commercial or political purposes.

We don't allow solicitation and distribution by non-Members in our workplace. As an Member, you may solicit from your colleagues only when you want to:

- Ask colleagues to help organize events for another Member (e.g. adoption/birth of a child, promotion, retiring.)
- Seek support for a cause, charity or fundraising event sponsored, funded, organized or authorized by a company in our office.
- Invite colleagues to Member activities for an authorized non-business purpose (e.g. recreation, volunteering.)
- Ask colleagues to participate in employment-related activities or groups protected by law (e.g. trade unions.)
- In all cases, we ask that you do not disturb or distract colleagues from their work.

Amenities

We expect Members to not abuse their amenities. This can refer to facilities, subscriptions or other benefits our company offers.

Parking

During business hours, members are to park on the East side of the building. Parking spots in front of the building (south-side) are to be for visiting clients only.

Super-Fast Internet

Members should not share wifi password with visitors. Visitors must use the guest network- password can be retained at front desk. This is to ensure the member's internet connection remains secure and fast.

Business-Class Printer

Office Memberships comes with 120 Black & White prints/copies and 20 color prints/copies per month, unlimited scanning. Advanced Monthly Memberships come with 60 Black & White prints/copies and 10 color prints/copies per month; unlimited scanning. Home-Based Memberships come with 30 Black & White prints/copies only per month; unlimited scanning. Day passes come with 10 Black & White prints/copies only; unlimited scanning. Additional prints/copies services can be purchased for \$0.08/page for Black & White and \$0.11/page for Color for all members.

eFax Subscription

Office Memberships comes with 100 incoming and 100 outgoing faxes. Advanced Monthly Memberships come with 50 incoming and 50 outgoing faxes. Home-Based Memberships come with 25 incoming and 25 outgoing faxes. Day passes come with 5 incoming and 5 outgoing faxes. Additional faxing capabilities can be utilized for \$10 which allows an additional 100 incoming and 100 outgoing faxes, or \$0.15/page.

Conference Rooms

Conference rooms must be booked utilizing our on-line calendar or reserving the space with our receptionist. Conference Room hours are allotted according to what type of office membership your contract offers. Breakdown is as follows:

- 12 Credits for Office Suite
- 10 Credits for Tall Open Office
- 8 Credits for Short Open Office
- 8 Credits for Office Timeshare
- 4 Credits for Advanced Monthly Membership
- 2 Credits for Home-Based Monthly Membership

We offer 2 different conference rooms and a large meeting area at this location. The Executive Conference Room sits 4-6 people and is reserved for one hour with one credit (1:1). The Imperial Conference Room sits 6-10 people and is reserved for one hour with one and half credit (1:1.5). The large meeting room can only be reserved outside of regular office hours. It can sit 15-25 people and is reserved for one hour with two credits (1:2). Additional conference room credit can be purchased \$20/credit for members or \$30/credit for pay passes and non-members.*

Weekly Cleaning

Simple cleaning will be done throughout the office on a weekly basis. Service includes dusting, vacuuming, and waste disposal for all open office, conference rooms, and common areas. Private offices must notify in writing that they elect to have their offices cleaned along with a copy of their key to provide to cleaners. Garbage should be collected and placed outside of offices by end of workday in order to be taken out.

Office Supplies

Members will be supplied with community supplies for organizing an office. All offices will be individually equipped with a waste basket; all offices will have access to a reasonable amount of paper, mailing envelopes, tape, staples, and hole punchers.

Refreshments

Water and coffee will be made available for all members and their guests.

Front Desk Service

Staff will be at reception during office hours to greet guests and accept packages. Any services above and beyond may be billed in 6-minute increments (0.1 hours) at a rate of \$25/hour. Discounted rates are available if separate receptionist contract is entered into.

24/7 Building Access

Key cards will allow 24/7 access to building excluding Home-Based Monthly Members and Day passes.

Postage Subscription & Services

Members have access to a weigh station and the ability to pay for postage without leaving the office. This amenity offers access but does not include actual postage.* Members can use The Paper Clinic as their business address and have mail sent to our location. Only The Paper Clinic administration will have access to the mailbox key and mailbox will be checked every business day. Mail will be placed under the door for those that have a private suite or held at reception for other members.

Professional & Social Events

The Paper Clinic will offer periodic events in order to offer members more exposure to other businesses and clients. Members have the flexibility to choose how involved they would like to be- speaking engagements/presentations will be offered.

*Tab

Members are responsible for paying for tabbed (conference rooms & postage) amenities as they are incurred. Member can initiate a retainer with our reception for these amenities to be billed against said retainer/tab.

Cyber security and digital devices

This section deals with all things digital at work. We want to set some guidelines for using computers, phones, our internet connection and social media to ensure security and protect our assets.

Internet usage

Our corporate internet connection is primarily for business. But, you can occasionally use our connection for personal purposes. Also, we expect you to temporarily halt personal activities that slow down our internet connection (e.g. uploading photos) if you're asked to.

You must not use our internet connection to:

- Download or upload obscene, offensive or illegal material.
- Send confidential information to unauthorized recipients.
- Invade another person's privacy and gain access to sensitive information.
- Download or upload pirated movies, music, material or software.
- Visit potentially dangerous websites that can compromise our network and computers' safety.
- Perform unauthorized or illegal actions, like hacking, fraud or buying/selling illegal goods.

Cell phone

We allow use of cell phones at work. But, we also want to ensure that your devices won't disrupt our workplace. We ask you to follow a few simple rules:

- Use your cell phone in a manner that benefits your work (business calls, productivity apps, calendars.)
- Avoid playing games on your phone or texting excessively.
- Don't use your phone to record confidential information.

- Don't download or upload inappropriate, illegal or obscene material using our corporate internet connection.

Social media

We want to provide practical advice to prevent careless use of social media in our workplace. We address one type of social media uses: representing our company through social media.

Representing our company through social media

If you handle our social media accounts or speak on our company's behalf, we expect you to protect our company's image and reputation. Specifically, you should:

- Be respectful, polite and patient.
- Avoid speaking on matters outside your field of expertise when possible.
- Follow our confidentiality and data protection policies and observe laws governing copyrights, trademarks, plagiarism and fair use.
- Coordinate with our Management team when you're about to share any major-impact content.
- Avoid deleting or ignoring comments for no reason.
- Correct or remove any misleading or false content as quickly as possible.

Policies

All Members should read and follow our company policies. If they have any questions, they should ask The Paper Clinic management team.

Disciplinary actions

Our company may have to take disciplinary action against Members who repeatedly or intentionally fail to follow our code of conduct. Disciplinary actions will vary depending on the violation.

Possible consequences include:

- Written Warning.
- Suspension or termination of membership for more serious offenses.
- Detraction of benefits for a definite or indefinite time.

We may take legal action in cases of corruption, theft, embezzlement or other unlawful behavior.

Non-Competition & Non-Solicitation Clause

Non-Competition

The Member agrees that during the Member's term of membership with The Paper Clinic, the Member will not, directly or indirectly, as owner, sole proprietor, partner, director, member, consultant, agent, founder, co-venturer or otherwise, solely or jointly with others engage in any business that is in competition with the business of The Paper Clinic or other registered members within any geographic area in or around a 3-mile radius of current office in which The Paper Clinic conducts its business.

The Member agrees to make best efforts to utilize and refer to the services of other members of The Paper Clinic where permitted by law. The Member may not make any moves, whether directly or indirectly, to sabotage other members and their associated business and cases.

In the event that the Member voluntarily leaves The Paper Clinic to establish a business in direct competition with The Paper Clinic, the member cannot establish and operate this law firm within a 9-mile radius of the current office for a period of two (2) years after the end of membership.

Non-Solicitation

The Member understands and agrees that any attempt on the part of the Member to induce other members to leave The Paper Clinic's membership, or any effort by the Member to interfere with The Paper Clinic's relationship with its other members would be harmful and damaging to The Paper Clinic. The Member agrees that during the Member's term of membership with The Paper Clinic, the Member will not in any way, directly or indirectly:

- a. Induce or attempt to induce any member of The Paper Clinic to terminate membership with The Paper Clinic;
- b. Otherwise interfere with or disrupt The Paper Clinic's relationship with its members;

This non-solicitation obligation as described in this section will be limited to members of The Paper Clinic during the period of membership with The Paper Clinic.

33. During the term of membership with The Paper Clinic and for a period of one (1) year after the end of membership, the Member will not divert or attempt to divert any business The Paper Clinic or its active members had enjoyed, solicited, or attempted to solicit, from its customers, prior to termination or expiration, as the case may be, of the membership with the The Paper Clinic.

Member Dress Code Policy

Policy brief & purpose

Our dress code company policy outlines how we expect our Members to dress at work. Members should note that their appearance matters when representing our company and their own company in front of clients, visitors or other parties. A Member's appearance can create a positive or negative impression that reflects on our company, other members' companies, and culture.

Scope

This policy applies to all our Members.

Policy elements

These dress code rules always apply:

- All Members must be clean and well-groomed. Grooming styles dictated by religion and ethnicity aren't restricted.
- All clothes must be work-appropriate.
- All clothes must project professionalism. Clothes that are too revealing or inappropriate aren't allowed.
- All clothes must be clean and in good shape. Discernible rips, tears or holes aren't allowed.
- Members must avoid clothes with stamps that are offensive or inappropriate.

What is Business Dress Code?

Our company's official dress code ranges from Business to Dress-down (See definition below).

We may change our dress code in special cases. For example, we may require Members to wear semi-formal attire for an event. Then, both male and female Members should wear suits, ties, white shirts and appropriate shoes. Our company endorses dress-down attire when Members can wear more casual clothing like jeans, simple blouses and boots. This won't apply if Members are meeting with clients or other external parties.

An Member Company/Professional who employs their own staff may dictate their own staff's dress-code as long as it is within this dress code policy.

Disciplinary Consequences

When a Member disregards our dress code, a written statement will be presented to the Member. The Member should start respecting our dress code immediately. In some cases, The Paper Clinic management may ask Members to return home to change.

Members may face more severe consequences up to and including termination, if:

- Their appearance causes irreparable damage, like loss of a major client.
- They repeatedly violate our dress code.

Workplace policies: safety, health and confidentiality

This section describes workplace policies that apply to everyone at our company: Members, contractors, volunteers, vendors and stakeholders alike. These policies help us build a productive, lawful and pleasant workplace.

Confidentiality and data protection

We want to ensure that private information about clients, Members, partners and our company is well-protected. Examples of confidential information are:

- Unpublished financial information
- Data of customers/partners/vendors
- Customer lists (existing and prospective)
- Unpublished goals, forecasts and initiatives marked as confidential

As part of our hiring process, we may ask you to sign non-compete and non-disclosure agreements (NDAs.) We are also committed to:

- Restrict and monitor access to sensitive data.
- Develop transparent data collection procedures.
- Train Members in online privacy and security measures.
- Build secure networks to protect online data from cyberattacks.
- Establish data protection practices (e.g. secure locks, data encryption, frequent backups, access authorization.)
- We also expect you to act responsibly when handling confidential information.

You must:

- Lock or secure confidential information at all times.
- Destroy confidential documents when they're no longer needed.
- Make sure you view confidential information on secure devices only.
- Only disclose information to other Members when it's necessary and authorized.

You must not:

- Use confidential information for your personal benefit or profit.
- Disclose confidential information to third-parties without client consent.
- Replicate confidential documents and files and store them on insecure devices.

This policy is important for our company's legality and reputation. We will terminate any Member who breaches our confidentiality guidelines for personal profit.

We may also discipline any unintentional breach of this policy depending on its frequency and seriousness. We will terminate Members who repeatedly disregard this policy, even when they do so unintentionally.

Harassment and violence

To build a happy and productive workplace, we need everyone to treat others well and help them feel safe. Each of us should do our part to prevent harassment and workplace violence.

Workplace harassment

Harassment is a broad term and may include seemingly harmless actions, like gossip. We can't create an exhaustive list, but here are some instances that we consider harassment:

- [Sabotaging someone's work on purpose.]
- [Engaging in frequent or unwanted advances of any nature.]
- [Commenting derogatorily on a person's ethnic heritage or religious beliefs.]
- [Starting or spreading rumors about a person's personal life.]
- [Ridiculing someone in front of others or singling them out to perform tasks unrelated to their job (e.g. bringing coffee) against their will.]
- Sexual harassment is illegal and we will seriously investigate relevant reports. If a Member is found guilty of sexual harassment, their membership will be terminated.

If you're being harassed, whether by a colleague, customer or vendor, you can choose to talk to any of these people:

- Offenders. If you suspect that an offender doesn't realize they are guilty of harassment, you could talk to them directly in an effort to resolve the harassment. This tactic is appropriate for cases of minor harassment (e.g. inappropriate jokes between colleagues.) Avoid using this approach with customers or stakeholders.
- The Paper Clinic Management Team. Feel free to reach out to our team in any case of harassment no matter how minor it may seem. For your safety, contact our team as soon as possible in cases of serious harassment (e.g. sexual advances) or if your manager is involved in your claim. Anything you disclose will remain confidential.

Workplace violence

Violence in our workplace is a serious form of harassment. It includes physical and sexual assault, destruction of property, threats to harm a person or property and verbal and psychological abuse. We want to avoid those incidents altogether, but we also want to be ready to respond if needed.

For this reason, we ask you to:

- [Report to OUR MANAGEMENT TEAM if you suspect or know that someone is being violent. Your report will be confidential and we will investigate the situation with discretion.]
- [Call 911 if you witness incidents of severe physical violence (e.g. ones that involve a lethal weapon.) For your safety, avoid getting involved.]

We will treat Members who verbally threaten others as high risk and they will receive an appropriate penalty. If our management team finds that a Member commits an act of violence, we will terminate

that Member and possibly press criminal charges. Members who damage property deliberately will be solely responsible for paying for it.

Get help early on

Seek help from others early on to mitigate conflicts. For example:

If you experience conflicts with a colleague, ask our management team for advice before tensions escalate.

If you are experiencing personal or work troubles, ask for help from a mental health professional. Check with your insurance provider to determine whether they cover any mental health services or our management team may provide references. Your discussions will remain confidential.

Our workplace is founded on mutual respect and we won't allow anyone to compromise this foundation.

Workplace safety and health

Our company is committed to creating a hazard-free workplace. To this end, we will ensure workplace safety through preventative action and emergency management.

Preventative action

Preventative actions are any actions we take to avoid injuries or illnesses related to the workplace. We will periodically conduct risk assessments and job hazard analyses to uncover health risks to Members. And we will establish preventative measures to address risks accordingly.

We also expect you to take safety seriously. Always use protective equipment and follow standards whenever necessary. If you deliberately disregard our guidelines, we may terminate you for your own and others' safety.

Emergency management

Emergency management refers to our plan to deal with sudden catastrophes like fire, floods, earthquakes or explosions. Our emergency management provisions include:

- [Functional smoke alarms and sprinklers that are regularly inspected.]
- [Technicians (external or internal) available to repair leakages, damages and blackouts quickly.]
- [Fire extinguishers and other fire protection equipment that are easily accessible.]
- [An evacuation plan posted on each floor and online.]
- [Fire escapes and safety exits that are clearly indicated.]

Vaping

The Paper Clinic is a vape-free workplace. You can vape in designated smoking areas in the back of the building. Any other area in our workplace like restrooms, lobby, offices, staircases, warehouses is strictly vape-free.

Smoking

The Paper Clinic is a smoke-free workplace. You can smoke in designated smoking areas in the back of the building. Any other area in our workplace like restrooms, lobby, offices, staircases, warehouses is strictly smoke-free to protect non-smokers.

We also advise you to:

- Extinguish your cigarettes and discard them in [outdoor ashtrays, cigarette urns.]
- Avoid smoking when you have scheduled meetings with clients or vendors.
- Avoid smoking near flammable objects and areas.
- Setting off fire alarms and causing fires by smoking are serious offenses. If you are found responsible, you may face disciplinary action up to and including termination.

Drug-free workplace

The Paper Clinic is a drug-free workplace. Whether you are a Member, contractor or visitor, you must not bring, use, give away or sell any drugs on company premises. If you are caught with illegal drugs, or show that you are under the influence of substances, you will face disciplinary action up to and including termination of your membership.

A list of prohibited drugs and substances includes, but isn't limited to:

- [heroin/cocaine/methamphetamine in any form]
- [marijuana]

We prohibit Members from consuming alcohol during working hours, but they may consume alcoholic drinks in moderation at company events or special client meetings.

Dealing with addiction

Being sober is a prerequisite to thriving at our company and we want to help you as much as possible. We can recommend members to professionals that can help Members overcome addictions. If you face a relevant problem, please reach out to our management team.

We won't tolerate substance addiction that results in violent, offensive or inappropriate behavior.