



House Guidelines Corporate Etiquette





INTRODUCTION

House guidelines policy is set to maintain a cohesive household unit, it helps in maintaining a structure in the lives of the Silk Mile team members. Silk Mile policy states that all concerned persons, regardless of job level, strive to create an ultimate healthy environment in which we can accomplish our objectives and goals:

1. Respect

Respecting each other, customers, suppliers, or contractors, showing affection and concern for him/her, and respecting his/her personal dignity.

2. Diversity is our DNA

Commitment and affirmation of equality in dealing with all team members, workers, customers, suppliers, and contractors, regardless of race, color, gender, religion, age, national origin, or nationality.

3. Positive communication

Promote Positive communication between all Silk Mile Ecosystem. Avoid judgment, negative assumptions comparison, negative assumptions, and generalization.

4. No limits

Encouraging promotion from within, in line with Silk Mile's needs, whenever there are qualified employees to be eligible for such promotion.

5. Keep your House Clean

Providing and maintaining a safe, healthy, orderly, and clean workplace.

6. Confidential

An interested person who, by the nature of his business, has knowledge of or has access to the personal records of other employees, should keep such records confidential and use them only for the business purposes of the Company.



7. It's yours!

All concerned persons must protect Silk Mile assets and ensure their efficient use, and therefore Silk Mile assets and resources may only be used for the purposes and business objectives of the Company and by authorized employees only, and this includes tangible and intangible assets such as office tools, telephones, copiers, and computers Furniture and supplies.

8. Work for yourself and with others

Silk Mile is a task-oriented environment, we believe in autonomy and personal commitment. This type of environment requires the team members to have a high sense of Work ethic. Hence, attendance and working hours are strictly linked with your performance and attitude. Absence, regular, and major delays need to be communicated officially with the team.

9. Look good!

Commitment to good appearance and behavior: where the employee must observe the appropriate appearance in accordance with the observed customs and traditions, both in his appearance and clothing, in a manner that does not violate the morals and general appearance of the company.

10. We live together

Pay attention to the degree of loudness when speaking in the workplace, where you must maintain calm when speaking with colleagues or while talking on the phone and adhere to a tone of voice appropriate to the workplace.

Keep the phone ringtone at a low level to maintain the work environment and do not put the call on the speaker.

Note:

Read the above carefully, and work on adapting your habits and behaviors to meet the above policy. If you have any suggestions or clarification, please feel free to share it with the team.

Once the above is read, you will be asked to sign this policy and commit to it.



- Never adopt a casual attitude at work.

Your office pays you for your hard work and not for loitering around.

- Put your hand phone in the silent or vibrating mode at the workplace

Loud ring tones are totally unprofessional and disturb other people.

- Don't open anyone else's notepads registers or files without his permission.

- It is bad manners to sneeze or cough in public without covering your mouth

Use a handkerchief or tissue for the same.

- Stay away from nasty politics at the workplace. Avoid playing blame games.

- Keep your workstation clean and tidy

Throw unwanted paper in dustbin and keep files in their respective drawers. Put a label on top of each file to avoid unnecessary searching

- Never criticize or make fun of any of your colleagues

Remember fighting leads to no solution. There are several other ways to express displeasure. Sit with your colleagues, discuss issues face to face and decide on something which is mutually acceptable.

- Take care of your pitch and tone at the workplace

Never shout on anyone or use foul words. It is unprofessional to lash out at others under pressure. Stay calm and think rationally

- Never attend meetings or seminars without a notepad and pen

It is little tough to remember each and everything discussed in the meeting. Jot down the important points for future reference. Wait for your turn to speak.



HOUSE GUIDELINES – CORPORATE ETIQUETTE

- Pass on information to all related recipients in the desired form

Communicate through written modes of communication preferably through emails. Keep your reporting boss in the loop. Make sure your email signatures are correct.

- Reach office on time

One must adhere to the guidelines and policies of the organization. Discipline must be maintained at the workplace.

- No organization likes to have a shabbily dressed employee

Shave daily and do not use strong perfumes

- Never wear revealing clothes to work

Body piercing and tattoo are a strict no no at the workplace. Females should avoid wearing heavy jewellery to work.

- Don't pass lewd comments to any of your fellow workers

- While having lunch together, do not start till the others have received their food

Make sure your spoon and fork do not make a clattering sound. Eat slowly to avoid burping in public.

- Respect your fellow workers and help them whenever required

- It is unethical to share confidential data with external parties and any other individual who is not related to the organization. Data in any form must not be passed to anyone outside the organization.

- Make sure you turn off the monitor while you go out for lunch or tea breaks.

Switch off the fans, lights, printer, fax machine, scanner before you leave for the day.



HOUSE GUIDELINES – CORPORATE ETIQUETTE

- Don't bring your personal work to office. Avoid taking kids to office unless and until there is an emergency

- Park your car at the space allocated to you

Don't park your vehicle at the entrance as it might obstruct someone's way.

- Never ever drink while you are at work

Smoke only at the smoking zones. And not regularly it's not healthy for you 😊

- Do not leave the restroom with taps on, tissue papers all over the place, clean the restroom after you.

- Female Employees should stick to minimal make up

Be aware of your body language, tone of voice, and your demeanor and expression in all of your interactions at work. People hear what you're really saying in addition to listening to your words.

Here are some Examples of Bad corporate etiquette:

Coming late to work:

It is awful to report to work late. It's fine when you notify the company ahead of your lateness. You must also have a legit and tenable excuse for coming late. Coming late to work can attract a deduction in salaries and might lead to the sacking.

Gossiping:

The working environment is not a gossip center. Engaging others with irrelevant talks during work hours is terrible. A salary reduction can be made when caught often.



Selling your stuff

Another bad etiquette is bringing your business to the office. Many people are fond of bringing their goods over to the office to advertise and sell to co-workers. You can have a store and tell me to come to check the goods.

Playing with phones

Minimize using your phone for personal matters as It is a bad habit to check your phones or receive calls during working hours for personal reasons. It serves as a distraction except you are checking emails or receiving customer phone calls.

Responding to emails late:

Your co-workers can send you emails; responding to them late is terrible. The email might contain some necessary information that needs urgent attention. After series of warnings, a deduction in salary might be a perfect disciplinary action.

Skipping meetings

When you miss appointments, you show rudeness to the authorities. You have to bother other people about what was said in the forum. You also disrespect the authority who planned the meeting. Skipping meetings means that you are more important than others.

Self-centeredness

You can also call this selfishness. You always want to be at the center of attention or accomplishment. You want to be seen as the one who made everything happen. Other workers are disrespected in the process.



Here are some Examples of good corporate etiquette

Professionalism:

Being professional in your office is good corporate etiquette. It cuts across being punctual, diligent at work, etc. It also means contributing to the growth and development of the company at large.

Habits:

Calmness in heated situations, Punctuality, honest, accepting constructive feedback, etc.

Good communication skills:

Communication with your co-workers and customers is essential. You don't have to speak too loud or in a rude way. When answering emails, be polite. Avoid the use of emoji in business emails. Asking about your co-workers' welfare is not bad. It further shows that you care about them.

Meeting etiquette:

Meetings are not planned to waste time, it is an avenue to pass information and share ideas. Don't skip meetings. Be punctual and come to meetings on time. Note down essential things during the session. You should take your writing materials along with you. In situations that warrant virtual meetings, dress well and shut the door against disturbance.

Dressing:

This is also very important. You are addressed the way you dress. You must dress to suit your profession. Your haircut must align with the company's values.