

## **EXPECTATIONS OF EMPLOYMENT**

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**Effective Date:** September 1, 2008

**Responsibility:** Human Resources Coordinator

**Amends Policy dated:** Handbooks, 2004

**Policy Number:** HRA 90

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### **Scope: All Employees**

#### **Personal Appearance**

Because personal appearance is an important aspect of an employee's overall effectiveness and contributes to the professional and spiritual environment of the University, employees are expected to follow certain guidelines.

Clothing is to be neat, clean, modest, not of extreme style and suitable for the position held. This includes professional dress at all times for those in front-line office positions that receive customers. Burman expects its employees not to wear jewellery, with the exception of wedding bands. Medic alert tags are not considered jewellery.

#### **Personal Conduct**

Burman University is an institution of the Seventh-day Adventist Church and incorporates the traditional values and standards of the Church in its employment policies and expectations. All employees are therefore expected to support these denominational-specific values and standards. A good guide to these is the Seventh-day Adventist Fundamental Belief, "Christian Behaviour." Employees are also expected to demonstrate good judgment, ethical behaviour, common sense, honesty, and general high moral standards of conduct and lifestyle.

#### **Customer Relations**

It is the policy of the University to provide its "customers" (students, visitors, members of the University's constituency) with the best possible service. Employees are expected to treat "customers" in a courteous, respectful manner at all times.

1. Employees should always remember that the "customer" comes first and is entitled to the same thoughtful treatment that the employee would like to receive.
2. "Customer complaints" should be given immediate attention. If the employee is unable to handle the complaint/situation, it should be referred to the employee's supervisor.

3. Students are of value to the University. They expect and deserve quality (professional and personal) service from every department and employee of the University.

### **Confidentiality**

Confidential information is only to be shared on a “*need to know*” basis within the University. All information regarding students and employees is to be treated as confidential. Information regarding University operations may be released to news media only by the President or designate. The unauthorized use, possession, or dissemination of confidential information will be considered a serious breach of contract.

### **Relations between Employees**

Employees have a responsibility to each other. Where there is a supervisory relationship this includes avoidance of inappropriate use of authority for personal gain in any form. Harassment will be taken seriously and is dealt with under the Harassment Policy. Positive relations between peer employees includes refraining from gossip; not talking of another’s performance negatively to other employees, students, or the public; and refusing to undermine another individual. At all times employees should treat each other with respect.

### **Responsibility to the Organization**

Employees are expected to be loyal to the organization both by publicly supporting its mission and by not spreading malicious or negative information or gossip about the institution’s operation or individuals within that operation. Channels are available to give employees opportunity to voice concerns and grievances. The Grievance Policy outlines these in detail.

### **Attendance and Punctuality**

Burman University expects regular attendance and punctuality on the part of its employees. The administration recognizes that circumstances beyond an employee’s control may cause one to be absent from work for all or part of a day. However, it is expected that the following practices are followed:

1. Employees are expected to report to work as scheduled. The supervisor should be notified in advance whenever the employee is unable to report.
2. Documentation of attendance may become part of the performance appraisal and, therefore, a part of the employee’s personnel file.
3. Unauthorized absences or tardiness will be considered a breach of contract.

### **Employee Expectations and Discipline**

Burman University will take seriously situations where employees do not maintain the professionalism assumed in the above expectations. Breaches will be considered the basis for disciplinary action that may result in termination.