

# Zava Employee Handbook



Contoso  
Electronics

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# Zava Employee Handbook

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Zava is a leader in the aerospace industry, providing advanced electronic components for both commercial and military aircraft. We specialize in creating cutting-edge systems that are both reliable and efficient. Our mission is to provide the highest quality aircraft components to our customers, while maintaining a commitment to safety and excellence. We are proud to have built a strong reputation in the aerospace industry and strive to continually improve our products and services. Our experienced team of engineers and technicians are dedicated to providing the best products and services to our customers. With our commitment to excellence, we are sure to remain a leader in the aerospace industry for years to come.

## Our Mission

Zava is a leader in the aerospace industry, providing advanced electronic components for both commercial and military aircraft. We specialize in creating cutting-edge systems that are both reliable and efficient. Our mission is to provide the highest quality aircraft components to our customers, while maintaining a commitment to safety and excellence. We are proud to have built a strong reputation in the aerospace industry and strive to continually improve our products and services. Our experienced team of engineers and technicians are dedicated to providing the best products and services to our customers. With our commitment to excellence, we are sure to remain a leader in the aerospace industry for years to come.

## Values

At Zava, we strive to create an environment that values hard work, innovation, and collaboration. Our core values serve as the foundation for our success, and they guide our employees in how we should act and interact with each other and our customers.

Company Values:

1. Quality: We strive to provide the highest quality products and services to our customers.
2. Integrity: We value honesty, respect, and trustworthiness in all our interactions.
3. Innovation: We encourage creativity and support new ideas and approaches to our business.
4. Teamwork: We believe that by working together, we can achieve greater success.
5. Respect: We treat all our employees, customers, and partners with respect and dignity.
6. Excellence: We strive to exceed expectations and provide excellent service.

7. Accountability: We take responsibility for our actions and hold ourselves and others accountable for their performance.
8. Community: We are committed to making a positive impact in the communities in which we work and live.

## Performance Reviews

### Performance Reviews at Zava

At Zava, we strive to ensure our employees are getting the feedback they need to continue growing and developing in their roles. We understand that performance reviews are a key part of this process and it is important to us that they are conducted in an effective and efficient manner.

Performance reviews are conducted annually and are an important part of your career development. During the review, your supervisor will discuss your performance over the past year and provide feedback on areas for improvement. They will also provide you with an opportunity to discuss your goals and objectives for the upcoming year.

Performance reviews are a two-way dialogue between managers and employees. We encourage all employees to be honest and open during the review process, as it is an important opportunity to discuss successes and challenges in the workplace.

We aim to provide positive and constructive feedback during performance reviews. This feedback should be used as an opportunity to help employees develop and grow in their roles.

Employees will receive a written summary of their performance review which will be discussed during the review session. This written summary will include a rating of the employee's performance, feedback, and goals and objectives for the upcoming year.

We understand that performance reviews can be a stressful process. We are committed to making sure that all employees feel supported and empowered during the process. We encourage all employees to reach out to their managers with any questions or concerns they may have.

We look forward to conducting performance reviews with all our employees. They are an important part of our commitment to helping our employees grow and develop in their roles.

## Workplace Safety

Welcome to Zava! Our goal is to provide a safe and healthy work environment for our employees and to maintain a safe workplace that is free from recognized hazards. We believe that workplace safety is everyone's responsibility and we are committed to providing a safe working environment for all of our employees.

### Zava's Workplace Safety Program

At Zava, we have established a comprehensive workplace safety program that is designed to protect our employees from workplace hazards. Our program includes:

- Hazard Identification and Risk Assessment – We strive to identify and assess potential safety hazards in the workplace and take the necessary steps to reduce or eliminate them.
- Training – We provide our employees with safety training to ensure that they are aware of safety procedures and protocols.
- Personal Protective Equipment (PPE) – We provide our employees with the necessary PPE to ensure their safety.
- Emergency Preparedness – We have established procedures and protocols in the event of an emergency.
- Reporting – We encourage our employees to report any safety concerns or incidents to our safety department.
- Inspections – We conduct regular safety inspections to ensure that our workplace is free from hazards.
- Record Keeping – We maintain accurate records of all safety incidents, inspections and training.

We believe that our workplace safety program is essential to providing a safe and healthy work environment for our employees. We are committed to providing a safe working environment and to protecting our employees from workplace hazards. If you have any questions or concerns related to workplace safety, please contact our safety department. Thank you for being a part of the Zava team.

## Workplace Violence

### Workplace Violence Prevention Program

At Zava, we are committed to providing a safe, respectful and healthy workplace for all of our employees. In order to ensure that we maintain this, we have developed a comprehensive Workplace Violence Prevention Program.

### Purpose

The purpose of this program is to promote a safe and healthy work environment by preventing violence, threats, and abuse in the workplace. It is also intended to provide a safe, secure and protected environment for our employees, customers, and visitors.

### Definition of Workplace Violence

Workplace violence is any act of physical aggression, intimidation, or threat of physical harm toward another individual in the workplace. This includes but is not limited to physical assault, threats of violence, verbal abuse, intimidation, harassment, bullying, stalking, and any other behavior that creates a hostile work environment.

### Prevention and Response

Zava is committed to preventing workplace violence and will not tolerate any acts of violence, threats, or abuse in the workplace. All employees are expected to follow the company's zero tolerance policy for workplace violence.

If an employee believes that they are in danger or are the victim or witness of workplace violence, they should immediately notify their supervisor or Human Resources Representative. Employees are also encouraged to report any suspicious activity or behavior to their supervisor or Human Resources Representative.

In the event of an incident of workplace violence, Zava will respond promptly and appropriately. All incidents will be thoroughly investigated and the appropriate disciplinary action will be taken.

### Training and Education

Zava will provide regular training and education to all employees on workplace violence prevention and response. This training will include information on recognizing potential signs of workplace violence, strategies for responding to incidents, and the company's zero tolerance policy.

We are committed to creating a safe and secure work environment for all of our employees. By following the guidelines outlined in this program, we can ensure that our workplace is free from violence and abuse.

# Privacy

## Privacy Policy

At Zava, we are committed to protecting the privacy and security of our customers, employees, and partners. We have developed a comprehensive privacy program to ensure that we comply with applicable laws, regulations, and industry standards.

This policy applies to all Zava employees, contractors, and partners.

## Collection and Use of Personal Information

Zava collects, stores, and uses personal information for a variety of purposes, such as to provide services, process orders, respond to customer inquiries, and to provide marketing communications.

We may also collect information from third parties, such as our partners and vendors. We may use this information to better understand our customers and improve our services.

Zava will not sell or rent your personal information to any third parties.

## Data Security and Protection

Zava is committed to protecting the security of your personal information. We have implemented physical, technical, and administrative measures to protect your data from unauthorized access, alteration, or disclosure.

We use secure servers and encryption technology to protect data transmitted over the Internet.

## Access to Personal Information

You have the right to access, review, and request a copy of your personal information that we have collected and stored. You may also request that we delete or correct any inaccurate information.

To access or make changes to your personal information, please contact the Privacy Officer at [privacy@Zava.com](mailto:privacy@Zava.com).

## Changes to This Policy

We may update this policy from time to time to reflect changes in our practices or applicable laws. We will notify you of any changes by posting a revised policy on our

website.

## Questions or Concerns

If you have any questions or concerns about our privacy policies or practices, please contact the Privacy Officer at [privacy@Zava.com](mailto:privacy@Zava.com).

## Whistleblower Policy

### Zava Whistleblower Policy

At Zava, we believe in maintaining a safe and transparent working environment for all of our team members. To ensure the well-being of the entire organization, we have established a Whistleblower Policy. This policy encourages employees to come forth and report any unethical or illegal activities they may witness while working at Zava.

This policy applies to all Zava employees, contractors, and other third parties.

#### Definition:

A whistleblower is an individual who reports activities that are illegal, unethical, or otherwise not in accordance with company policy.

#### Reporting Procedures:

If you witness any activity that you believe to be illegal, unethical, or not in accordance with company policy, it is important that you report it immediately. You can do this by:

1. Contacting the Human Resources Department.
2. Emailing the Compliance Officer at [compliance@Zava.com](mailto:compliance@Zava.com).
3. Calling the Compliance Hotline at 1-800-555-1212.

When making a report, please provide as much detail as possible. This information should include:

1. The time and date of the incident.
2. Who was involved.



3. What happened.

4. Any evidence you may have related to the incident.

If you choose to report anonymously, you may do so by calling the Compliance Hotline at 1-800-555-1212.

Retaliation Prohibited:

Retaliation of any kind is strictly prohibited. Any employee who retaliates against a whistleblower will be subject to disciplinary action, up to and including termination.

Confidentiality:

The identity of the whistleblower will be kept confidential to the extent permitted by law.

Investigation:

All reported incidents will be investigated promptly and thoroughly.

Thank you for taking the time to read our Whistleblower Policy. We value your commitment to ethical and responsible behavior and appreciate your efforts to help us maintain a safe and transparent working environment.

## Data Security

Data Security at Zava

At Zava, data security is of the utmost importance. We understand that the security of our customers' data is paramount and we are committed to protecting it. We have a comprehensive data security program in place to ensure that all customer data is kept secure and confidential.

Data Security Policies:

- All employees must adhere to data security policies and procedures established by Zava.
- All customer data must be encrypted when stored or transferred.
- Access to customer data must be restricted to authorized personnel only.

- All computers, servers, and other digital devices used to store customer data must be protected with up-to-date anti-virus and security software.
- All passwords used to access customer data must be complex and regularly updated.
- All customer data must be backed up regularly and stored securely.
- All customer data must be destroyed securely when no longer needed.

#### Data Security Training:

All employees must complete data security training at the start of employment and annually thereafter. This training will cover topics such as data security policies and procedures, encryption, access control, password security, and data backup and destruction.

#### Data Security Audits:

Zava will conduct regular audits of our data security program to ensure that it is functioning as intended. Audits will cover topics such as system security, access control, and data protection.

If you have any questions or concerns about Zava's data security program, please contact our data security team. We are committed to keeping your data secure and we appreciate your continued trust. Thank you for being a valued customer.

## Job Roles

1. Chief Executive Officer
2. Chief Operating Officer
3. Chief Financial Officer
4. Chief Technology Officer
5. Vice President of Sales
6. Vice President of Marketing
7. Vice President of Operations
8. Vice President of Human Resources
9. Vice President of Research and Development
10. Vice President of Product Management
11. Director of Sales
12. Director of Marketing
13. Director of Operations
14. Director of Human Resources

15. Director of Research and Development
16. Director of Product Management
17. Senior Manager of Sales
18. Senior Manager of Marketing
19. Senior Manager of Operations
20. Senior Manager of Human Resources
21. Senior Manager of Research and Development
22. Senior Manager of Product Management
23. Manager of Sales
24. Manager of Marketing
25. Manager of Operations
26. Manager of Human Resources
27. Manager of Research and Development
28. Manager of Product Management
29. Sales Representative
30. Customer Service Representative