

Mission Statement

- *“We create happiness for guests of all ages through fun, thrilling, and innovative experiences!”*

Vision

- *“Create the experiences of a lifetime for guests of all ages.”*

Employment Basics

- **Contract types**
 - Full time employment contracts: Employee contracts are indefinite time contracts which include minimum working hours and benefits
- **Equal Opportunity-** Our company is an equal opportunity employer and condones all instances of discrimination of gender, age, sexual orientation, race, nationality, ethnicity, religion, disability, veteran status. We want all employees to treat other with respect and professionalism. This means;
 - *Hire and promote people based on skills, experience or potential and try to reduce bias in every process.*
 - *Make accommodations to help people with disabilities move about safely on our premises and use our products, services and equipment.*
 - *Use all inclusive language and non-biased terminology.*
 - *Conduct diversity and communication on a regular basis as employee moves through various positions.*
 - *Ensure brand guidelines are objective and unoffensive or targeting.*
- **Attendance**
 - Our employees are in an agile work environment. In-person meetings are on Tuesdays and Thursdays from 11:00am-12:15am in room 301 Daniel Hall, Clemson University Main Campus. If the employee has a legitimate excuse (sick leave, prior obligation, accident, etc.) please contact your designated team channel in Slack. Please make an effort to be

online during in-person meetings if not in attendance contact your designated administrative head for details on your teams current projects.

- **Documentation-** Please follow all brand guidelines and use correct fonts and templates for all technical documentation.

Workplace Policies

- **Harassment and violence**

- Harrowing Heights is committed to maintaining a harassment free workplace. Our goal is for all employees to feel safe and satisfied with their position in the company. We will not tolerate anyone intimidating, humiliating or sabotaging others in our workplace. We also prohibit wilful discrimination based on [*age, sexual orientation, ethnicity, racial, religion or disability.*]
- Scope-This workplace harassment policy applies to all employees, contractors, public visitors, customers and anyone else whom employees come into contact with at work.
- Harassment includes bullying, intimidation, direct insults, malicious gossip and victimization. Examples include:
 - Intentionally sabotaging an employee's work
 - Unwanted comments or engagement in a person's personal life
 - Derogatory comments of an individual's looks, heritage, or religious beliefs
 - Engagement of unwanted advances of any nature
 - Any form of Sexual harassment is illegal and we will seriously investigate relevant reports. If an employee is found guilty of sexual harassment, they will be terminated.
- **How to address harassment:**
 - Feel free to reach out to HR in any case of harassment no matter how minor it may seem. For your safety, contact HR 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.

- 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 issue. This tactic is appropriate for cases of minor harassment (e.g. inappropriate jokes between colleagues.) Avoid using this approach with customers or stakeholders.

- **Workplace safety and health**

- Harrowing Heights is committed to creating a hazard-free workplace. To ensure workplace safety new employees must complete "Safety Training Sessions" prior to starting.
- Drug-free workplace- Harrowing Heights is a drug-free workplace. Whether you are an employee, 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.
- Alcohol- Harrowing Heights prohibits employees from consuming alcohol during working hours. Intoxication while working will be subjected to immediate termination.

Code of Conduct

- **Dress code**

- Dress code is casual this includes not wearing any profane clothing.

- **Cyber security and digital devices**

- Internet usage- Our corporate internet is primarily for business. Personal uses are acceptable as long as they do not interfere heavily with your job responsibilities.
- Do not use the connection for:
 - Downloading of obscene, offensive or illegal material.
 - Send confidential documents to unauthorized recipients.

- Invade another person's privacy or gain access to sensitive information
 - Download pirated movies, music, material or software unless it's badass.
 - Visit potentially dangerous websites which may compromise our network and safety.
 - Perform unauthorized actions such as hacking, fraud, or buying/selling of illegal goods.
- **Cell phones-** Cell phones are allowed and encouraged when used for company activities, however, personal usage for texting, snapchat, instagram and other applications should be limited.
- **Social media-** Represent the company well on social media and follow these general guidelines, as social media can blur the lines between the voice of you as an individual and the voice of the company itself:
 - Be respectful, polite and patient.
 - Avoid speaking on matters outside of your expertise when possible.
 - Coordinate with the marketing team for when you are allowed 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
- **Conflict of Interest-** When your personal interests no longer allow your priorities to the company to be fulfilled. An example of this is owning stocks of a rival company. Conflicts of interest will not be tolerated and may result in termination.

Communication and Marketing Guidelines

- **Communication within the Company-** Communication within the company can go through a variety of channels, and the proceeding guidelines should be followed for most cases:
 - Email: Employees should always use proper habits when emailing amongst employees. Specifically always address your audience

and use a signature so that all who view it have record of the email and who sent it.

- Slack: Amongst employees on Slack, ensure that in company wide channels the small talk is kept at a minimum as to keep channels topical and easy to scan through for information.
- Trello: Amongst employees on Trello, ensure that all comments to cards, lists, or tasks are kept short and concise such that others reading them can easily understand the reasoning for the additional comments or notes.
- **Communication with those outside the Company-** Any direct and official communication with individuals outside of the company should be done via email and each email should include the employee's individual signature as well as the company's signature and contact information.
- **Communication via Press Release-** Any press release to the public should specifically display the company's brand and ensure that the information released is concise and informative.

Employee Resignation and Termination

- Scope- Employee Resignation and Termination applies to all prospective or current employees relating to separation from employment at Harrowing Heights.
- Termination occurs when an employee contract of an is discontinued from the result of Harrowing Heights or the employee's actions. This termination can be voluntary or involuntary
 - Voluntary resignation: You resign when you voluntarily inform HR or your manager that you will stop working for our company. We also consider you resigned if you don't come to work for [three] consecutive days without notice. You are not obliged to give us advance notice before resigning. But, for efficiency's sake, and to make sure our workplace runs smoothly, we ask that you give at least [two weeks] notice, if possible. If you hold a highly specialized or executive position, we ask that you give us at least [a month's] notice, when possible.

- Termination/ involuntary: When an employee breaches their contract, engages in illegal activities (e.g. embezzlement), disrupts our workplace (e.g. harasses colleagues), performs below acceptable standards or causes damage or financial loss to our company.
- We will offer severance pay to eligible employees. We may also help employees who were terminated without cause to find work elsewhere, if possible.