

Policy Document 4: The Great Cosmic Cuddler's Code of Conduct

Title: *The Snug-O-Nauts Great Cosmic Cuddler's Code of Conduct*

Effective Date: 01 October 2025

Policy Statement:

The role of a Snug-O-Nauts employee is not merely a job; it is a sacred duty to foster and protect emotional well-being—both for the plush companions and for the clients who own them. This code outlines the ethical standards and behavioral expectations for all personnel, emphasizing empathy, respect, and a deep appreciation for the unique challenges of interspecies plush logistics. All employees, from interns to senior management, must adhere to this code at all times, as their conduct directly impacts the happiness and stability of our Snug-O-Nauts.

Section I: Snug-O-Nauts Organizational Structure & Roles

1. **Organizational Overview:** The company is structured to provide a comprehensive support system for our plush companions. The hierarchy is organized by proximity to the plush and its emotional needs.
2. **Key Roles & Responsibilities:**
 - **A. Cuddle Technician (Level 1 Certification):** The frontline of Snug-O-Nauts operations.
 - **Responsibilities:** Conducting Emotional Readiness Evaluations, performing Physical Integrity Inspections, administering the Pre-Launch Lullaby Protocol, and performing Post-Flight Cuddle Check-ups.
 - **Required Experience:** Must possess a strong affinity for plush toys, a naturally soothing voice, and a minimum of 2 years of documented experience with "emotional support inanimate objects" (e.g., a well-worn teddy bear, a favorite blanket). Certification in Plush Handling & Emotional Support is mandatory.
 - **B. Emotional Resonance Officer (Level 2 Certification):** Specializes in the emotional and psychological well-being of the plush and its owner.
 - **Responsibilities:** Conducting the "Emotional Resonance" interview with prospective customers, monitoring message sentiment, and administering the Plush Re-education Protocol.
 - **Required Experience:** A background in plush psychology or related field is highly desirable. Must demonstrate exceptional

empathy and the ability to interpret non-verbal emotional cues from plushies. A minimum of 5 years of experience in a Cuddle Technician role is required.

- **C. Interspecies Communications Specialist (Level 3 Certification):**
Manages the communication pipeline between the Snug-O-Naut and the Comfort Console.
 - **Responsibilities:** Overseeing the "Sentiment Analysis" filter, troubleshooting communication errors, and ensuring all messages adhere to the strict communication guidelines.
 - **Required Experience:** Must be a trained linguist with a specialization in non-verbal and emotionally-coded language. A high degree of technical proficiency is required, along with a firm understanding of plush emotional states.
- **D. Orbital Debris Retrieval Specialist (Level 4 Certification):**
Responsible for the dignified retrieval of "Fallen Fluff."
 - **Responsibilities:** Locating and identifying plush debris, coordinating retrieval missions, and conducting the "Memory Box" Initiative. This role is considered the most solemn in the organization.
 - **Required Experience:** Must possess a calm demeanor under pressure, a deep respect for plush companions, and have a minimum of 10 years of experience in a related field, such as satellite debris tracking or deep-sea recovery.

Section II: General Conduct and Workplace Ethics

1. **Mandatory Cuddle Breaks:** All employees are required to take a minimum of two 10-minute "**cuddle breaks**" per workday. This break must be used to provide or receive a hug from a designated "Therapeutic Plush," or from a consenting coworker. This practice is essential for maintaining emotional stability and a positive workplace atmosphere. A sign-in sheet must be used to document all breaks.
2. **Respectful Interspecies Communication:** All communication with Snug-O-Nauts must be conducted in a calm, soothing tone. The use of a high-pitched, gentle voice is highly encouraged. Under no circumstances should an employee raise their voice, use sarcasm, or discuss complex emotional topics with a plushy.

3. **The "Hug-to-Handshake" Rule:** In all interactions with a Snug-O-Naut, a hug must be offered before a handshake, if a handshake is required. This establishes a foundation of trust and affection and is a core principle of our corporate culture.
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Section III: Mission-Specific Responsibilities

1. **Pre-Flight Pep Talks:** Before placing a Snug-O-Naut in its launch canister, a brief, motivating pep talk must be administered. This talk must be simple, positive, and focused on the plushie's purpose. Sample phrases include: "Go get 'em, champ!" and "The stars are waiting for your hugs." The pep talk must be recorded for quality assurance.
2. **Orbital Debris Protocol (ODP) Adherence:** All personnel must be fully trained on the "Space Junk & Plush Debris Containment Protocol." When a mission is compromised, the primary responsibility of the team is to handle the situation with dignity and respect for the plush's memory. This includes a 48-hour mandatory debriefing session with a company-certified Emotional Support Plush.
3. **Return Ceremony:** Upon a Snug-O-Naut's return, a small, celebratory ceremony should be held in the debriefing room. This may include gentle applause and a single, celebratory bell chime to mark the successful completion of its mission. All employees in the vicinity are expected to participate.

Section IV: The Snug-O-Nauts Career Pipeline and Required Qualifications

1. **Purpose:** To clearly define the professional hierarchy and the specific technical, emotional, and academic qualifications required for advancement within Snug-O-Nauts, Inc.
2. **Entry-Level Plush Support & Technical Roles**
 - **A. Plush Preparation Intern (PPI)**
 - **Responsibilities:** Assisting Cuddle Technicians with basic tasks, organizing the Therapeutic Cuddle Bay, laundry and upkeep of all plush-safe linen, and ensuring the hot cocoa station is fully stocked.
 - **Required Experience:** 0 years. Must possess an undeniable, heart-warming love for plush toys.
 - **Required Education:** High School Diploma or equivalent. Enrollment in a degree program focused on Emotional Support Studies or Soft-Object Logistics is preferred.
 - **B. Cuddle Technician (Level 1 Certification)**
 - **Responsibilities:** Conducting Emotional Readiness Evaluations (P.F.P.A.), performing Physical Integrity Inspections, administering

the Pre-Launch Lullaby Protocol, and performing Post-Flight Cuddle Check-ups.

- **Required Experience:** Minimum 2 years of documented experience with "emotional support inanimate objects" (e.g., a well-worn teddy bear, a favorite blanket).
- **Required Education:** Bachelor's Degree in Plush Psychology, Sentient Toy Care, or a related field focusing on interspecies empathy. Certification in Plush Handling & Emotional Support is mandatory.

3. Mid-Level Management & Specialization Roles

- **C. Emotional Resonance Officer (ERO - Level 2 Certification)**
 - **Responsibilities:** Conducting the "Emotional Resonance" interview with prospective customers, managing customer onboarding, providing counseling to owners, and administering the Plush Re-education Protocol.
 - **Required Experience:** Minimum 5 years as a Certified Cuddle Technician or a related clinical role. Must have successfully managed 50+ re-entry plush without incident of Existential Hum.
 - **Required Education:** Master's Degree in Inter-species Counseling, Applied Affection Studies, or a related behavioral science, with a thesis focused on plush psychological stability.
- **D. Senior Decompression Manager (SDM)**
 - **Responsibilities:** Overseeing all functions of the Terrestrial Re-acclimation Spa, including staffing, inventory of hypoallergenic foam pillows, and quality assurance of the Gravity Simulator. Manages the Post-Mission De-Stress & Landing Protocol (ODS-REP).
 - **Required Experience:** Minimum 7 years in plush logistics or facilities management. Must possess expert-level proficiency with the Pillow Density Meter (PDM) and have zero Class A infractions related to Soft Landing Zone maintenance.
 - **Required Education:** Bachelor's Degree in Operations Management or Fluff-Based Logistics. Advanced certification in Climate and Weather Contingency Planning is highly desirable.

4. Senior Leadership & Executive Roles

- **E. Director of Orbital Comfort**
 - **Responsibilities:** Direct oversight of all pre-flight, launch, and re-entry procedures. Manages all Cuddle Technicians and Senior Decompression Managers. Responsible for 24/7 mission control integrity and emotional standards.

- **Required Experience:** Minimum 10 years of progressive experience in Plush Support, including at least 3 years in a management role (ERO or SDM). Must have personally overseen 100+ flawless launches.
 - **Required Education:** Ph.D. in Astro-Affection Dynamics or Sentient Space Travel Safety, with a proven publication record in peer-reviewed plush journals.
- **F. Chief Fluff Officer (CFO)**
 - **Responsibilities:** The executive leader of Snug-O-Nauts, Inc. Responsible for setting the company's long-term emotional mission, securing funding, and maintaining the company's reputation for unparalleled plush companionship.
 - **Required Experience:** Minimum 15 years in emotional leadership roles. Must demonstrate unparalleled emotional intelligence, a deep-seated love of plush toys, and a history of successful, high-stakes cuddling negotiations.
 - **Required Education:** Must hold an honorary doctorate in **Universal Cuddliness** or equivalent. A Master's in Business Administration (M.B.A.) is considered secondary but helpful.
- **G. Orbital Debris Retrieval Specialist (ODRS - Level 4 Certification)**
 - **Responsibilities:** Coordinating the dignified retrieval of "Fallen Fluff," executing the Space Junk & Plush Debris Containment Protocol, and leading all solemn Memorial Services. This highly specialized role reports directly to the Chief Fluff Officer.
 - **Required Experience:** Minimum 12 years in highly sensitive recovery or reconnaissance roles. Must be certified in Deep Space Ethics and show a track record of handling emotional crisis with exceptional stoicism and respect.
 - **Required Education:** Advanced degree in Funeral Science or Deep Space Ethics.