

Company Policies

Safety

Under no condition you should disclose the location of the office to any other individual, or get rides to the office location, even from boyfriends and girlfriends.

Security codes and building details should never be shared with anyone.

Safety is above everything, even money, it should not be sacrificed in anyway, ever. It will lead to catastrophic events.

At anytime, you feel uncomfortable during a delivery, due to the location, lighting or people that may be around, you can abort the delivery and continue. You should never put yourself under risk, no single delivery is worth it.

Punctuality

One of the fundamental columns of our business is punctuality.

We can not maintain this without being on time.

There are NO grace periods. You are expected to be available 5 minutes prior to your shift.

Dress Code

You represent yourself, your family, your name. You represent me, my family and my name.

You represent this company and must at all times look your best.

-Men-

Can not wear shorts or tank tops.

Can not wear sandals, must have clean shoes.

Finger nails must be clean

Facial Hair is allowed if manicured.

(Recommend: Jeans or black pants, polo shirt, short sleeve dress shirt, ToGo uniform, tennis shoes, boots during rainy season)

-Woman-

Hands and feet must be clean or manicured.

Your clothes can not be incredibly revealing.

You can be sexy and professional.

420 use or any other drugs or alcohol during working hours is absolutely prohibited.

Client Approach on Delivery

Do not deliver standing on your moto or in your car.
Park your moto a minimum of 5 meters from the client.

Everytime you encounter a client you must give yourself a minimum of 5 meters to approach with a SMILE !

We dont sell a product, we sell an experience & happiness, remember that !

Cash Handling

All cash must be transferred either via bank or transferred to the office at the end of the shift.
There are no exceptions. Every transfer needs to be documented in the group.

Cash in the office must collected and marked with the total received and the date, rubber banded and placed in the safe.

Documented in the Group

Code of Conduct

No company information regarding products, logistics, staff, office details or procedures should be discussed with anyone.

No employee can make recommendations of any sort, even unrelated to the business, to clients.

Can not sollicitude clients for any purpose.

Delivery personal can not do personal favors of any sort for clients.

(Breaking any of these 4 codes of conduct will result in immediate termination and you will make an enemy out of me!)

Office Rules

No unauthorized persons can enter the office under any condition without permission.

Must be kept clean daily.

All Doors and Closit doors must remain closed at all times.

No inventory can be in common areas.

Daily administrative tasks need to be performed in the same day, DAILY !

You do have access to use the pool and gym.

Inventory

All sales must be logged prior to inventory leaving the office.

Each sale must be accompanied by a photo of the items removed from inventory.

Inventory is counted Sunday at the end of the shift.

Intellectual Property Rights

No items related to the business can be removed from the office, including packaging, stickers, promotional items, not excluding intellectual property: company logos, branding, design elements, promotional items etc.

No items related to the business including packaging, stickers, promotional items, not excluding intellectual property: company logos, branding, design elements, promotional items etc. can be photocopied, digitally forwarded, or photographed.

Requested Time Off

Requested time off should be a minimum of 5 days in advance. It is a request, it does not mean it will be accepted.

My responsibility is to the business, I will do my best to grant you the request, but it is not guaranteed.

Salary

Delivery personal are paid the same day.

Office staff is paid every Friday.

Bonuses are paid monthly.

Bonuses

Bonuses are awarded based on meeting company policies, including adherence to safety regulations, punctuality, dress code, code of conduct, and other stipulations outlined in the Company Policies.

3 infractions of the company policy in a 1 month period will lead to the forfeit of bonuses. This includes dress code and punctuality infraction..

Reimbursements

Sometimes you will need to make a purchase for office supplies or make a payment regarding a shipment or something business related. You must anticipate these costs and be prepared for them.

All costs incurred will be reimbursed but you will need to present a receipt of purchased goods or services unless otherwise pre-approved.

Termination of Employment

Your employment status is dependent upon the contract and agreement which you agree to. The terms of the contract will have stipulation for each individual.

In general cases, employment can be terminated but providing a notice of a minimum of 21 days.

