**Valenbridge Global: Policy and Procedures Manual**

**Version 1.0**  
**Effective Date:** May 15, 2025  
**Approved by:** Legal & Ethics Department

**1. Introduction**

Valenbridge Global is committed to delivering excellence through integrity, innovation, and impact. This document outlines key policies and procedures that ensure consistent, ethical, and high-quality practices across our global operations.

**2. Code of Conduct**

* **Integrity First:** All employees must act honestly, transparently, and in accordance with Valenbridge’s values.
* **Confidentiality:** All client, partner, and internal information is to be treated as strictly confidential unless expressly permitted.
* **Conflict of Interest:** Employees must disclose potential conflicts and avoid situations where personal interests may interfere with professional duties.
* **Professional Conduct:** All staff must maintain professionalism and adhere to client confidentiality, nondiscrimination, and anti-harassment standards.

**3. Workplace Standards**

* **Remote & Hybrid Work:** Employees are permitted flexible working arrangements subject to team needs and client requirements.
* **In-Office Conduct:** Open-plan workspaces should be respectful, quiet, and collaborative. Formal meetings require pre-booked rooms.
* **Dress Code:** Business casual is the standard unless client protocols require otherwise.

**4. IT & Data Security Policy**

* **System Access:** Password-protected access and two-factor authentication are mandatory for all company platforms.
* **Data Protection:** Employees must comply with GDPR, HIPAA, and CCPA guidelines where applicable.
* **Email & Internet Use:** Company systems must be used responsibly. Personal use must not interfere with work or breach security protocols.

**5. Client Engagement Procedures**

* **Onboarding:** All clients go through a compliance and risk screening prior to project initiation.
* **Scope of Work:** All engagements must have a signed contract and documented scope of services.
* **Reporting:** Consultants must follow standard templates for deliverables and reporting, reviewed by division leads.

**6. Ethics & Whistleblower Policy**

* **Reporting Misconduct:** Employees may report ethical concerns through the 24/7 confidential hotline.
* **Protection:** No retaliation will be tolerated against whistleblowers.
* **Review Process:** Reports are reviewed by the Legal & Ethics Department and investigated within 10 business days.

**7. HR & People Policies**

* **Hiring Practices:** DEI standards apply in all hiring decisions. Background checks and reference calls are mandatory.
* **Leave Policy:** Standard paid leave, parental leave, and sick leave are provided per regional regulations.
* **Performance Reviews:** Conducted bi-annually by direct managers and peer reviewers.

**8. Travel & Expense Reimbursement**

* **Travel Approval:** All travel must be pre-approved by a Managing Partner.
* **Expense Reporting:** Receipts and detailed reports must be submitted within 10 days of return.
* **Allowable Expenses:** Includes flights, accommodation, meals, and incidentals relevant to the client project.

**9. Sustainability & CSR Policy**

* **Carbon-Neutral Goal:** Firm operations to be carbon neutral by 2028. Employees encouraged to use eco-friendly travel options.
* **Pro Bono Work:** Employees may contribute up to 5% of annual hours to approved pro bono clients.
* **CSR Reporting:** Annual reporting aligned with UN Global Compact and TCFD guidelines.

**10. Review and Updates**

* This manual will be reviewed annually by the Legal & Ethics Department.
* All employees will be notified of any major revisions.

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**Internal Portal:** V-Net / Policy Hub