

Future Transportation LLC

Office Staff Policy

1. Purpose

This policy outlines expectations, responsibilities, and standards for all office staff to ensure smooth operations, professional communication, and high-quality support for clients, drivers, and partners.

2. Professional Conduct

Office staff are expected to:

- Treat clients, drivers, coworkers, and partners with respect
- Maintain a positive, solution-focused attitude
- Communicate professionally in person, by phone, email, and text
- Avoid gossip, inappropriate language, or unprofessional behavior
- Maintain confidentiality at all times

3. Attendance & Work Hours

- Arrive on time and be ready to work at the start of each shift
- Notify management as soon as possible for absences or late arrivals
- Follow scheduled work hours unless approved otherwise
- Excessive tardiness or unapproved absences may result in disciplinary action

4. Office Appearance & Environment

- Maintain a clean, organized workspace
- Keep shared areas (kitchen, desks, meeting rooms) tidy
- Dress in clean, professional attire appropriate for an office setting
- Avoid strong fragrances or distracting attire

5. Communication Standards

Office staff must:

- Answer phones promptly and professionally
- Return calls, emails, and messages in a timely manner
- Provide accurate information to clients and drivers
- Document important communication in company systems when required
- Avoid discussing sensitive matters in public areas

6. Scheduling & Dispatch Responsibilities

(If applicable to the role)

- Ensure accurate scheduling of client rides
- Communicate clearly with drivers regarding pick-ups, changes, or cancellations
- Notify clients promptly of delays or updates
- Maintain accurate records of ride times, driver assignments, and client needs

7. Confidentiality & Privacy

- All client information must be kept confidential
- Personal details, medical information, or case manager notes must not be shared outside the company
- Documents containing sensitive information must be stored securely
- Conversations involving client information must be discreet and professional

8. Technology & Equipment Use

- Company computers, phones, and software must be used for work purposes only
- Internet use should be appropriate and professional
- Staff must not install unauthorized software
- Report technical issues to management promptly

9. Professional Boundaries

- Maintain appropriate boundaries with clients and drivers

- Avoid personal relationships that may create conflicts of interest
- Do not share personal phone numbers unless authorized

10. Problem-Solving & Conflict Resolution

- Address issues calmly and professionally
- Report conflicts or concerns to management promptly
- Avoid escalating situations with clients or drivers
- Focus on solutions rather than blame

11. Safety & Emergency Procedures

- Know and follow office safety protocols
- Report unsafe conditions immediately
- Follow emergency procedures during incidents or severe weather

12. Harassment & Discrimination

Future Transportation LLC maintains a zero-tolerance policy for:

- Harassment
- Discrimination
- Bullying
- Retaliation

Any violation will result in disciplinary action.

13. Disciplinary Action

Violations of office policy may result in:

- Verbal warning
- Written warning
- Suspension
- Termination

Severity depends on the nature of the violation.

Office Staff Policy Acknowledgment & Signature Page

I acknowledge that I have received, read, and understand the **Future Transportation LLC Office Staff Policy**. I agree to follow all expectations, procedures, and standards outlined in this policy.

I understand that:

- It is my responsibility to ask questions if I need clarification
- Failure to follow policies may result in disciplinary action
- Future Transportation LLC may update policies as needed
- My signature confirms that I agree to comply with all office staff policies

Employee Information

Employee Name (Print): _____

Position/Title: _____

Start Date: _____

Employee Signature

Signature: _____

Date: _____

Management Use Only

Manager/Supervisor Name: _____

Manager/Supervisor Signature: _____

Date: _____