

## **CorVel**

### **Subject: Office Standards**

Debbie had all her Claims Managers, Account Managers, Sales and Orange office Managers in a quarterly meeting this week, and it was determined that across the board, a few things need to be outlined/refined regarding office standards.

Although the Orange office is considered a Center of Excellence as well as a Flag Ship office and is visited frequently by clients and senior management, these standards will be in place across all of Southern California.

#### **Food/Eating at your desk –**

- We are no longer allowed to eat at our desks. We need to make sure that if we are eating, that we take it outside, or into the lunch room.
- There is nothing like being a caller and hearing someone talk to you while chewing on a snack or who has a sucker in their mouth...yes, it IS noticeable. This is noticed in every office across all lines of our business. But to be fair and consistent and to keep our areas clean, the rule is for everyone.
- If your team has a pot-luck, etc., you can reserve/cordon off the little corner section of the break room to use, however no using the cubicles to house or to eat the food.
- Also, for your drinks, make sure they are handled carefully, and if they have a cap such as a water bottle, please keep the cap on. Cans of soda are OK, travel mugs and drink glasses with covers and straws *are preferred*.

#### **Cubicle Standards –**

- Please make sure all pictures in your cubicles are framed. If you have personal items up on the walls, such as drawings done by your kids, keep that to a minimum (one at a time) and they need to be up on the wall that is least visible by someone walking past your cube.
- Keep the amount of post-it notes to a minimum. One or two is fine, but do not keep them up for an extended period of time. Use a notebook to house this information. (put your post-its in the FS book)
- Lastly, please remember to keep an ove-rall tidiness within your workspace when you leave for the day. Clutter and old/outdated manuals, stuff piled under desks, etc. need to be put away or disposed of.
- There are to be no medicine bottles sitting out and purses or valuables need to be kept in a drawer or overhead bin.
- There is always a possibility of a customer or manager walking by, and we need to always be ready for that.
- Screensavers on computers need to remain professional.
- Limit “chatzkies and knick-knacks” to one and NEVER have on display any item from one of our competitors, (pens or advertisements, etc.).
- Holiday Décor – We are allowed to decorate our cubes for the holidays. They must be tasteful and not over-board and any lights must be battery operated and not plugged in to the outlets in the cubicle areas.

**Dress Code – If you have a dress code violation, you will be asked to clock out, go home and change, and when you return you can clock back in (unpaid).**

- You've all been provided with a list of acceptable options for the dress code. The standards currently are being abused a little bit, and we need to tighten it up. If you think it's questionable, it probably is, so just be aware of that going forward. If you have a question on something, you can ask me at any time.
- Women's shoes cannot be open sandal-types. Peep-toes are authorized but that is where only 2 or less of your toes are exposed.
- On Jeans days, you are allowed to wear tennis shoes, boots, etc.
- Ripped jeans, sweatshirts and hoodies are not allowed on Jeans days.
- For those of you that have tattoos, please ensure they're not visible while you are in the office; this is for regular and Jeans days.