

TMSA Code of Conduct / Confidentiality Agreements

Workers Code of Conduct:

- To live and apply the Taylor Made Core Values.
- Representatives of TMSA must be polite and courteous at all times.
- Be on time and call if you are late and must call no later than 6:00 am, if you are going to be late.
- Representatives of TMSA must never solicit gratuities or other benefits.
- Possession or usage or under the use of drugs and /or illegal substances is not allowed at any time.
- Consumption or under the use of alcohol is not allowed while working. Any TMSA Sales Representative who reports to work under the influence of alcohol and/or any drugs, will be terminated immediately.
- Smoking is not allowed in or near barns and only in designated area.
- Personal cellphone usage while on duty is not permitted. Please limit the numbers of selfies and refrain from texting while on duty. You should never answer or use a cellphone while handling a horse.
- Inappropriate behavior, foul language, negative attitude or any form of harassment that affects others is not tolerated. Inappropriate post of any kind, on any form of social media is unexpected.
- Identify possible hazards, problems, horse lameness, illness, injury to sales staff member or supplies to the Quad Leader and/or the Zone Captain immediately.
- Sales Staff Members should never use the client table to get any food or beverages (Unless direction to do so by a Zone Captain, Management Staff or Kitchen Staff for use by a Client only). This does not give the appearance we want show. There is plenty of food and beverages in our kitchen for you.

Hotel / Lodging Agreement - You are responsible for any penalties and/or fees that occur while staying at the hotel, such as but not limited to smoking fee, pet fee, phone calls, any damages, missing items, checking in or out before or after scheduled times or any other fees. You are a representative of TMSA, this is a privilege, not a right and can be lost.

Workers Service Expectations - As a sales family member the service you provide is a crucial link to the success for each and every day of the sales. The days can be long, things don't always go as planned, but it is how we react that helps keep any situation a positive one.

Confidentiality - To treat all information as confidential about owners, clients or former clients and their families, prospective buyers and horses, your pay rate(s), salaries, schedules and any other information that I am asked to be kept confidential, while I learn during the performance of my duties as _____ (Job Title), and I understand that it would be a violation of policy to disclose such information to anyone without checking first with my supervisor or have been approved to give such information in advance. Which may result in disciplinary action.

By signing below, I am acknowledging all of Taylor Made Sales Agency (TMSA) Codes of Conduct, the Hotel / Lodging Agreement and the Confidentiality Agreement have been communicated to me and I fully understand them. I further understand that if I am in violation of these Codes of Conduct, the Hotel / Lodging Agreement and Confidentiality Agreement my assignment with TMSA shall be terminated immediately.

Signature of Member _____

Print Name _____

Date _____ otel/Room/Roommate _____