

# Mission Rep (MR) Conduct Framework

Internal HR Policy Document — Confidential

This framework defines the Mission Rep Point (MRP) system — Reimagine Resources' values-anchored conduct standard. Every infraction is tied directly to a core company value. Discipline is never merely punitive; it is a defense of who we are and what we stand for. All points accumulate on a rolling 12-month work anniversary window.

## Conduct Threshold System

THRESHOLD	MRP RANGE	STATUS	ACTION
<b>Green Light</b>	0 – 1	Mission-ready	No action required
<b>Yellow Flag</b>	1.5 – 2	Monitored	Formal coaching session + performance improvement plan initiated
<b>Code Red</b>	3 MRPs	Separation	3 marks within one work anniversary window = mission terminated

## Approved terminology

<b>Mission Rep Point (MRP)</b>	Primary term — use in all formal HR documentation
<b>Mark</b>	Field shorthand — team and supervisor conversations
<b>Demerit</b>	Coaching conversations and performance improvement plans
<b>Strike</b>	Threshold warnings and escalation communications
<b>Conduct Flag</b>	HR records and formal performance reviews
<b>Rep Breach</b>	Serious violations in the 2.5–3 MRP range

## General conduct clause

**This registry is comprehensive but not exhaustive.** Any conduct that materially violates a Reimagine Resources core value — even if not explicitly listed — is subject to MRP issuance at leadership discretion. Employees are on notice that our values are the standard. If the behavior contradicts any of our seven principles, it is a conductable offense.

## Infraction Registry

<b>Deployment &amp; Availability</b>		
Scheduling, attendance, punctuality		<b>0.5 – 2 MRPs</b>
INFRACTION	MRPs	VALUE ANCHOR
<b>AWOL — no show, no call</b> Absent from scheduled deployment with zero communication to team or leadership	<b>2 MRPs</b>	<b>Determined Execution</b>
<b>Ghost with notification</b> No show on assigned shift, called in but abandoned post regardless	<b>1 MRP</b>	<b>Determined Execution</b>
<b>Late to post</b> Arriving late to a job or shift without prior authorization	<b>0.5 MRP</b>	<b>Determined Execution</b>
<b>Last-minute stand-down</b> Calling in sick or emergency with less than 2 hours notice on a primary job	<b>0.5 MRP</b>	<b>Team Above Self</b>
<b>Unauthorized early departure</b> Leaving a job site or shift before completion without manager approval	<b>1 MRP</b>	<b>Team Above Self</b>
<b>Excessive unexcused absences</b> Pattern of non-approved absences within a rolling 60-day window	<b>1–2 MRPs</b>	<b>Determined Execution</b>
<b>Failure to cover or arrange relief</b> Knowing you can't make a shift and not proactively coordinating coverage	<b>1 MRP</b>	<b>Team Above Self</b>
<b>Unreachable during deployment window</b> Not responding to team or leadership communication during active scheduled hours	<b>0.5 MRP</b>	<b>Team Above Self</b>
<b>Safety &amp; Regulatory Compliance</b>		
PPE, vehicles, substances, reporting		<b>1 – 3 MRPs</b>
INFRACTION	MRPs	VALUE ANCHOR
<b>No safety footwear on site</b> On a job site without required steel or composite toe footwear	<b>1 MRP</b>	<b>Faithful Stewardship</b>
<b>PPE non-compliance</b> Missing any required protective gear (gloves, glasses, hard hat, high-vis) for conditions	<b>1 MRP</b>	<b>Faithful Stewardship</b>
<b>At-fault vehicle incident</b> Preventable accident involving a company or client vehicle	<b>2.5 MRPs</b>	<b>Faithful Stewardship</b>

<p><b>Positive drug or alcohol screening</b></p> <p>Any confirmed positive result — immediate operational stand-down pending review</p>	<b>3 MRPs</b>	<b>Integrity First</b>
<p><b>Nicotine or vaping violation</b></p> <p>Smoking or vaping in enclosed spaces, client premises, or around team members</p>	<b>2 MRPs</b>	<b>Greater Purpose</b>
<p><b>Unsafe work practice</b></p> <p>Any action creating risk of injury to self, teammates, or clients on site</p>	<b>1–3 MRPs</b>	<b>Faithful Stewardship</b>
<p><b>Failure to report an incident</b></p> <p>Not reporting an injury, near-miss, or vehicle incident within required timeframe</p>	<b>1 MRP</b>	<b>Integrity First</b>
<p><b>Violation of lockout/tagout procedure</b></p> <p>Bypassing required safety isolation procedures on equipment</p>	<b>2–3 MRPs</b>	<b>Faithful Stewardship</b>
<p><b>Working while impaired</b></p> <p>Showing up to any deployment in a state that impairs judgment or physical capacity</p>	<b>3 MRPs</b>	<b>Integrity First</b>
<p><b>Failure to follow emergency procedure</b></p> <p>Ignoring or incorrectly executing required emergency response protocols</p>	<b>2 MRPs</b>	<b>Faithful Stewardship</b>

<p><b>Field Operations &amp; Craft Standards</b></p> <p>Tools, diagnostics, workmanship, prep</p> <p style="text-align: right;"><b>0.5 – 1 MRP</b></p>		
<b>INFRACTION</b>	<b>MRPs</b>	<b>VALUE ANCHOR</b>
<p><b>Return-to-site infraction</b></p> <p>Required to go back to a job a second time for unresolved or improperly completed work</p>	<b>1 MRP</b>	<b>Relentless Excellence</b>
<p><b>Improper diagnostics or wrong part</b></p> <p>Misdiagnosing a problem or ordering or installing the incorrect component</p>	<b>1 MRP</b>	<b>Relentless Excellence</b>
<p><b>Below-standard workmanship</b></p> <p>Work quality that does not meet Reimagine Resources craft or service benchmarks</p>	<b>1 MRP</b>	<b>Relentless Excellence</b>
<p><b>Tool abandonment</b></p> <p>Failing to properly store, secure, or return tools after use</p>	<b>0.5 MRP</b>	<b>Faithful Stewardship</b>
<p><b>Tool loss — negligence</b></p> <p>Losing tools through carelessness or failure to track inventory</p>	<b>0.5–1 MRP</b>	<b>Faithful Stewardship</b>
<p><b>Tool misuse</b></p> <p>Using tools outside their designed purpose or in an unsafe manner</p>	<b>0.5–1 MRP</b>	<b>Relentless Excellence</b>

<p><b>Failure to clean and clear</b> Leaving a job site without proper cleanup, debris removal, or equipment staging</p>	0.5 MRP	Relentless Excellence
<p><b>Messy workspace or vehicle</b> Disorganized service vehicle, storage, or work area that reflects poorly on the brand</p>	0.5 MRP	Relentless Excellence
<p><b>Showing up unprepped</b> Arriving to a job without required materials, pre-read information, or equipment</p>	0.5–1 MRP	Determined Execution
<p><b>Unauthorized equipment use</b> Operating client, company, or team equipment without authorization</p>	1 MRP	Faithful Stewardship
<p><b>Skipping quality check or inspection</b> Bypassing required inspection, test, or sign-off stage in a service process</p>	1 MRP	Relentless Excellence
<p><b>Failure to follow job scope or SOW</b> Completing work outside or different from the agreed scope without authorization</p>	1 MRP	Integrity First
<p><b>Unapproved shortcuts on technique</b> Substituting methods or materials without approval to save time or cost</p>	1 MRP	Relentless Excellence

<p><b>Admin &amp; Documentation</b> Paperwork, reporting, systems, compliance</p>	0.5 – 3 MRPs	
<b>INFRACTION</b>	<b>MRPs</b>	<b>VALUE ANCHOR</b>
<p><b>Late field report</b> Failure to file job paperwork or service records within 24 hours of completion</p>	1 MRP	Integrity First
<p><b>Incomplete or inaccurate documentation</b> Submitting reports with missing fields, incorrect info, or vague descriptions</p>	0.5 MRP	Integrity First
<p><b>Failure to log expenses or materials</b> Omitting job-related costs, parts used, or time entries from required systems</p>	0.5–1 MRP	Faithful Stewardship
<p><b>Timekeeping fraud</b> Falsifying time entries, buddy-punching, or clocking in or out improperly</p>	2–3 MRPs	Integrity First
<p><b>Non-compliance with digital systems</b> Failure to use required CRM, dispatch, or operations software as directed</p>	0.5 MRP	Determined Execution

<p><b>Failure to obtain required sign-off</b></p> <p>Completing work or a transaction without required client or manager authorization</p>	1 MRP	Integrity First
<p><b>Lost or destroyed records</b></p> <p>Losing job documentation, contracts, or compliance records through negligence</p>	1 MRP	Faithful Stewardship
<p><b>Failure to document a client issue</b></p> <p>Noticing a problem on site and failing to document or escalate it</p>	1 MRP	Integrity First
<p><b>Missing certifications or license renewals</b></p> <p>Allowing required professional certs, licenses, or permits to lapse</p>	1–2 MRPs	Relentless Excellence

<p><b>Conduct &amp; Team Culture</b></p> <p>Attitude, communication, culture standards</p>		0.5 – 3 MRPs
<b>INFRACTION</b>	<b>MRPs</b>	<b>VALUE ANCHOR</b>
<p><b>Insubordination or talking back</b></p> <p>Disrespectful pushback or refusal of reasonable direction from leadership</p>	0.5–1 MRP	Team Above Self
<p><b>Mission uniform non-compliance</b></p> <p>Failing to meet dress code or uniform standards for role and deployment context</p>	0.5 MRP	Relentless Excellence
<p><b>Client-facing conduct breach</b></p> <p>Rude, dismissive, or unprofessional behavior directed at a client or partner</p>	1–2 MRPs	Greater Purpose
<p><b>Workplace harassment or hostility</b></p> <p>Creating a hostile, intimidating, or disrespectful environment for any team member</p>	2–3 MRPs	Team Above Self
<p><b>Gossip or morale undermining</b></p> <p>Spreading negativity, rumors, or divisive communication that weakens team cohesion</p>	0.5–1 MRP	Team Above Self
<p><b>Excessive personal device use on post</b></p> <p>Personal phone or social media use that interferes with active deployment or client work</p>	0.5 MRP	Determined Execution
<p><b>Unauthorized sharing of company info</b></p> <p>Disclosing internal ops, client data, pricing, or proprietary info without approval</p>	2–3 MRPs	Integrity First
<p><b>Disrespectful written communication</b></p> <p>Hostile, aggressive, or demeaning language in texts, emails, or group channels</p>	1 MRP	Team Above Self

<p><b>Failure to support a teammate</b></p> <p>Refusing or neglecting to help a team member in need when capacity existed</p>	0.5–1 MRP	Team Above Self
<p><b>Inappropriate humor or language</b></p> <p>Language or jokes that are offensive, exclusionary, or inappropriate professionally</p>	1 MRP	Team Above Self
<p><b>Defaming the company publicly</b></p> <p>Publicly disparaging Reimagine Resources, its leadership, or its clients</p>	2–3 MRPs	Integrity First
<p><b>Refusing a reasonable assignment</b></p> <p>Declining a legitimate job or task without valid justification or process</p>	1 MRP	Team Above Self
<p><b>Dishonesty with leadership or HR</b></p> <p>Providing false or misleading information during any internal review or investigation</p>	2–3 MRPs	Integrity First

<p><b>Asset &amp; Resource Stewardship</b></p> <p>Equipment, inventory, property, vehicles</p>		0.5 – 3 MRPs
<b>INFRACTION</b>	<b>MRPs</b>	<b>VALUE ANCHOR</b>
<p><b>Inventory or supply mismanagement</b></p> <p>Improper ordering, wasting, or failing to track supplies, parts, or consumables</p>	0.5–1 MRP	Faithful Stewardship
<p><b>Unauthorized purchase or spend</b></p> <p>Making purchases outside approved budget authority or without pre-approval</p>	1–2 MRPs	Faithful Stewardship
<p><b>Misuse of company vehicle</b></p> <p>Using company transport for personal use or non-mission-related activity</p>	1 MRP	Faithful Stewardship
<p><b>Failure to return company assets</b></p> <p>Not returning equipment, devices, or materials within required timeframes</p>	1 MRP	Faithful Stewardship
<p><b>Client property damage — negligence</b></p> <p>Causing damage to client or partner property through careless handling</p>	1.5–3 MRPs	Faithful Stewardship
<p><b>Theft or misappropriation</b></p> <p>Misuse, taking, or misappropriating company or client assets — immediate review</p>	3 MRPs	Integrity First
<p><b>Failure to secure site or vehicle</b></p> <p>Leaving a job site, vehicle, or storage area unlocked or unsecured</p>	1 MRP	Faithful Stewardship
<p><b>Waste or overuse of company resources</b></p> <p>Excessive or careless use of fuel, supplies, consumables, or company time</p>	0.5 MRP	Faithful Stewardship

<b>Failure to report equipment malfunction</b> Knowing a tool, vehicle, or asset is damaged and not reporting it	1 MRP	Integrity First
<b>Personal use of client/partner assets</b> Using equipment or facilities belonging to a client without authorization	2 MRPs	Integrity First

<b>Performance &amp; Professional Standards</b>  Office, admin, client-facing, white-collar roles	0.5 – 2 MRPs	
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INFRACTION	MRPs	VALUE ANCHOR
<b>Missed deadline — no communication</b> Failing to deliver on a committed deadline without alerting stakeholders in advance	1 MRP	Determined Execution
<b>Failure to follow up or close the loop</b> Leaving client, partner, or team communication unanswered beyond 24 business hours	0.5 MRP	Greater Purpose
<b>Meeting or call unpreparedness</b> Attending internal or client-facing meetings without required materials or prep	0.5 MRP	Relentless Excellence
<b>Work quality below standard</b> Delivering work that does not meet established SOPs, templates, or quality benchmarks	1 MRP	Relentless Excellence
<b>Data or reporting inaccuracy</b> Submitting reports, dashboards, or analyses with material errors due to negligence	1 MRP	Relentless Excellence
<b>Brand standard violation</b> External communications that violate brand voice, approval process, or visual standards	1 MRP	Relentless Excellence
<b>Undisclosed conflict of interest</b> Engaging in outside work or business relationships conflicting with company interests	2 MRPs	Integrity First
<b>Client relationship breach</b> Actions that damage an active client relationship through negligence or misconduct	1.5–2 MRPs	Greater Purpose
<b>Failure to escalate a known issue</b> Sitting on a problem, risk, or complaint instead of escalating through proper channels	1 MRP	Integrity First
<b>Delegating without follow-through</b> Assigning work to others and failing to verify it was completed correctly or on time	1 MRP	Faithful Stewardship

<p><b>Repeated same mistake — no correction</b></p> <p>Making the same documented error more than once after coaching or correction</p>	1 MRP	Think Forward
<p><b>Resistance to feedback or coaching</b></p> <p>Dismissing, deflecting, or reacting defensively to constructive performance feedback</p>	1 MRP	Think Forward
<p><b>Failure to complete required training</b></p> <p>Not completing mandatory company, safety, or role-specific training on time</p>	1 MRP	Relentless Excellence

<p><b>Integrity &amp; Trust Violations</b></p> <p>Honesty, ethics, confidentiality, legal</p> <p style="text-align: right;">1.5 – 3 MRPs</p>		
INFRACTION	MRPs	VALUE ANCHOR
<p><b>Falsifying work or results</b></p> <p>Misrepresenting the status, quality, or completion of work to leadership or clients</p>	2–3 MRPs	Integrity First
<p><b>Accepting gifts or kickbacks</b></p> <p>Receiving personal compensation or favors from vendors, clients, or partners without disclosure</p>	2–3 MRPs	Integrity First
<p><b>Violation of client confidentiality</b></p> <p>Sharing or exposing client-specific data, pricing, or personal information improperly</p>	2–3 MRPs	Integrity First
<p><b>Side work using company resources</b></p> <p>Performing personal or outside jobs using company tools, vehicles, time, or relationships</p>	2 MRPs	Integrity First
<p><b>Soliciting clients or staff for personal gain</b></p> <p>Using company relationships to recruit clients or teammates for outside ventures</p>	2–3 MRPs	Integrity First
<p><b>Retaliation against a reporting party</b></p> <p>Taking action against anyone who reported a concern or safety issue in good faith</p>	3 MRPs	Integrity First
<p><b>Violation of non-compete or non-solicit</b></p> <p>Breaching any contractual restriction on competitive activity or solicitation</p>	3 MRPs	Integrity First
<p><b>Misrepresenting qualifications</b></p> <p>Falsely claiming certifications, skills, or experience in hiring, proposals, or on the job</p>	2–3 MRPs	Integrity First

## Our Core Values

Every MRP issued is a defense of one of these principles. Discipline conversations must reference the value being upheld — not just the infraction committed.

<b>#1 INTEGRITY FIRST</b>	We do what is right even when it is difficult. Honesty and accountability guide our actions and build the trust that strong relationships require.
<b>#2 GREATER PURPOSE</b>	We purposefully serve our clients, partners, and teammates with meaningful impact at the center of our work. We work for the greater good with a higher purpose to create lasting transformation in people's lives.
<b>#3 FAITHFUL STEWARDSHIP</b>	We faithfully steward the time, talents, relationships, and resources entrusted to us. We take extreme ownership of our work and the outcomes we are responsible for.
<b>#4 TEAM ABOVE SELF</b>	We place the mission and the team above personal comfort and self interest. We take ownership of our work, value humility, support one another, and do what is necessary for the team to succeed.
<b>#5 RELENTLESS EXCELLENCE</b>	We pursue excellence in every detail of our work. We continually improve our craft and hold ourselves to the highest standards.
<b>#6 THINK FORWARD</b>	We remain curious, challenge conventional thinking, and pursue innovative solutions that move our industry forward.
<b>#7 DETERMINED EXECUTION</b>	We approach challenges with discipline, resilience, and enthusiasm. When obstacles arise, we adapt, persevere, and find a way forward.

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*All marks must be documented, signed, and filed within 48 hours of the incident. Point ranges are adjudicated by direct leadership based on severity, pattern, and context. Accumulation resets on each employee's work anniversary date. This document is subject to revision; employees will be notified of material changes. Questions: contact HR or your direct supervisor.*