



La Posada Providencia's CHAIN OF COMMAND POLICY

La Posada Providencia (the “Company”) has established and maintains an organizational structure to ensure the unity of command and to delineate the line of authority, responsibility, and communications.

The goal of enforcement of this policy is corrective, rather than punitive, and a progressive approach to remedying situations, beginning with informal methods and proceeding to more formal methods as necessary in order to ensure a fluid and effective system of communication, performance and accountability. Employees, managers and supervisors, at all levels of the Company, are to follow the chain of command as set out in this policy.

POLICY

This policy consists of rules intended to advance the Company’s goal of providing efficient and high-quality services to its clients and providing a safe and productive work environment for all employees. Instructions flow downward along the chain of command and accountability flows upward. Adhering to the chain of command will result in a more effective decision-making process and greater efficiency.

This policy addresses communication and delegation aspects for the governance of the Company. The Company is organized in a hierarchical structure, and employees work under the direction and control of several layers of supervision and management, ultimately ending with the Executive Director who has overall command of Operations, and who reports directly to the Board of Directors, who has overall command of the Company.

When a manager/supervisor or employee attempts to direct another employee not within their chain of command, the management structure is undermined. In some cases, such actions have the potential to cause financial and/or legal liability to the Company. It is expected that all employees and policy makers will communicate their concerns and requests in a manner consistent with the chain of command and act within the bounds of their authority.

Company employees shall be accountable to only one supervisor at any given time. Each organizational component of the Company shall be under the direct command of only one supervisor. When two supervisors of the same unit are on duty and supervising the same area of responsibility, the chain of command shall be determined by seniority and time in grade.

Managers, supervisors and employees shall not attempt to reorganize another employee’s priorities outside their chain of command or influence the manner in which Company employees perform their assigned functions or duties, except in case of emergency or an urgent safety concern.



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Company employees are directed in their everyday tasks by their immediate supervisor in accordance with approved work plans. Interference with an employee's work routine, priorities, or decision-making processes can cause misuse or inefficient use of employee time and/or Company resources. It also places the employee in a difficult position of either disregarding his/her assigned work or appearing to disrespect the official or other co-worker's request. Employees that receive assignments or direction from a supervisor outside of his/her chain of command must report the assignment or direction to his/her immediate supervisor.

If an employee has any concern regarding the performance, behavior, or other personnel-related matter related to another employee, he/she is to report the concern directly to his/her immediate manager and/or supervisor. Should a manager and/or supervisor be the concern of the employee, the employee should report his/her concern to the next person directly above his/her manager or supervisor in the chain of command. If there is no person in the chain of command to report to, the employee should report the concern to senior management.

Managers and supervisors are discouraged from giving direction to employees in other departments, except in case of emergency or urgent safety concern. When giving direction to subordinate employees, managers and supervisors are encouraged to utilize his/her chain of command.

Managers and supervisors should also make every effort to include subordinate supervisors in communications when giving direction to subordinate staff within his/her chain of command, as failing to include managers and supervisors in communications may place subordinate staff in the position of receiving conflicting assignments from multiple levels of management.

EMPLOYEE ESCALATIONS

Employees must follow the Chain of Command for all matters including concerns, recommendations, and complaints. To bypass the Chain of Command will only delay corrective action, as the problem will be referred back to the appropriate manager and/or supervisor.

For quick resolution, it is necessary for employees to report incidents as they occur to their immediate manager and/or supervisor. If for any reason, the decision rendered does not meet with the satisfaction of the employee, the employee should continue to voice concerns to the next level manager and/or supervisor.

The Company is committed to maintaining a safe, healthy, professional, and ethical workplace that demonstrates best management practices. To that end, every manager, supervisor and employee is expected to observe the foregoing policy and rules when engaged in Company business. Nothing in this policy shall prevent an employee from going outside the chain of command to report unsafe working conditions, unlawful activity or harassment.

Violation of this policy may result in disciplinary action, up to and including termination of employment.