



“The single biggest problem in communication is the illusion that it has taken place”

-George Bernard Shaw

Open-Door Policy

An open-door policy at a workplace means not only every manager’s “door” is open to all employees, but also the mindsets of our managers.

Here at TW Products, we believe that all employees should have the opportunity to take their concerns and questions outside their chain of command



without worrying. This is not only helpful to existing employees, but also those new members of our company as they are starting; they are usually a

little nervous and do not want to step on any toes. Such a policy can help them feel welcomed and encouraged to engage in open communication. Hence, we have an open-door policy where that is exactly what we encourage: open communication, feedback, and discussion about any matter of importance to an employee.

Our employees can participate in our open-door policy through multiple channels. While our doors are open at the office building, our management and leadership are also available outside



of business hours based on the need. Examples include meeting an employee outside the work premise to create a safer environment to go over any of their

concerns, talking over the phone, or performing virtual meetings over the weekend, to name a few.

To ensure our open-door policy functions properly, we train everyone to understand the difference between circumventing their essential working



relationship with their immediate manager and properly utilizing the open-door policy. All managers and executives

actively listen and analyze employee feedback, observations, and input; if it is determined that the employee’s immediate supervisor can best address and resolve a situation, the employee will be asked if s/he has taken the matter up with his/her direct supervisor. Depending on the nature of the issue, we sometimes include the employee's supervisor and make it a three- person discussion to ensure all are on the same page.

We believe the main purpose of an open-door policy is to provide a vehicle for senior managers to understand what is on the minds of all employees whether they are a direct report or not. It is a tool we embrace positively and productively to generate ideas, solve business issues, increase stakeholder satisfaction, and maintain our competitive edge in the marketplace.