



WD ASSOCIATES

# Memo

**Date:** 7/1/99  
**To:** All employees  
**Cc:** Site Leads, Delta Office staff  
**From:** Joe Latham  
**RE:** Use of Client Resources

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Recently, I was notified by a customer that an audit had revealed several unauthorized phone calls made by a WD employee on assignment at the customer's site. I reviewed the phone records and agreed that there was no justifiable reason for these calls in support of the employee's assignment. These calls were made over a six-month period and amounted to several hundred dollars. The employee had already completed the assignment and left the company.

The company immediately credited the customer for the full amount of these charges. We then recovered the full amount from the former employee.

For the vast majority, the behavior demonstrated above is non-professional. However, periodically, people in the industry, otherwise competent, find their way to WD and cause all of us this type of embarrassment. It is therefore my responsibility to remind everyone of our collective obligation as contract professionals.

Whenever we as individuals receive compensation in exchange for services rendered, our obligation is to ensure our time and actions are to the productive benefit of the customer. This includes ensuring that customer resources (phones, computer, etc) are only used in a manner that fully supports the assignment and are authorized as such by that customer.

Whenever identified, the company will recover, from the employee responsible, all costs (both direct and administrative) associated with unauthorized use of customer resources.