



Smile Hair Clinic Ethical Rules and Practice Handbook



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1. Introduction

Our institution is committed to operating in accordance with ethical values and providing service at all times to the highest standards. This booklet contains the ethical rules and principles that all our employees and business partners must adhere to. Our ethical principles are based on honesty, transparency, confidentiality, patient safety, and respect for human rights.

2. Mission

As Smile Hair Clinic, our mission is to improve the quality of life of our patients by providing reliable and high-quality hair transplantation services with our ethical, innovative and personalized approaches.

3. Vision As Smile Hair Clinic, our vision is to be the symbol of trust, quality and innovation worldwide in hair transplantation.

4. Our Quality Policy: As Smile Hair Clinic, in line with our vision of becoming a global brand, we pursue a policy focused on human health and well-being in all our domestic and international operations. We are committed to fulfilling all relevant national and international agreements, policies, and legal responsibilities. The core elements of our quality policy are: 1. True Planning:

We analyze our patients' needs to create personalized treatment plans. We examine the donor area in detail to determine the most appropriate number of grafts.

2. True Hair Line Design:

-We design a natural and aesthetically pleasing hairline. -We determine the location of the hairline in accordance with the patient's facial proportions and age.

3. True Execution:

-We work with the highest level of preparation and meticulousness on operation day. -We continuously implement our culture of operational excellence.

4. True Innovation:

-We strive for medical innovation and continuous development. -We provide our patients with the best results by applying the most effective hair transplantation techniques.

5. Continuous Improvement, Employee Development and Corporate Culture:

-We continuously improve our processes by meeting the demands and expectations of all our stakeholders. -We use the latest technology within the framework of our quality policy, in accordance with national and international health standards.

We provide comfortable and effective healthcare services.

-We develop our employees with a human-oriented approach and ensure quality awareness and a questioning perspective in every activity we carry out. we take into account the angle.

- Creates team spirit through mutual respect, understanding, trust and communication, and increases employee motivation and we increase satisfaction.


-We provide health services with our experienced and expert staff.

As Smile Hair Clinic, we are committed to providing the best service to our patients with ethical and innovative approaches, in line with the basic elements of our quality policy, at national and international standards, and to continuously improving the volume and quality of our operations abroad.

5. Information Security Policy

- Purpose and Scope

This policy aims to identify and implement the necessary security measures to protect all information assets of Özel Smile Polyclinic. This policy covers all information assets located both within and outside the organization and applies to all employees, contractors, and relevant third parties.



- Responsibilities Management Commitment: The organization's management is committed to providing the resources necessary to ensure and continuously improve information security. Information Security Officer: The designated person responsible for implementing the information security policy and oversees all security-related activities. Personnel Responsibilities: All employees are responsible for adhering to the information security policy and reporting security breaches.

Classification and Labeling: All information assets must be classified according to their sensitivity and labeled appropriately. Classification levels and labeling standards are determined and regularly reviewed by the Information Security Officer in accordance with the Information Security Policy.

- Access Control User Identity Management: Each user is granted access through authentication and authorization mechanisms appropriate to their function. Access Policies: Each user has access to classified information only to the level they are authorized to access. Access policies and procedures are regularly reviewed and updated.

Data Protection and Monitoring: Sensitive information is protected by technical and physical security measures consistent with the Information Security Policy. Monitoring and Auditing: Systems, networks, and user activities are regularly monitored and audited. Potential security breaches are quickly identified and responded to.

- Education and Awareness

All employees receive regular information security training and are made aware of security policies and procedures.

- Incident Management

Security incidents and violations are promptly identified, investigated, and reported. Appropriate corrective action is taken to resolve incidents and prevent recurrence.

- Policy Review and Update This policy and related procedures are reviewed and updated at regular intervals, taking into account the changing threat environment and business needs.

6. Our Institution's Employee Relations

Our company operates within the following guidelines to maintain a professional and respectful work environment:

- We provide equal opportunities in recruitment and employment.
- We provide opportunities for employee training and development.
- We implement fair and competitive wage policies. We recognize
- professional achievement and provide a safe working environment.

7. Our Institution's External Relations

7.1. Communication with Stakeholders

Our institution aims to develop trusting relationships by communicating openly and honestly with its stakeholders. We provide services within the framework of ethical values, taking into account the expectations and needs of our stakeholders. To successfully and sustainably conduct our operations, we must effectively communicate with various stakeholders. These stakeholders and types of communication can be summarized as follows: - Patients

- **Consulting and Information: Patients are provided with detailed information about the hair transplantation process.**
We provide comprehensive consulting services regarding treatment options, patient expectations, risks, and costs. Appointment and Follow-Up: We manage patient appointment arrangements and post-treatment follow-up. Feedback and Complaint Management: We ensure feedback is collected and complaints are effectively managed to increase patient satisfaction and resolve potential issues.

-Ministry of Health and Quality Operation Processes

- **Reporting and Documentation:** Providing regular reporting requested by the Ministry of Health and we ensure that the necessary documents are submitted.
- **Inspections:** We provide the necessary information and access by cooperating in audit processes.
- **Adaptation and Improvement:** We comply with the standards and regulations of the Ministry of Health. At the same time, we make revisions to our procedures when necessary.

-Staff and Health Professionals

- **Training and Development:** We ensure that our staff improves their knowledge and skills through continuous training.
- **Internal Communication:** We ensure smooth operations by establishing an effective communication network among employees we provide.
- **Motivation and Support:** Motivational programs to increase employee satisfaction and we implement support mechanisms.

7.2. Patient Relations and Patient Rights

Trust, respect, and transparency are fundamental in patient relationships. Our employees must act in accordance with the following principles towards our patients:

- Respecting patient confidentiality. Providing
- patients with accurate and complete
- information. Obtaining patient consent for
- medical interventions. Maintaining patient

The "Patient Rights Regulation" is a regulation in Türkiye that regulates patient rights and defines the relationship between patients and healthcare professionals during the provision of healthcare services. It entered into force on August 1, 1998, and has undergone various amendments over time.

Patient Rights Regulation General Information:

This regulation aims to protect patients' rights when receiving healthcare services and to establish ethical and legal frameworks for healthcare delivery. The regulation aims to safeguard patient rights in healthcare institutions and organizations and to ensure that healthcare professionals act in accordance with these rights. The Regulation's Key Articles:

- Right to Benefit from the Service in General

- Everyone has the right to access healthcare services, regardless of language, religion, race, sect, gender, or other similar discrimination. Healthcare services must be provided fairly and equally.
-

- Right to Information and Request Information

- To provide patients with accurate and sufficient information regarding their health conditions, proposed medical interventions, and the risks and side effects of these interventions. To inform
- patients of their right to request any information and documentation from their healthcare provider.

- Right to Privacy

- To be sensitive to the confidentiality of patients' personal information and information regarding their health conditions. Patient privacy must be respected and necessary precautions must be
- taken in this regard.

- Right to Consent and Permission

- Medical interventions must be performed with the patient's informed consent.
- The patient has the right to refuse or discontinue the proposed treatment.

- Right to Security

- To inform patients that they have the right to demand that their physical and psychological safety be ensured during the provision of health services and to ensure the management of adverse outcomes.

-The Right to Have Religious Needs Met

- To ensure that patients can worship and benefit from religious services in accordance with their religious beliefs. Health institutions should make arrangements to meet the religious needs of patients.

- Right to Complain and Sue

- To inform our patients of their right to complain about any problems or violations they encounter in the provision of healthcare services and to ensure the management of any negative consequences. To inform patients of their right to file a lawsuit for any damages they suffer and to ensure the management of any negative consequences.

- Protection Against Discrimination Based on Race, Language, Religion, Sect, and Gender

Our institution emphasizes protecting patient rights, particularly against discrimination based on race, language, religion, sect, and gender. Discrimination in healthcare provision is prohibited and such discrimination entails ethical and legal responsibilities. To ensure the continuity and enforcement of the principle that "Our healthcare professionals must treat patients equally and fairly and must not discriminate in any way."

Implementation of the Regulation

- Our institution provides necessary information regarding patient rights and ensures that patients are aware of these rights. Our institution aims to improve the quality of healthcare services and protect patient rights by regulating the relationship between patients and healthcare professionals. We also aim to ensure and protect the binding nature of all our healthcare services for our patients.

7.3. Relationships between the Ministry of Health and Provincial and District Health Directorates

Healthcare centers in Türkiye are regulated and supervised by the Ministry of Health. These relationships and regulations can be summarized under the following main headings:

- Documents and Permits:

- To begin operations, our institution must obtain documentation and operating permits from the Ministry of Health. This ensures that the centers operate in accordance with specific standards and regulations, and that the institution operates with full competence.

- Audits and Standards:

- The Ministry of Health conducts regular inspections of our institution. These inspections cover issues such as hygiene conditions, materials used, staff competencies, and patient safety, ensuring that our institution complies with these inspection guidelines. Our institution ensures that our clinic operates in accordance with the health standards established by the Ministry.

- Personnel Qualifications

- Our institution encourages and provides opportunities for doctors, healthcare personnel and other employees working in our clinic to regularly participate in professional development training.

- Patient Rights and Safety:

- We ensure that patient rights are respected and services are provided with high security standards at our institution. We meticulously ensure informed consent, personal data protection, and patient privacy.

- Complaint and Monitoring Mechanisms:

- Patients can report their negative experiences or complaints to the Ministry of Health. We evaluate these complaints and take the necessary measures before the center implements sanctions and manage the relevant processes. We also maintain feedback mechanisms to monitor and improve the quality of healthcare services.
- Our institution ensures that all its activities comply with legal regulations and government policies.

7.4. Social Responsibility: With a sense of social responsibility, we add value to education, the environment, and society by supporting well-established organizations such as the Turkish Education Association (TED), the TEMA Foundation, and the Foundation for Children with Leukemia (LÖSEV) and being a beacon of hope for children with leukemia.

7.5. Customer Relations: Patient satisfaction is a priority for our center. We strive to meet our patients' expectations by providing respectful and professional service. We are the preferred choice for our patients or their families seeking healthcare services outside their home countries, offering affordable prices, high-quality service standards, and access to our expert physicians.

The main elements of our organization's customer relations:

Consulting and Information

- **Pre:** Detailed information about travel, accommodation, treatment process and costs for the applicant patients to be informed.
- **In the process:** Patients are kept informed throughout the treatment process and any questions are answered to be answered.
- **Post:** Supporting patients during post-treatment care and recovery.

Treatment Planning and Coordination

- Creating treatment plans tailored to patients' medical needs and presenting these plans to patients in detail. Scheduling appointments on appropriate dates and coordinating the entire process.
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Patient Safety and Comfort

- Ensuring the safety and comfort of patients while receiving healthcare services. Providing support
- services such as accommodation, food and beverages, and transportation to ensure patient comfort.

Language and Cultural Adaptation

- Showing sensitivity in providing language support or translation services for foreign patients. Showing sensitivity in communicating appropriately by understanding patients' cultural differences.
-

Quality Assurance and Patient Satisfaction

- Providing high-quality healthcare services and ensuring compliance with international standards,
- measuring patient satisfaction after treatment and obtaining feedback to improve processes,

Legal and Financial Support

- Providing consultancy and support regarding legal and financial issues that may arise during the treatment process. Ensuring that pricing and payment options are determined according to patient
- needs.

Long-Term Relationships

- Ensuring post-treatment follow-up of patients and maintenance of long-term relationships, maintaining
- regular communication with patients for future needs and increasing the possibility of repeat customers.

7.6. Supplier Relations We comply with ethical and fair conduct rules when collaborating with our suppliers. Mutual trust and honesty are fundamental to our business relationships.

7.7. Competitor and Competition Relations We adhere to the principles of honest and fair competition in our relationships with our competitors. We maintain ethical standards in the sector by avoiding unfair competition.

7.8. Environmental Protection

Our center prioritizes environmental protection and adopts environmentally friendly practices. In line with this principle, we ensure that waste generated at the center is managed in accordance with health standards. Within this framework, we prioritize raising awareness among our employees regarding waste management.

8. Our Ethical Behavior Practices, Rules and Principles That Employees Must Follow

8.1 Ethics Rules: The principles and work practices that Smile Clinic employees must adhere to while performing their duties. These principles include regulations regarding the order of business. The purpose of these principles is to establish our expectations, standards, and ethical practices that form the basis of all our business relationships and transactions, and to prevent any disputes and conflicts of interest that may arise.

8.2 Ethics Committee Organization

Ethical discrepancies are resolved within the Smile Clinic Ethics Committee. The Ethics Committee consists of employers, employer representatives, various department managers, and the Human Resources Director. The Human Resources Director serves as the Ethics Committee's rapporteur.

Ethics Committee;

-Mehmet ERDOĞAN

-Gökay BILGIN

-Nesli SAĞDINÇ

-Selahattin OLCA

-Erhan EERDEM

-Erhan ATALAR. (If deemed necessary, witnesses or unit managers related to the subject may also be included in the board).

- The Ethics Committee's work is conducted confidentially, and decisions are recorded in the minutes.
- Information, documents, and statements regarding non-compliance are also included in the minutes and signed by the chair and members. Decisions made as a result of investigations and reviews are implemented promptly and reported to the relevant departments.
- All these operations are carried out without being influenced by subordinates or superiors.
- The work of the Ethics Committee may be subject to revision when deemed necessary.

8.3 Ethics Committee Working Principles

-The ethics committee carries out its work within the framework of the principles set out below:

- It keeps notifications and complaints, as well as the identities of those making notifications or complaints, confidential.
- The investigation is conducted within the rules of confidentiality.
- Has the authority to request information, documents and evidence related to the investigation directly from the unit in question.
- The investigation process is recorded in a written report from the outset. Information, evidence, and documents are included in the report.
- The minutes are signed by the chairman and the members.
- The investigation is handled urgently and the result is reached as quickly as possible.
- The decisions taken by the Board are put into effect immediately.
- The relevant departments and authorities are informed about the result.
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In fulfilling their duties on this matter, the chair and members of the board shall act independently and uninfluenced by their department managers and the organizational hierarchy. They shall not be subjected to pressure or indoctrination on this matter.

The Board may seek expert opinion if it deems necessary and may utilize experts by taking precautions that will not violate confidentiality principles during the investigation.

If our employees learn of a violation of Smile Clinic's Code of Business Ethics or the legal regulations governing our company, they are obligated to first report the situation to their direct supervisor or the Human Resources Department. Intentional false and/or slanderous reports are considered a violation of the code of ethics.

9. Our Ethical Rules and Principles;

9.1 Intellectual Property Rights

- To ensure that legal proceedings are initiated and completed in a timely manner in order to secure the intellectual property rights of newly developed products, processes and software.

- To avoid consciously unauthorized use of patents, copyrights, trade secrets, brands, computer programs or other intellectual and industrial property rights of other companies.

9.2 Information Management

- To ensure that all legal records are kept in a healthy manner.
- Responding to requests for information from third parties that are classified as confidential for the institution, without the approval of senior management.
- To show due diligence to ensure that the statements and reports made by the institution are true to reality.

9.3 Security and Crisis Management

- To take the necessary precautions to protect the company employees, information and information systems, clinic building and office building against possible terrorism, natural disasters and malicious attempts. To make the necessary crisis planning regarding
- emergency crisis management to be created in case of terrorism, natural disasters etc., thus ensuring the continuity of the business with
- minimum loss in case of crisis. To take all kinds of precautions to prevent theft or damage of the institution's assets.

9.4 Privacy

- To act with the knowledge that our institution's financial and commercial secrets, information that may weaken its competitive power, personnel rights and information, and agreements with business partners are subject to "confidentiality" and to ensure their protection and confidentiality.
- Not to share the information learned and documents possessed for the purpose of work with unauthorized persons or authorities inside or outside the institution, for any purpose, and not to use them for speculative purposes (directly or indirectly).
- Not to use non-public information about the companies they work with, their customers and other people and companies they do business with in any way other than the intended purpose, and not to share it with third parties without obtaining the necessary permissions.

9.5 Respect and Privacy in the Workplace

- Smile Hair employees act openly, respectfully, honestly, responsibly and within the framework of
- courtesy rules when sharing their thoughts and opinions with each other.

- Any verbal, written and electronic communication between individuals cannot be recorded, shared with others, published or used for purposes other than the intended purpose without their prior permission.
- When emotional intimacy or friendship occurs between employees, they are obliged to report it to their manager or the human resources department.

9.6 Harassment and Psychological Hazing

- Any violation of privacy through physical, sexual, and/or emotional harassment of our employees or our stakeholders with whom we have business relationships, whether in the workplace or anywhere else they are located for business purposes, will not be tolerated. Any negative attitude or behavior toward anyone who reports such violations or assists in the investigation is considered a violation of our ethical code. We will not tolerate systematic and planned behaviors that aim to alienate the targeted individual from work,
- reduce their performance, or cause them to resign, which can be considered psychological harassment (mobbing).

9.7 Creating and Maintaining a Fair and Safe Working Environment

- Company practices comply with all applicable laws and regulations regarding employment and working life. Company employees also fulfill all legal requirements within the scope of their activities and act in compliance with these regulations. Smile Hair's human resources policies and practices ensure the
- fairness of all practices, including recruitment, promotion, transfer, rotation, performance management, compensation, rewards, benefits, training, and more. Discrimination among employees based on language, race, color, gender, political affiliation, belief, religion, sect, age, physical disability, and similar grounds is unacceptable.
- It is ensured that the workplace physical working environment and conditions are healthy and safe for all employees.
- Managers are prohibited from entering into debt-credit relationships with employees.

9.8 Avoiding Conflict of Interest

- Conflict of interest refers to any benefit provided to employees, their relatives, friends or persons or organizations with whom they are associated, and any financial or personal interest related to them, which affects or may affect the impartial performance of their duties.

9.9 Not taking action in favor of oneself or relatives

- Not to gain unfair advantage in favor of himself, his relatives or third parties by taking advantage of his title and authority. In case the employee and the persons in the first degree decision-making position regarding the same job in the company that is a customer or supplier are first degree relatives, inform the superior. Informing the superior officer if it is learned that relatives have shares or financial interests in another company with which they have commercial relations.

9.10 Participation in representation and organization invitations

- Participation in invitations such as conferences, receptions, promotional events, seminars, etc., which are open to general participation and organized by individuals or institutions with whom we have or have the potential to have a business relationship, as well as sporting activities, domestic/international trips, etc., which are or may be perceived as influential in decision-making, is subject to the approval of the relevant Responsible / Manager / Director / Founding Partner for all units.

9.11 Receiving and Giving Gifts

In conducting relations with private or public individuals and organizations that wish to establish or maintain business relations with our institution;

- Not accepting or offering any gift that creates the impression of irregularity, or that may cause or be perceived as a dependency relationship, except for gifts given in accordance with commercial customs, traditions and traditions or souvenir/promotional materials.
- Not to request any discounts or benefits that may be perceived as inappropriate from suppliers, patients or third parties, not to offer them to third parties, and not to accept them when offered.

9.12. Prohibition of Political Activity

- Political activities are prohibited at our headquarters. Our employees are prohibited from reflecting their political views in the workplace.

9.13. Occupational Health and Safety

We provide a healthy and safe working environment for:

- Necessary precautions are taken for the safety of employees.
- Occupational health and safety training is organized.
- Emergency plans are created.

9.14. Obligation to Notify Violations Employees must report any violations of ethical rules to their managers or the ethics committee.

-For employees;

- To be respectful and obedient to subordinates and superiors, To act in accordance with the regulations within the scope of the ethical rules and relevant laws, To learn the general and job-related policies and procedures that apply to the Company, To consult his/her manager and human resources on matters concerning himself/herself or others, To suggest that his/her opinions and suggestions that may fall within the scope of the ethical rules be included in the rules, To determine his/her responsibilities, To review all relevant facts and information, To consult appropriate Company policies, procedures and professional standards, To help reduce risks, To consult the relevant units on all matters, To share what he/she has learned with others, Not to enter into conflicts of interest.
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-For the Ethics Advisor;

- The Ethics Advisor is the highest-ranking executive responsible for Smile Hair's human resources. He or she provides guidance and counsel on questions and issues raised by employees regarding ethical matters within the company.

- To direct ethical non-conformities that cannot be resolved within the Company or require investigation to the Ethics Committee, To contribute to the resolution of ethical non-conformities within the Company that are received, as requested by the Ethics Committee, To report ethical questions and non-conformities received by it, along with their results, to the Ethics Committee regularly or when requested, To be the contact person from the Company in investigations conducted by the Ethics Committee and to provide the necessary support to the investigations, To monitor, follow up on the effectiveness of ethical practices carried out in the Company and to support them in their implementation.
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-For Administrators;

- To ensure the creation and maintenance of a Company culture and work environment that supports ethical rules, to set an example for the implementation of ethical rules with their behavior, to train their employees on ethical rules, to support their employees in forwarding their questions, complaints and notifications regarding ethical rules to the relevant units, to guide them on what to do when consulted, to take into consideration all notifications conveyed.

10. Enforcement of Discipline

Behaviors that violate ethical principles are objectively evaluated, and necessary disciplinary measures are implemented. Violations of the Code of Ethical Conduct are subject to the following disciplinary measures:

- If it is determined that there was deliberate misconduct, dismissal (in accordance with the relevant articles of labor law) and, if deemed necessary, legal action may be taken. Past beneficial deeds by a person who knowingly provided an unfair advantage cannot constitute grounds for partial or full exoneration in the decision.
If there is no abuse or if there is negligence resulting from carelessness or ignorance, a verbal or written warning appropriate to the impact of the incident is given.
In accordance with Article 25 of the Labor Law No. 4857, the employer reserves the right to terminate the employment immediately for just cause.
- The provisions of Article 25 may be implemented by the employer without a decision from the Disciplinary Board. In cases of behavior falling within the scope of Article 25/II of the Labor Law, gross negligence, and/or emergency situations, Human Resources will, if deemed necessary, initiate the procedures for the immediate termination of the employment contract of the relevant employee, with the approval of the Board of Directors and the opinion of the institution's Legal Counsel, without referring the matter to the Disciplinary Board, and complete the necessary procedures to make the necessary decisions. Penalties are specified in the DISCIPLINARY SCHEDULE.

The information in this book has once again emphasized the importance of ethical values in our business and social lives. Let us not forget that ethics is not just a set of rules; it is also a responsibility to do what is right. In every situation we face, our top priority should be to act with a fair and respectful approach, guided by our conscience and reason, and respecting the rights of society and individuals. A life built upon ethical principles is the foundation not only of individual but also of societal development. The role each of us plays in this journey is to adhere strictly to our values and place these principles at the center of our lives for a better future.

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The information in this book has once again emphasized the importance of ethical values in our business and social lives. Let us not forget that ethics is not just a set of rules; it is also a responsibility to do what is right. In every situation we face, our top priority should be to act with a fair and respectful approach, guided by our conscience and reason, and respecting the rights of society and individuals. A life built upon ethical principles is the foundation not only of individual but also of societal development. The role each of us plays in this journey is to adhere strictly to our values and place these principles at the center of our lives for a better future.

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- To direct ethical non-conformities that cannot be resolved within the Company or require investigation to the Ethics Committee, To contribute to the resolution of ethical non-conformities within the Company that are received, as requested by the Ethics Committee, To report ethical questions and non-conformities received by it, along with their results, to the Ethics Committee regularly or when requested, To be the contact person from the Company in investigations conducted by the Ethics Committee and to provide the necessary support to the investigations, To monitor, follow up on the effectiveness of ethical practices carried out in the Company and to support them in their implementation.
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-For Administrators;

- To ensure the creation and maintenance of a Company culture and work environment that supports ethical rules, to set an example for the implementation of ethical rules with their behavior, to train their employees on ethical rules, to support their employees in forwarding their questions, complaints and notifications regarding ethical rules to the relevant units, to guide them on what to do when consulted, to take into consideration all notifications conveyed.

10. Enforcement of Discipline

Behaviors that violate ethical principles are objectively evaluated, and necessary disciplinary measures are implemented. Violations of the Code of Ethical Conduct are subject to the following disciplinary measures:

- If it is determined that there was deliberate misconduct, dismissal (in accordance with the relevant articles of labor law) and, if deemed necessary, legal action may be taken. Past beneficial deeds by a person who knowingly provided an unfair advantage cannot constitute grounds for partial or full exoneration in the decision.
If there is no abuse or if there is negligence resulting from carelessness or ignorance, a verbal or written warning appropriate to the impact of the incident is given.
In accordance with Article 25 of the Labor Law No. 4857, the employer reserves the right to terminate the employment immediately for just cause.
- The provisions of Article 25 may be implemented by the employer without a decision from the Disciplinary Board. In cases of behavior falling within the scope of Article 25/II of the Labor Law, gross negligence, and/or emergency situations, Human Resources will, if deemed necessary, initiate the procedures for the immediate termination of the employment contract of the relevant employee, with the approval of the Board of Directors and the opinion of the institution's Legal Counsel, without referring the matter to the Disciplinary Board, and complete the necessary procedures to make the necessary decisions. Penalties are specified in the DISCIPLINARY SCHEDULE.

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