

VHRS

EMPLOYEE HANDBOOK

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GENERAL

1.1 Welcome

Welcome to the **Company Name** Staff member Handbook. This Handbook sets out guidelines for policies, procedures and rules relating to your employment with us.

1.2 Who we are (company story)

1.3 Mission, vision and values

Mission

Vision

Values

1.4 Code of conduct

Company Name staff members are required to behave respectfully towards **Company Name**, its management, shareholders, clients, suppliers and any other persons and/or company(s) whom they may encounter during their employment.

It is expected of staff members to always act in good faith and conduct themselves diligently, honestly and with integrity at all times.

You must ensure the safe custody and accuracy of documents, records, money and other items which come into your possession during the course of your work. This could be applicable to the property of the company, staff member, a customer or a supplier to the Company.

You must at all times observe strict confidentiality with regard to the affairs of the company, and in particular you must not make any statement concerning the business of the company in circumstances in which it is likely to become public, other than where you have specific authority to do so.

You must at all times strive to avoid any actual or potential conflicts of interest with the company. Conflicts of interest may arise when a staff member has a direct or indirect interest in a news source, customer, supplier, or other company dealing with the company including shareholders of such companies where, in the company's determination, such interest affects the staff member's actions in making judgements or decisions for the benefit of or on behalf of the company. In the event that any staff member has or should know of any actual or potential conflict of interest, he or she should inform the line

manager thereof immediately.

1.5 Personal Details

The company holds personal information on its Staff members in both manual and electronic form. This information is used solely for legitimate employment purposes and it is only disclosed to those who are authorised to use it for these purposes.

Acceptance of employment with the company is taken by the Company as consent by the staff member to their personal information being held and used in this way.

It is the responsibility of each staff member to inform the line manager of any changes to their personal details or status, including: surname, address, telephone number, marital status, names and dates of birth of children and emergency contact details. Such information is important, among other things, for the correct benefit cover where appropriate to be arranged and so that someone can be contacted in the event of an emergency.

You are entitled to access your records. You can arrange to do so by making a written application to the human resources department.

1.6 Personal Property

It is the responsibility of staff members to minimise risks to their personal property within the office and to take sensible precautions in this respect. The Company cannot be liable for any loss or damage to property which may occur. Please immediately advise your line manager if you suffer any loss.

1.7 Money

Money must not be left unattended at any time. Staff must always count cash payments. Money to be stored before lodgement, even for short periods, must be kept in the safe / or in a secure place. Staff responsible for safe keys must ensure that the keys are not left unattended and are only handled by authorised personnel.

1.8 Dress code

The company's prescribed dress code should always be adhered to, whilst in the office, on duty or at appointments.

All staff members are expected to adhere to a smart dress code to display an appropriate corporate image, which must be portrayed at all times.

1.9 Substance abuse

The company recognises alcohol and substance abuse of any nature as a potentially serious health, safety and security concern.

The use of any drugs, whether illegal or pharmaceutical, which causes intoxication is prohibited and non-compliance will lead to either incapacity or disciplinary action being taken.

Further, the company expects all staff members to assist in maintaining a working environment which will not cause serious health, safety and security problems to them/others or interfere in a person's ability to perform his or her job responsibilities.

Consumption, sale or possession of any intoxicating liquor or any other intoxicating substance (other than prescribed by a medical practitioner), is strictly forbidden and may lead to disciplinary action.

Further, staff members may not report to work under the influence of alcohol or intoxicated on illegal or pharmaceutical substances. Staff members may not report for work after excessive drinking on the previous day.

The limited consumption of alcohol by staff members on the company premises may be permitted provided that it is sanctioned by management.

If management suspects that a staff member is under the influence of alcohol or any other intoxicating substance during working hours, the company may, at its discretion, require the individual to be tested. Upon refusal to be tested, an adverse inference would be drawn from said refusal and be used against the staff member in a disciplinary hearing.

1.10 Behaviour at social functions

Staff members will be held accountable for all their actions and behaviour during social functions and are expected to manage their alcohol intake in a responsible manner so as not to damage the Company's reputation/image or cause loss/damage to company property.

1.11 Client / staff member relationships

Intimate staff relationships with clients are to be discouraged and should be avoided where possible. The company will only be understanding about serious relationships which have developed over time, where the feeling is mutual on both sides.

1.12 Discrimination

Company Name will not tolerate any form of discrimination. Discrimination may be direct or take an indirect form. It is important to note that a feeling of being treated unfairly would not necessarily constitute discrimination.

If staff member believes they may have been discriminated against in whatsoever form, the grievance procedure should be followed by the staff member.

It is important to note that in the event of suspected discrimination, a colleague who was witness to such an act may follow the grievance procedure on behalf of staff member.

1.13 Harassment and Bullying

The company is committed to maintaining a pleasant work environment. We have a zero-tolerance policy when it comes to harassment or bullying.

All staff members have the right to work in an environment free from the demoralising

effects of harassment, bullying or any other bad conduct.

Sexual harassment or bullying, based on (but not limited to) race, gender, sex, pregnancy, marital status, family responsibility, ethnic or social origin, colour, sexual orientation, age, disability, religion, HIV Status, belief, political opinion, culture, language or birth, is a violation of this policy, and it will be treated as a disciplinary matter.

If you have questions about what constitutes harassing or discriminating behaviour, please ask the Human Resources Office.

1.14 Confidentiality

All staff members have access to company information that could affect the business if passed onto competitors, suppliers, and consultants etc. Utmost care must be taken not to divulge any information regarding any company business, both during or after employment with the company, to any unauthorised persons, and/or media. Statements to the media are reserved for the managing director only.

1.15 Technology

You will be required not to supply to any unauthorised third party information regarding possible new systems researched or implemented. This will impact **Company Name's** competitiveness negatively and cause damage to **Company Name's** operations.

1.16 Personal appointments

It is noted that from time to time staff members require time off for appointments (doctors, dentists, optometrists or any other personal matters etc).

Staff members are required to make these personal appointments either early in the morning, so they arrive at work no later than 09:30 or and depart no earlier than 16:15.

If these appointments cannot be made during these times, alternative times and arrangements must be discussed with the relevant line manager.

Any time off for appointments must be agreed upon up-front between the staff member and by the relevant line manager and the additional hours may need to be worked back in lieu of time taken.

If you are away for half a day, this will come off as a half day from your annual leave allowance.

1.17 Travel reimbursement

If staff members need to visit suppliers/clients or do any kind of travel as part of their job responsibility, please note the travel reimbursement must be pre-approved by the Directors for reimbursement as soon as possible.

TIME MANAGEMENT

2.1 Working hours

Daily working hours shall be from 08h00 – 17h00 with a break of 60 minutes for lunch (alternatively 45 minutes for lunch and 15 minutes for other activities, e.g. coffee/smoke /other breaks during the day). This equates to a 40-hour working week. Please ensure that you respect the break times in order to remain accountable for your hours or work.

Within reason, there is a certain degree of flexibility to change your start and end times provided that you work 8 hours per day.

2.2 Punctuality and overtime

Staff members are required to be punctual when returning from your lunch break, especially when you have made a commitment such as attending a meeting or participating in a Skype call. Punctuality is key. It contributes to our team's professionalism and drive.

Due to the nature of the business of **Company Name**, overtime is a condition of employment and staff members are expected to work overtime when needed and/or required by management.

2.3 Leave policy

2.3.1 Annual Leave

Staff members will be entitled to 1.25 days that accrue on a monthly basis of continuous service.

Application for leave must be submitted on the appropriate leave form and authorised by the Directors before the staff member may go on leave. Leave must be requested and approved at least two weeks prior to the commencement of the intended leave, unless in the event of an emergency.

Staff members are reminded to finalise a handover to the relevant person who will be dealing with the work during their absence. Any urgent issues requiring attention during the staff member's absence must be brought to the attention of the manager prior to the staff member's departure for leave.

Any staff member who is absent due to experiencing problems in getting to or from work, strikes and other related reasons must take the period absent from the annual leave allowance.

Should a staff member have insufficient annual leave, management may consider allowing the staff member to go into a negative annual leave balance. However, this should not exceed five days.

Upon termination, any annual leave accrued by the staff member will be paid out. However, if the balance is in excess of 25 days, only a maximum of 25 days will be paid out.

2.3.2 Sick Leave

All staff members will be entitled to 30 days sick leave during a cycle of 36 months. During the first six months of employment the staff member will be entitled to one day's sick leave for every 26 (twenty-six) days worked.

A valid medical certificate is required if you are absent for more than two consecutive days or 2 times over an 8-week cycle.

A medical certificate must:

- be the original and not a copy;
- be issued by a registered medical practitioner, registered with the Health Professions Council.
- state that the staff member was examined by the practitioner and found to be unfit for work, and
- not be provided by a general clinic without a practice number.

A sick leave application and supporting documentation must be submitted on the first day that the staff member is back at work to the Human Resources Office for finalisation. Should a staff member fail to contact the company to advise of their absence, appropriate disciplinary action may be instituted.

If, in the reasonable opinion of the company and subject to what has been set out hereunder, the staff member becomes unable to perform his/her duties adequately for reasons of ill health or incapacity, the employment may be terminated after due process has been followed.

Staff members will be required to undergo an examination by a medical practitioner appointed by the company, at its expense, to examine the staff member's ability to perform their job functions should such a situation arise where the staff member may be incapacitated for a prolonged period of time. Such medical prognosis will be disclosed to the company for consideration whether the staff member will be in a position to continue with employment and what conditions may be applicable related thereto.

2.3.3 Family Responsibility Leave

All staff members will be granted three days paid family responsibility leave after four months of continued employment. This leave type does not accumulate and renews every year calculated from the anniversary date of the staff member's commencement with the company.

Family responsibility leave may be taken:

- in the event of the death of a life partner, parent, adoptive parent, child, adopted child, grandparent or sibling;
- in the event of your child being born, and
- in the event that your child is sick.

The staff member will not be entitled to payment for related absence unless the staff member is able to provide the company with reasonable proof of the circumstances necessitating the absence.

The company will allow a pregnant staff member, who has been in the employ of the Company for at least one year, to take the visits to the doctor for purposes related hereto, as family responsibility leave. This will be limited to the number of days available to staff member as family responsibility leave outlined herein.

Either a whole or part of a day may be taken as family responsibility leave.

2.3.4 Maternity Leave

All primary care givers staff member shall be entitled to four months unpaid maternity leave.

The staff member should advise management, at least two months prior to the anticipated date of confinement, of the date she wishes to commence maternity leave and must do so in writing.

2.3.5 Unpaid Leave

Should staff members require additional annual leave, the staff member may approach management to consider the request for unpaid leave.

2.3.6 General leave procedure

- The company online leave form should be completed for any leave required or taken.
- Annual/study/unpaid leave must be applied for at least 14 calendar days in advance, unless in the event of an emergency.
- If the staff member is unable to complete the form due to personal reasons, communication needs to take place as soon as possible to inform of such leave request and management must approve it. And the leave form must be completed upon return.
- The manager's feedback after approving leave for the staff members should occur within five working days of receipt of such a request.

2.3.7 Absenteeism

In the event where a staff member should be absent from work, he/she should report his/her absence from work to his/her Manager by no later than the first morning of absence at 08h00.

Should staff members fail to provide a valid medical certificate or be absent without permission, the period of absence will be considered as unpaid leave and will be deducted at the next scheduled payroll date.

In the event of absence without permission, disciplinary action may still be taken.

Should the staff member be absent for more than (2) two days without contacting his/her manager, the conduct will be seen as desertion, which is a dismissible offence.

2.3.8 Desertion procedure

Should a Staff member be absent without approved leave/without having contacted his manager, attempts should be made to contact them. An email or letter by registered post should be sent to the staff member on the third working day of such absence informing him/her to return to his/her duties.

Any desertion from the company will be treated in the same way as a termination without notice.

In the event where the staff member should return to his/her duties, an investigation will be initiated into the reasons for his/her absence. Should he/she not have a valid reason for his/her absence; a disciplinary hearing will be conducted for the misconduct of desertion.

3. DISCIPLINARY + GRIEVANCES

3.1 Disciplinary

It is accepted that in some instances, due to risk management and/or the seriousness of a transgression, that the disciplinary sanction may be a means to create awareness for corrective action and it may potentially involve dismissal, with or without notice.

The principle of progressive discipline will apply. This means that disciplinary steps will become progressively more serious ensuring that the staff member is aware that their conduct or omission is unacceptable. However, in some instances, due to the seriousness of the transgression, a dismissal may be appropriate if the staff member is found guilty of such serious transgression, even though it may have been the first time the staff member committed such a transgression.

Discipline does not always have to be formal. Informal measures such as counselling are encouraged.

A manager or any other designated person may at any time speak to staff member regarding their performance and/or conduct. This discussion will be deemed to be a counselling session. No official notice is required for this purpose. In the event that a dismissal may be deemed appropriate, a hearing or enquiry will be constituted, and the staff member will be issued with a formal notice as outlined above.

The following disciplinary sanctions are available at the company:

3.2 Warnings

- Verbal warnings (which are open ended);
- Written warnings for 6 or 12 months;
- Final written warnings either for 6 or 12 months, and
- Dismissal, with or without notice (summary dismissal).

Two alternatives (only in the event of a dismissal) are available, namely – demotion, or suspension without pay, not exceeding two months.

When a warning is issued, except a verbal warning, the staff member will be required to sign the warning and/or counselling session notes to confirm receiving this. Signing such warning and/or counselling session note does not necessarily mean the staff member accepted it.

Should a staff member decide not to sign the warning and/or the counselling session note, this does not make it invalid. The staff member should give reasons for the refusal to sign and this should be noted on the warning and/or the counselling session note.

A dismissal will only be considered once a disciplinary hearing has been held and if the staff member has been found guilty of a serious or repeat transgression. This will be by means of a written recommendation by a chairperson (of the disciplinary hearing) to the company.

Should it become necessary to take disciplinary action against a staff member and a hearing or enquiry may be necessary, at least 48 hours' notice will be given, in writing, of such proceedings. The notice will outline the date, time, venue and the allegation/s being levelled against the staff member.

If duly considered, the company may suspend, on full pay, staff member as an administrative holding-over process prior to a disciplinary hearing. This will not be deemed disciplinary action prior to the hearing.

The company has the discretion to decide if it is necessary to appoint an external chairperson to preside over the hearing. The chairperson of the hearing will conduct the hearing in accordance with the guidelines as set out in the Code of Good Practice as contained in the Labour Relations Act. The chairperson's finding will be in the form of a recommendation to the company. The company may decide to implement a lesser sanction than that recommended by the chairperson.

The fact that misconduct may result in criminal charges being laid against a staff member does not prevent the company from holding a disciplinary hearing in accordance with its procedures and that the finding of the criminal court does not bind the company in its disciplinary hearing.

3.3 Grievances

The grievance procedure (formal or informal) must at all times be applied as a mechanism to resolve grievances as quickly as possible.

This is a framework which will co-ordinate efforts and regulate the employment relationship to a point of mutual trust and respect.

Grievances refer to a problem or a concern which a staff member raises with management at any time during the course of his/her employment. This can be related to unfair labour practices, sexual harassment, discrimination or a grievance brought about as an appeal to a disciplinary sanction after a disciplinary hearing process has been followed.

Unfair labour practices can be defined as unfair acts or omissions that occur between an employer and staff members. Examples are matters related to promotion, demotion, probation or training of staff member or relating to the provision of benefits to staff member; suspension or unfair disciplinary action short of dismissal in respect of staff member; failure or refusal by an employer to reinstate or re-employ a former staff member in terms of any agreement.

Each grievance raised must be accompanied by detailed facts with a suggested solution to the grievance. The responsibility and authority for resolving grievances rests with management.

The formal grievance procedure may be used when the staff member feels that the action that aggrieved them is of such a serious nature that it should be handled in a more formal setting.

The informal grievance procedure may be used when the staff member feels that the action that aggrieved them is not of such a serious nature and/or they wish to have the issue resolved in an informal manner.

3.4 Principles

Managers and Staff members must ensure they make every effort to resolve matters and remedy it in a safe and fair manner. All complaints must be raised with the manager. If the complaint is against the manager, then it should be raised with the next level of management.

Staff members are encouraged in the first instance to raise issues with the manager or the person against whom it is directed.

If the staff member believes this is inappropriate, fears retaliation, is of a serious nature or is unsure how to deal with the matter, a grievance must be raised with the Human Resources Office.

Staff members raising a grievance should be able to do so without fear of victimisation. All parties involved in the grievance must do so honestly and must not be malicious in their actions. All cases will be addressed in a consistent way that is non-discriminatory. All parties involved in the grievance procedure shall respect the confidentiality of information and the privacy of others.

At any formal enquiry/meeting Staff members have the right to be accompanied by a colleague, and the staff member will be advised of this right prior to the meeting.

The Company is committed to finalising grievances within thirty (30) working days depending on the nature of the grievance, the level of parties involved and other related circumstances.

4. COMMUNICATION

At **Company Name** we like to use a friendly and professional tone. We believe that the way we present ourselves can leave a long-lasting impact in our colleagues, direct superiors and clients.

We strive to keep our values alive, and some of them speak directly to the way we behave and interact with others: Quality - Human - Magical - Long-term. They summarise the way we want to be treated and the way we like to treat.

4.1 Office telephone and personal mobile phones

Telephones are critical to our business, and personal telephone calls cannot take precedence over business calls. Personal calls should not be made on the business lines during work

Company Name recognises that occasionally incoming or outgoing personal telephone calls are necessary. However, these calls should be kept to a minimum, be of short duration and should ideally be made during break periods

Excessive personal use of company telephones may result in disciplinary action being taken against you. **Company Name** reserves the right to monitor and record the use of company telephones.

Personal mobile telephones should be on silent whilst in the office, in meetings or at placements and should not be used other than during authorised breaks or for an emergency

4.2 E-mail

Emails must never be used to send abusive, offensive, sexist, racist, disability-biased or defamatory material, including jokes, pictures or comments that are potentially offensive. Such use may constitute harassment and/ or discrimination and will lead to disciplinary action up to and including summary dismissal. If you receive unwanted messages of this nature, you should bring this to the attention of your line manager. All email messages should be concise. General messages to a wide group should only be sent where necessary. Personal emails with pictures, video or sound clips attached may not be sent in any circumstances as these cause considerable delays to the system. Email messages do not cease to exist when you delete them from your terminal. They remain on **Company Name** hardware and can be retrieved if required by **Company Name** or the Courts.

Messages sent on the email system for business purposes should therefore align, in both the form and content of language used, to the high professional standards applied by **Company Name** to all other written forms of communication.

Care should be taken to avoid entering into binding contractual relations inadvertently, making negligent statements or breaching any confidentiality obligations.



Email Turnover

All emails either internal or external need to be responded within two working days (depending on the requirement). If an email is directed to you, then you are liable to respond to it. However, if you have been copied in an email, then it is optional for you to respond to it. Please read all the emails carefully before responding to them. As we deal with international offices/ time zones, one error in your email may cause unnecessary confusion or lead to a communication breakdown completely.

Out of Office Reply

When staff members are off work, even for a few days, emails sent by customers directly to staff can be overlooked or may not receive a prompt response. Mailboxes can also quickly reach their limits and reject all further e-mails, and this can in turn lead to customer service issues. If you're going to be off for a full working day or more, you must set your Out of Office auto reply. Be aware of turning off your Out of Office when you have returned to avoid confusion.

4.3 Internet Access

You must not use **Company Name** Internet facilities to visit, bookmark or download material from obscene, pornographic or otherwise offensive websites on the Internet. This could infringe copyright, incur expense for the firm or expose it to criminal penalties or liability for harassment or defamation. Such use constitutes misconduct and will lead to disciplinary actions which may result in summary dismissal.

Reasonable personal use of the Internet is a discretionary privilege given to you by **Company Name** but should be kept to a minimum. Disciplinary action will be taken where this privilege is misused or abused. This privilege may be withdrawn from any person at any time without notice or explanation.

4.4 The Internet Basics

Work-related Internet sites should be the focus of Internet browsing. Access to the Internet through **Company Name's** computer network (including any remote PC which is the property of **Company Name**) is for business purposes only.

The history of visited sites on office computers will be automatically recorded. The IT Department will scan and monitor Internet Browsing at their discretion

Information provided on the internet should never be relied upon and always verified with another source. Internet access may only be granted to clients of **Company name** during scheduled meetings

Your mobile phone may not be connected to the **Company Name** internet unless allowed to do so.

Disciplinary action may be taken against any employee who posts any comment on any social networking site that could damage the reputation of **Company Name** and/or any of

its employees.

4.5 Screensavers and Software Installation

You may not install onto **Company Name** computers or systems any software (including games) without express written authority from the line manager. You may not use screensavers that include any obscene, pornographic or otherwise offensive material.

4.6 Control and protection of information/equipment

In the normal course of your duties during your employment with **Company Name**, you will be aware of confidential information relating to business, customers, and affairs of **Company Name**, its subsidiaries and associate companies. You must therefore take responsibility to keep with complete secrecy all confidential information entrusted to you and undertake not to divulge this information in any manner to any person or organisation not authorised to receive this information. Staff members must ensure that their desk is cleared of all files and confidential documents on leaving the office at the end of their working day.

Any attempt (whether successful or not) to gain unauthorised access to, or to tamper with, any computer system or software or installation will be regarded as gross misconduct. This includes the malicious deletion or alteration of documents created by you or others in the course of your duties.

Your password is confidential and should be kept as such. PCs must be 'Locked' when leaving your desk. When leaving the office, you must log out of the system to prevent unauthorised access through your terminal. This also enables the virus checks on your computer to be updated. Unauthorised use of a password without good reason will also be treated as gross misconduct.

Breach of Computer Use, Internet and Email policy can pose a serious risk to the entire network and will be treated accordingly.

If you have a scanner that can be switched off by closing the lid, you must do so at the end of each day to preserve the life of the scanner. Do not set documents in your scanner if not being scanned.

Any portable devices that belong to **Company Name** such as projectors and laptops should be securely stored after use on a designated area.

You must take care when disposing of paperwork and other company records. Any medium to be disposed of that contains personal, sensitive, or confidential information relating to customers, potential customers, staff, or any other business contact, must be properly destroyed.

4.7 Monitoring of Communications

Company Name reserves the right to intercept and monitor communications, including

e-mail, internet and telephone calls. This right may be exercised, for example, for the purpose of determining whether communications are relevant to the business, for the purpose of preventing or detecting crime or to secure the effective operation of the system.

In addition, **Company Name** reserves the right to monitor communications in order to determine the existence of facts, detecting unauthorised use of its system and to ascertain the standards which ought to be achieved by employees using its system.

4.8 Software Utilised at **Company Name**

All departments within **Company Name** use cloud storage as the main source of storing valuable information and is used to share important information across departments and within departments. Backup - It is important to take responsibility for regularly backing up your files.

4.9 Computer Policy

All users are responsible for ensuring only authorised personnel use their computer and undertaking regular file and e-mail house-keeping, e.g. backups, deleting obsolete files, shutting down any computers they are using when they leave, always leaving their computer screen 'locked' when unattended, reporting any viruses or breaches of policy to the respective staff members, taking appropriate care of all computer equipment assigned to them, e.g. PC's, scanners, printers, laptops

4.10 Passwords

Users are responsible for the use of the network accessed through their user ID and password, be reminded to not share your password or write it down where others can see it and do not use anyone else's user ID or password

Always 'Log-Off' or 'Lock Computer' before leaving your computer unattended, so that the password must be re-entered to gain access and use a password-protected screen-saver which activates automatically when your pc is not used for a few minutes .

4.11 Copyright and network issues

Staff members may not transmit copyright materials belonging to entities other than **Company Name** on the e-mail system unless appropriately authorised or licensed. All Staff members obtaining access to other companies' or individuals' materials must respect all copyrights and may not copy, retrieve, modify or forward copyright materials, except with permission, or as a single copy for reference only. Failure to observe copyright or license agreements may result in disciplinary action against the offending person.

Staff members may not add or delete programmes and/or software without written permission from management and may not delete any emails or any other content from their laptop, as it remains the intellectual property of **Company Name**.

4.12 Stationary

Stationary will be provided for you in order to carry out your duties. You can request from Office Administration when you need it.

4.13 References and Media

You are not permitted to supply references (whether oral or written) on behalf of **Company Name** in respect of any other employee or former employee of **Company Name** without the prior authorisation of the line manager.

If you give a reference on behalf of **Company Name** without prior authorization from your line manager, you may be subject to disciplinary action. If you are asked to give a reference in your personal capacity, **Company Name** letterhead must not be used under any circumstances.

4.14 Social Media policy

At **Company Name** we recognise that technology provides unique opportunities to build our brand and business by learning and engaging with our clients. How we use Social Media and how we conduct ourselves on these platforms has the potential to affect **Company Name**'s reputation and/or exposes the Company (and each of us) to business, legal and reputational risk.

This policy provides the Company's expectations and guidance for Staff members use of Social Media, which should be broadly understood for purposes of this policy to include wikis, blogs, message boards, chat rooms, all social networking sites i.e. Facebook, Twitter, Instagram, and other sites or services that permit users to share information or data in any form with others in a contemporaneous manner.

Staff members need to know and adhere to the Company's Staff member Handbook, Code of Conduct, and/or any other company policies when using social media in reference to the Company and need to bear in mind that Social Media is governed by The Laws of The Republic of South Africa and that any unlawful, harmful or illegal usage of such will be a criminal offence. Please be aware of the effect your actions may have on your image, as well as the Company's image. The information that Staff members post or publish may be public information for a long time.

Before engaging with a specific social media channel ensure you understand its terms of reference, conventions and etiquette. Staff members may not engage in online communication activities which could bring the Company into disrepute.

Note that private details of the Company or other Staff members and clients should not be given out – only the official contact details (official cell phone number, office telephone, e-mail or fax) for reference purposes.

In official social media online postings, all reasonable efforts must be made to publish only facts and statements that can be verified – not personal opinions or speculations. You should identify and correct any incorrect information relating to the Company's policy and services. People should be referred to the Company's websites, where appropriate, for



more detailed information. Also note that only specifically appointed Staff members may post information on company social media platforms, any other sharing on behalf of the company is strictly prohibited

If the staff member encounters a situation while using social media that threatens to become antagonistic, Staff members should disengage from the dialogue in a polite manner and seek the advice of a manager. Also, please get appropriate permission before you refer to or post images of current or former Staff members, members, clients or suppliers. Additionally, Staff members should get appropriate permission to use third party copyrights, copyrighted material, trademarks, service marks or other intellectual property.

5. SECURITY

5.1 Access Control

It is the Company's aim to ensure that the office premises are kept secure at all times. Staff members are not allowed to have or make a key for the front door, this must only take place under the supervision of the Directors.

All **Company Name** Staff members are to ensure that the front door is kept closed at all times to ensure a safe environment for other Staff members. Furthermore, the windows should be closed by the last person leaving.

Failure to comply will be regarded as a form of misconduct and dealt with accordingly.

5.2 Company property

There may be circumstances during the course of your employment in which it will be necessary to use and have custody of certain equipment and other property belonging to the company for the better performance of your duties. This may include for example mobile telephones, laptop as well as software programmes. All Staff members must take special care on security of the company property when receiving visitors to the premises.

You are required to exercise proper care and control over the company's equipment during your custody of it and protect it against damage, theft or unauthorised use. This applies whether the equipment is on or off the company premises. Such equipment is made available to you solely for the purpose of enabling you to carry out your duties. The equipment must not be lent to or used by anyone else. In addition to this general requirement the company may at any time specify particular procedures and compliance requirements for the manner in which you are to carry out these responsibilities and use the equipment.

Any instance of misuse, damage, loss or malfunction of company property should immediately be reported to management. Any person found to be negligent will be liable for repair or replacement of the property.

The removal of goods, merchandise and/or equipment from the company's premises without the appropriate documentation and/or prior consent in writing by management, will be considered an act of theft or misappropriation of company property.

Correct steps must be taken to report stolen goods to the police and insurance company. In the event of such an occurrence, the management must be notified immediately.

5.3 Anti-bribery and corruption

A bribe may be defined as an inducement or reward offered, promised or provided in order to gain any commercial, contractual, regulatory or personal advantage.

Activities which create risk for our organisation in particular:

- Receipt of gifts or donations without disclosure.
- Unlawful collaborations or partnerships with vendors, clients etc.

- Divulging personal and confidential client information.

To address these risks, **Company Name** has taken the following steps:

- Implemented an anti-bribery and corruption policy.
- Taken steps to ensure that bribery and corruption is regarded as a serious offence and disciplinary steps will be taken, possibly resulting in dismissal and criminal charges.
- Undertaken to train and inform Staff members of the risks associated with, and implications of engaging in, bribery on an ongoing basis.

It is each staff member's responsibility to notify Human Resources if any form of bribery or corruption is suspected.

5.4 Office security

It is the company's aim to ensure that the office premises are kept secure at all times. All Staff members are to ensure that the front door is kept closed properly and securely at all times to ensure a safe environment for working / office Staff members.

All Staff members are to ensure the office in which they work, that doors and windows are properly closed before they depart. The last person in the office is to ensure that they do a check on all doors and windows to ensure they are properly secured, including bathrooms.

Access cards and office keys are to remain locked up or secure at all times. It will be considered a serious offence should either be left unattended at any time. Failure to comply will be regarded as a form of misconduct and dealt with accordingly.

6. EMPLOYMENT EQUITY AND TALENT MANAGEMENT

6.1 Employment equity

Statement of intent

The Company recognises the Employment Equity Act and aims to achieve equality by promoting opportunities and fair treatment across the board. The company will endeavour to implement Affirmative Action measures to advance black people, woman and people with disabilities (referred to as designated groups). The company will endeavour to adequately train persons responsible for implementing the Employment Equity Act. Acknowledgement of all subscribed regulations as per the Act will be adhered to.

6.2 Recruitment and selection

The company will not tolerate any unfair discrimination against any staff member (directly or indirectly) according to their race, gender, sex, pregnancy, marital status, family responsibility, ethnic or social origin, colour, sexual orientation, age, disability, religion, HIV Status, belief, political opinion, culture, language or birth.

It is not unfair to take affirmative action measures or to distinguish, exclude or prefer any person on the basis on an inherent requirement of the job.

Medical testing will only be viable if it is justifiable in the light of medical facts, employment conditions, social policy, and the distribution of staff member benefits such as requirement of the job.

Testing of the staff member to determine the staff member's HIV status is prohibited unless such testing is determined to be justifiable by the Labour Court in terms of section 50 (4) of the Employment Equity Act.

Should the Company utilise psychological testing and assessments it would have to:

- Be scientifically shown as valid and reliable;
- Be applied fairly to all Staff members;
- Not be biased towards any staff member.

First impressions are important – it is essential that the interviewer establishes an early rapport with the applicant in order to promote a positive image to the public of **Company Name**.

Should the Company not be in a position to offer the applicant employment, or should the applicant not pursue their application, it must be remembered that they are still a member of the public and a potential customer.

The authority to initiate the employment of any staff member is to be approved by the CEO. Only the CEO or, by proxy, the operations or Human Resources Manager may discuss any fees, salaries or working conditions with an applicant. Should you discuss said information

with a prospective staff member, you would be in breach of this policy and liable for a disciplinary hearing.

The guidelines set out in terms of this policy take into consideration the Regulations and Guidelines as set out in the Labour Relations Act No. 66 of 1995, the Employment Equity Act and the Basic Conditions of Employment Act determination.

The Company is committed to equal employment opportunities as far as all recruitment activities are concerned. All qualifying applicants for a position will be given an equal opportunity for consideration regardless of their race, ethnic group, gender, age, disability, religion, culture, language, or family responsibilities but in keeping with legislation to promote a diverse workforce.

All vacancies advertised must be motivated and authorised by the CEO prior to formal communications, advertisements or interviews for the position being made.

All vacancy advertisements will clearly state the relevant selection criteria and wherever possible, these will be stated in terms of required job outputs as opposed to a limited set of input criteria, such as educational qualifications.

The final interview will be conducted by higher management who will decide on the appointment.

The use of employment agencies should be used as a last resort, and only when all other sources of recruiting have been exhausted and proven unsuccessful. Approval for the use of such agencies must be obtained from the CEO.

Any person seeking employment with **Company Name**:

1. Shall be required to fill in all forms and make all declarations deemed necessary by the company and furnish employment certificates, references and educational certificates.
2. Employment will be offered by the employer only after favourable advice is received by a **Company Name** officer with hiring authority. An offer will be in the standard format and will be valid for 7 days within which period it must be accepted or rejected.
3. It will be considered a serious offence if staff member at the time of his/her appointment furnishes the company with any incorrect information or suppresses any material fact relevant to his/her appointment with the company. This would constitute a criminal offence and the staff member would be liable for criminal prosecution.
4. An offer of employment will be issued by the company to the selected applicant.
5. All applicants will be subjected to a background check, including criminal record and credit checks.
6. No offer of employment will be made to any applicant without the Recruitment / On-boarding procedure being followed by HR

6.3 Probationary period

Applicants appointed with indefinite period contracts will be required to complete a probationary period of between three and six months at the discretion of management unless otherwise stipulated in the employment contract.

During the probationary period, the staff member's standard of work and compatibility with the company shall be monitored and any shortcomings in such standards or any incompatibility shall be brought to the attention of the staff member by management.

In the event of the staff member not correcting any poor performance or incompatibility within the probationary period, the employer will be entitled to hold an enquiry into such poor performance or incompatibility and, in the appropriate circumstances, terminate the employment of the staff member.

If the probationary period is not sufficient to monitor the performance of the staff member, the company reserves the right to extend the probationary period for a further three months, after which the staff member would be treated according to the Labour Law Acts and Rules in regards to incapacity and poor performance, with the understanding that the staff member would be given proper training for the position and allowed a reasonable time to improve his/her performance.

6.4 Affirmative action

The Company will endeavour to implement affirmative action measures for people from designated groups in terms of the Employment Equity Act whereby the Company will consider the following objectives to achieve:

- Implementation of affirmative action measures;
- Numerical goals related to job categories;
- Timetable for the achievement of goals;
- Duration of plan;
- Procedures that will be used to monitor and evaluate plan;
- Dispute handling in terms of the Reconciliation Agreement;
- Persons responsible in monitoring and implementing the process.

6.5 Talent Management

Talent Management is the process of identifying, developing, engaging and retaining Staff members with a value to **Company Name** either because they are fulfilling critical roles or in view of the high potential for their future career with us. Some Staff members may need extra help or training, others re-directing or encouraging in all kinds of ways. The objective is to use talent to the full. To do so, helps Staff members and helps the company.

Talent management aims at assisting **Company Name** to achieve its stated goals through:

- driven strategic direction and organisational change;
- focussing people on activities assisting in achieving specific goals, and,
- promoting individual and team growth, participation and commitment.

Managing talent starts right when someone applies to join **Company Name**. We have accurate job profiles for each position which include the responsibilities of the role, skills and abilities, competencies, personal attributes, knowledge and experience required.

Job profiles also help understand what it takes to be successful in a job therefore, job profiles provide good guidance for successfully managing the performance and development of those already employed.

In order to ensure a consistent standard across **Company Name**, the Human Resources Office provides performance review and training on an on-going basis. Measuring performance through an appraisal system allows the Human Resources Office to design training plans, career plans and succession plans in accordance with the company needs.

6.6 Compensation

Salary Review Policy

Company Name acknowledges the valuable contributions of every staff member whom strive in pursuing, achieving and supporting **Company Name**'s ultimate vision and mission. The salary review policy is established in order to retain, attract and reward a qualified, skilled, high-performing workforce.

This policy seeks to promote transparent communication and mutual understanding regarding all matters of salary such as salary adjustments, as well as guides consistency and accountability when it comes to fair compensation practices.

For the above to be effectively implemented, the following information will clearly establish, communicate and define the decision-making criteria for salary review:

- Company financial status
- Staff Member performance
- Remuneration change cycle
- Financial year Inflation rate