



COMPANY POLICY HANDBOOK

JANUARY 2021

1st: Edition:01/06/2020

2nd: Edition: 01/02/2021

3rd: Edition: 31 /05/2021

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INTRODUCTION

This manual is designed to provide staff and management with basic guidelines regarding acceptable practices within the Company.

These policies and procedures apply to all employees of the Company. It is each employee's responsibility to ensure that they familiarize themselves with the provisions of the Company policies and procedures, as well as any subsequent amendments.

This document is not intended to be, and should not be interpreted as, a contract between the Company and any employee. Therefore, the Company reserves the right to amend or supplement these policies and procedures. Employees will be notified of any amendments.

This document is meant to be a guideline rather than an inflexible rule book.

The relevant human resources staff, or immediate supervisors, should be consulted should any questions arise regarding any matters addressed in this manual.

Failure to comply with any provisions of Company policies may result in the appropriate disciplinary action being taken in accordance with the procedures of the Company.

DEFINITIONS

“*The Company*” refers to the employer, **Chocolate Tribe** (Proprietary Limited: 2014/216632/070).

“*The Employee*” refers to all persons including but not limited to freelancers, independent contractors and temporary workers who render a service to the Company in return for compensation.

CHOCOLATE TRIBE CODE OF BUSINESS CONDUCT

To meet the expectations of its clients and employees, Chocolate Tribe is keen to ensure compliance with the following values:

- Professionalism: to consistently deliver high-quality creative services and products to clients and peers.
- Teamwork: to spur enterprise, innovation, creativity, synergy and unity throughout our organization.
- Partnership: to develop fair and transparent relations with all clients.
- Social responsibility.
- Strict compliance with all laws.

Furthermore, the following principles apply to all employees:

Principle 1: Compliance with Legal and Ethical Requirements.

Principle 2: Maintaining the Company's Image, Vision and to strive for Creative Excellence.

Principle 3: Respecting and Treating everyone with dignity and fairness.

Principle 4: Safeguarding and Treating Company Property with Due Care.

Principle 5: Integrity at all levels of the Company.

Principle 6: Ethical Business Relations with Staff Members and Clients.

Principle 7: Maintaining Ethically Irreproachable Relations with Public Authorities.

Principle 8: Choosing Suppliers According to Objective Criteria.

Principle 9: Avoiding Conflicts of Interest.

Principle 10: Non-Disclosure of Confidential Information.

GENERAL EMPLOYMENT POLICY

PURPOSE

The Company is committed to the ethical employment and fair labour practices that are consistent with the values of the Company, labour legislation and international labour standards. This policy is a guideline on some of the basic commitments of the Company.

POLICY

1. The Company only concludes voluntary contracts of employment and does not make any use of forced labour.
2. The Company only employs employees of a legally employable age and no child labour is utilised in any of the Company's operations.
3. The Company is an equal opportunity employer and *does not discriminate* unfairly against any employees based on gender, age, religion, race, sexual orientation, ethnicity or any other unfair grounds in recruitment, remuneration and reward, promotion, disciplinary action, and any other practices.
4. The Company recognises and respects the right of employees to their freedom of association or to belong to a trade union.

RECRUITMENT

PURPOSE

The purpose of this policy is to direct and discipline recruitment practices to ensure that the objectives of the Company are attained - especially those objectives which are related to structural, creative, and operational efficiency within the business, and the demographic composition of the workforce.

PROCEDURE

1. The Application to Recruit (ATR) must be generated by the HR officer and approved by the relevant line-management and director at the commencement of the recruitment process. An HR officer will ensure that the necessary approvals are obtained.
2. Where appropriate, the recruiting officer may advertise open vacancies. Where advertisement is deemed necessary, the HR department may decide to advertise internally or externally as the circumstances may warrant.
3. Shortlisted candidates will be invited for interviews before the identification and selection of the preferred candidate. An HR representative must be present at all initial

interviews.

4. Reference checks must be conducted by the HR department before any offer of employment is made.
5. An offer of employment will be made to the preferred candidate. Acceptance of the offer must be by signature of the contract of employment. A signed copy of the employment contract shall be kept on the employee's personnel file.
6. The HR department is to ensure that all employment contracts are concluded voluntarily, only with persons of employable age, and that the prospective employees have the necessary authorization to work in the country.
7. A prospective employee shall not be allowed to commence with employment unless a written contract, acceptance of offer has been signed and submitted to the HR department.
8. The responsibility for recruitment of staff lies with the HR Department.

RE-ENGAGEMENT OF FORMER EMPLOYEES

1. The recruiting officer shall establish a former employee's reasons for leaving before considering them for re-employment.
2. The Human Resource Manager and Managing Director's approval should be obtained before inviting a former employee for an interview.

RECRUITMENT VIA CLIENTS

1. It is the policy of the Company to ensure that the Company is protected from any potential undue influence or corruption when considering job applications referred to the Company by clients, staff employed by clients, or the family members of the aforementioned.
2. Any job applications or requests for employment from the aforementioned must be approved by the Human Resource Manager and Managing Director in writing.
3. All prior appointments of this nature will be accepted; however, they must be disclosed to the line manager and HR Manager.
4. Clients' staff may be considered for employment should the applicant apply for a position in their own right or be referred by a placement agency and they undergo the usual selection process.

RECRUITMENT OF IMMEDIATE FAMILY

1. It is the policy of the Company to minimize the possibility of undue influence in the recruitment process by controlling the employment of immediate family of existing staff i.e., husband, son, parent etc.
2. In circumstances where the individual's skill and experience meet the requirements of a vacancy, the Human Resource Manager and Managing Director may authorize the consideration of such a person for the vacancy.
3. All appointments of this nature made before the implementation of this policy will be accepted, however they must be disclosed to the line manager and HR Manager.
- 4.

INDUCTION

PURPOSE

To develop and implement an induction strategy that equips new employees with the tools required in their job, enable them to settle into their job and department quickly, comfortably, and confidently.

POLICY

1. During the recruitment process all new staff will be advised to report to a representative of the HR department on their first day of employment.
2. All new employees are required to go through an induction process at the commencement of employment with the Company.
3. The first part of induction will be conducted upon the arrival of the employee, and it may include the obtaining of a copy of the employment contract, introduction to the main Company policies, completion of the new employee form, provision of a copy of the code of conduct / regulations within the Company, and provision of the induction booklet.
4. Employees who participate in induction are supposed to sign the attendance sheet.

LATERAL & VERTICAL MOVEMENT OF STAFF

PURPOSE

This policy is designed to ensure that staff movements (transfers, demotions, and promotions) are only put into effect in accordance with fair procedure.

POLICY

1. It is the policy of the Company that all transfers, relocations, promotions, demotions, or any other changes of position should be facilitated and confirmed by the HR

department.

2. Line managers/ Supervisors may not make any undertakings, or promises regarding changes of positions, or attempt to effect such changes without having prior discussions with the HR department.
3. All changes to the employment terms / positions of any employee shall be in consultation with the employee. The consultation should give the employee sufficient information regarding the implications of such a change.
4. It is therefore required that no such changes / offers be put in effect until a consultation process has been carried out by the HR department to ensure that the employee is aware of the consequences of the change. All changes should be confirmed in writing by the HR department in the form of a letter to the employee.
5. An employee who changes positions in the Company acknowledges that the performance requirements of the new position maybe substantially different from those of the old position and she/he undertakes the responsibility of ensuring that they understand them.
6. Once the above consultation process has been concluded, the new terms and conditions of employment are deemed to have replaced the old.
7. The employee whose employment position changes must be aware that there is no natural entitlement to be restored to their old position and / or terms of employment for any reason whatsoever.

PERFORMANCE EVALUATION

PURPOSE

To offer a consistent approach for the regular evaluation of employees' performance against set objectives using the prescribed format, provision of feedback to employees and the maintenance of proper records of these processes. To promote a high level of employee performance through an efficient performance management system. Some of the objectives of the performance management system are:

- Establish a performance culture in the Company.
- Clarify what is expected of each employee.
- Promote communication between employees and managers.
- Evaluate performance fairly and objectively.
- Identify and manage employees training and development needs.
- Reward performance.

POLICY

1. Management must set and discuss performance objectives with their staff and ensure that the latter acknowledge receipt and understanding.
2. Performance objectives must be developed at least annually, during performance evaluation processes or during the probation period for new employees.
3. The performance objectives are to be countersigned by the employee and evaluating

manager. The employee must have the opportunity to retain a copy of the set objectives. The original must be sent to the HR department for filing.

4. Set objectives must as far as reasonably possible be Specific, Measurable, Achievable, Realistic & Time-bound (SMART).
5. Objectives may be amended from time to time depending on the job requirements. All changes must be reduced to writing and countersigned.
6. Every employee's performance must be evaluated against the set objectives at least annually. New employees' performance must also be assessed during the probation period detailed in their contracts of employment. More regular appraisals may also be conducted during the year or probation period.
7. Employees may have an opportunity to discuss their self-assessment with the manager, although the latter will make the final decision on the rating.
8. Feedback from the manager must recognize areas of effective performance or where the employee has exceeded their objectives.
9. The appraisal process must also be used as an opportunity to coach and put improvement action plans into place for identified areas of improvement.
10. Training and development needs should be identified, discussed, and recorded during this process. These must be communicated to the HR department.
11. The performance appraisals must be recorded on the set and approved format for appraisals.

STUDY LEAVE

PURPOSE

The Company recognizes the importance of education, training, and continuous professional development. The policy of the Company is therefore to give reasonable accommodation for the writing of and preparation for exams.

POLICY

1. This policy applies to requests for time off initiated by a permanent employee and does not apply to instances where the Company requires an employee to undertake training.
2. Employees are entitled to study leave; however, ought to utilise annual leave or unpaid leave.
3. As much as the Company encourages further education, employees should ensure that they do not allow studying to become a cause of or excuse for a decline in work performance. Employees are therefore encouraged to register for a manageable workload of courses and do their assignments, studying and preparation for exams outside working hours.

STUDY FINANCE

PURPOSE

To provide a framework for the request and consideration of financial assistance for studies and professional development by employees who have been in the service of the Company for at least 12 months.

POLICY

1. A written application for financial assistance must first be submitted to an employee's line manager for signature before it is forwarded to the HR department for approval by the Human Resources Manager.
2. All applications for study finance must be submitted before commencement of a course on the application form annexed to this policies manual.
3. Approval of applications for study finance will be at the discretion of management and subject to the Company having sufficient budget to cover the requested assistance.
4. In making a decision on an application for study finance, management may consider the relevance of the proposed course to the business of the Company, its potential to add value to the Company and the employee's present and future prospects, length of the course, level of the course, level of the employee, cost of the course and any other factors they may deem necessary.
5. Approval of requests for financial assistance will be on condition that the employee agrees to remain in the service of the Company after completion of the course for a period determined by management taking all circumstances including those listed in clause 4. above into account. This bond agreement will be in writing.
6. Study finance is approved on condition that should an employee leave before the aforementioned period of time, she/he indemnifies the Company for and will be liable to compensate the Company for an equivalent of the costs of the assistance received prorated against the portion of the time period of the bond not honoured.

TRAINING & DEVELOPMENT

PURPOSE

This policy sets out the Company's commitment to the development of employee skills, expertise, and abilities, as well as facilitating the career related aspirations of individual members of staff. Recognizing that effective training and development benefits the individual and the Company, contributing towards the achievement of the Company's strategic objectives.

POLICY

1. The Company's approach to the provision of training and development is to consider the developmental needs identified. Priority is given to development activities that add

value to the business and enable the Company to meet its strategic objectives.

2. The responsibility for identifying training and development needs is shared between the manager and the employee. Reasonable time and financial resources within the Company's budget may be dedicated to meeting identified training and development needs. The Company reserves the right to provide or withdraw training and development should there be compelling reasons for doing so.
3. Each employee is expected and encouraged to take a degree of ownership and responsibility for their personal development within the framework of support provided by the Company.
4. The Company is committed, through the use of performance appraisals and processes, to the creation of training and development opportunities for all staff. The Company is also committed to ensuring equality of access to training and development opportunities in the context of the overall training and development strategy of the Company.
5. Managers/ Supervisors are responsible for ensuring that individuals' training and development needs are followed through. The Company may produce other mechanisms to facilitate this.
6. The Human Resources department may produce annual training and development plans based on the budgetary requirements.
7. Employees are expected and required to make every effort to attend every form of Company-organized training that they have committed to attend.

Should an employee need to withdraw from training, they will first seek their line manager's written permission to do so before confirming this to the Human Resources department along with an acceptable written explanation for the non-attendance.

ANNUAL/VACATION LEAVE

PURPOSE

The primary purpose of paid vacation / leave is to allow employees the opportunity to renew their physical and mental capabilities and to remain fully productive. It is, therefore, the policy of the Company to encourage employees to request and take at least the defined minimum leave during each leave cycle in order to maintain a healthy work-life balance.

POLICY

1. All employees have an entitlement to annual / vacation leave defined in the individual contracts of employment.
2. The maximum entitlement for employees up to supervisors will be 20 days, whilst executive managers may be 30 days.
3. The annual leave cycle for all employees shall commence on the 1st of February and end on the 31st of January the following year.
4. **New employees who join the Company during the year will, in the first months of their employment leading up to the end of the leave cycle, be entitled to take leave equal to the number of leave days that they would accumulate from the**

date of commencement of employment until the immediately following 31st of January. Essentially their full entitlement for the remainder of the leave cycle will be pro-rated.

5. Employees are expected to take annual leave of 9 days for the duration of the Company closing, from the 20th of December until the 31st of December. The onus is on the employee to make sure they have enough annual leave days for the closing of the Company in December. Employees who do not have enough leave days will subsequently have a negative leave balance and will have the value of those days deducted from their remuneration or have future leave days earned deduct from their negative leave balance.
6. Leave must be taken during the annual leave cycle in which it is accrued. Managers and supervisors must put appropriate plans in place to ensure that all employees are allowed and required to do this.
7. An employee may take their annual leave entitlement at any point of the leave cycle, and they do not necessarily have to earn the leave at the monthly accumulation rate first.
8. Notwithstanding the provisions of the preceding clause, an employee with negative leave balance at the time of termination of employment will have the value of those days deducted from their final remuneration.
9. Only a maximum of five (5) leave days may be carried over into a subsequent cycle. Any leave in excess of five (5) days that is not taken during the annual leave cycle in which it accrues will be lost.
10. Any leave carried over into a subsequent leave cycle must be within 6 months, and if this is not done those leave days will be forfeited.
11. Leave days must be used for the intended purpose. Annual leave accumulated in terms of this policy may only be paid out to the employee upon termination of employment.
12. Entitlement to unpaid leave is not a right, and it may only be granted at the discretion of the HR Manager for study leave or for compassionate reasons.
13. Annual leave must be taken at a date mutually agreed upon by the departmental manager / supervisor and the employee, taking convenience and operational requirements into account.
14. The Employee Self Service (ESS) system (or Leave Form where the system is not available to the employee) must be used to request and approve leave. Where the employee has no access to this system, the approving manager must capture the application onto ESS on behalf of the employee.
15. All applications for annual leave must be submitted at least fourteen (14) days before the leave commences, except where this is not reasonably possible in the circumstances.
16. The employee is to ensure that leave is granted or approved in writing / on the system before they can take leave.

SICK LEAVE

PURPOSE

The objective of sick leave is to ensure that employees do not have to work whilst sick, risking

their health and that of their colleagues. This policy provides guidelines on the terms of the use of sick leave.

POLICY

1. Employees are entitled to paid sick leave equivalent to thirty (30) days over a three (3) year calendar cycle.
2. In the first six (6) months of employment, an employee accrues sick leave at a rate of one (1) day paid sick leave for every twenty-six (26) days worked. Should an employee require any more sick leave than has been accrued within their first six (6) months of employment, such excess leave may be regarded as unpaid.
3. An employee is required to notify the Company (the immediate manager or supervisor) of an illness that may result in absence from work as early as reasonably possible and at the latest, within half an hour of commencement of their working shift.
4. Failure to report for work without notifying the Company may be disruptive to the business and could result in appropriate action being taken.
5. An employee who has been absent on account of ill-health for more than two (2) consecutive working days or has been absent from work on more than two occasions within an eight-week period shall be required to produce a medical certificate upon return to work. The certificate shall be produced on the first day of return from such leave, or as soon as reasonably possible. A leave request on ESS / leave form must be completed by the employee upon their return.
6. The HR department must be notified in advance, if reasonably possible, where sick leave of longer than five (5) days is anticipated for the purposes of major surgery or medical procedures.
7. All managers and supervisors are also required to notify the HR department of instances where an employee has been or will be absent from work for longer than five (5) days on medical grounds. Management may be requested by the HR department to complete and submit sick leave timesheets where an employee is absent from work for longer than five days on account of ill-health.

FAMILY RESPONSIBILITY / COMPASSIONATE LEAVE

PURPOSE

The Company provides family responsibility, compassionate leave to promote an appropriate work-life balance for employees. This policy provides guidance on the appropriate utilization of this leave.

POLICY

1. Employees who have been in the service of the Company for more than four (4) months are entitled to three (3) days paid leave a year on the below stated compassionate grounds.
2. The above leave may be utilized in the event of the illness of the employee's child or the death of an employee's spouse, registered partner, parents, adoptive parents,

- grandparent, child, adopted child, grandchild, or sibling.
3. An intention to utilize family responsibility leave must be communicated with an immediate manager / supervisor as soon as the employee becomes aware of this need.
 4. A leave request on ESS / leave form must be completed by the employee upon their return. Employees may be required to produce the necessary proof of the reason for taking family responsibility leave to the employer as soon as reasonably possible after return, but no later than fourteen (14) days after their return.
 5. Family responsibility, compassionate leave may not be carried over into a subsequent twelve (12) month cycle.
 6. Employees may take part of a day off instead of the whole day.

MATERNITY LEAVE

PURPOSE

The purpose of this policy is to set out the entitlement and procedures applicable to pregnant employees before, during and after confinement.

POLICY

1. All female employees are entitled to four (4) consecutive months of unpaid maternity leave.
2. When the employee goes on maternity leave, the Company will assist the employee with completing the necessary documentation to facilitate the UIF claim.
3. An employee may commence maternity leave at any time from four (4) weeks prior to the expected date of birth or on a date specified on a doctor's certificate.
4. No employee will be permitted to return to work within six (6) weeks of the birth of her child, unless a doctor certifies in writing that it is safe to do so.
5. Should an employee have a miscarriage during the third trimester of pregnancy or bear a stillborn child, she will be entitled to six weeks unpaid maternity leave after the event.
6. Six (6) weeks' unpaid leave may also be granted on request when a child younger than twelve (12) months old is legally adopted. Applications for this type of leave should be in writing and accompanied by the necessary official documentation confirming the legal adoption process, provided that such leave is only granted once during an employee's period of service.
7. During the period of the above absence, an employee remains in the service of the Company and is guaranteed their position upon return from maternity leave.

An application for maternity leave must be submitted to the immediate manager / supervisor at least three (3) months prior to commencement of this leave, specifying the intended last day of work and intended date of return after leave. The employee must provide a doctor's note indicating the expected date of birth of the child.

PATERNITY LEAVE

PURPOSE

The Company provides paternity leave to afford male employees the opportunity to be off work on the occasion of the birth of their children. This policy provides guidance on the appropriate utilization of this leave.

POLICY

1. Male employees are entitled to four (4) days of paid paternity leave in an annual leave cycle, provided this leave is taken within a week of the birth of their child by a registered spouse / partner.
2. An intention to utilize paternity leave must be communicated with an immediate manager supervisor as soon as the employee becomes aware of this need.
3. A leave request on the leave system / leave form must be completed by the employee before they go on leave, or upon their return should they not have an opportunity to do so before proceeding on leave.
4. Employees may be required to produce the necessary official documentary proof of the reason for taking paternity leave to the employer as soon as reasonably possible after return, but no later than fourteen (14) days after their return.
5. Paternity leave may not be carried over into a subsequent twelve (12) month cycle and may not be granted more than twice during an employee's term of employment.

TIMEKEEPING & ABSENTEEISM

PURPOSE

To facilitate the Company's management of employee timekeeping in order to enhance productivity, and efficiency, as well as ensure fair treatment of all staff.

POLICY

1. All employees are expected to report for work punctually and to observe the normal hours of work laid down in their contracts of employment. Failure in this regard is detrimental to the efficient running of the business and may impose an unnecessary burden on colleagues.
2. When late for work, an employee must communicate with their immediate manager / supervisor and explain the reason for lateness as early as reasonably possible. Furthermore, they must report to their manager or supervisor upon arrival.
3. Employees are expected to remain productive for the entirety of their working shifts. Should it be necessary to take time off work during working hours (even in

circumstances of an emergency) an employee must seek the permission of the line manager before leaving the workplace. The direct manager / supervisor must be provided with as much information as possible in such circumstances to facilitate the necessary accommodation.

4. Employees must not absent themselves without leave or authorization. Should an unplanned absence become inevitable, this must be communicated as soon as possible, or at the latest within half an hour of the commencement of the working shift. Employees must contact the Company personally; it is not acceptable to request a friend or family member to contact the Company on their behalf without good reason.
5. Continued unauthorized absence without leave or communication over an extended period of time may be construed as desertion without an intention to return.

PUBLIC & RELIGIOUS HOLIDAYS

PURPOSE

To facilitate the granting of the opportunity to attend and celebrate diverse religious holidays not catered for by legislation.

POLICY

1. The only holidays recognized by the Company are those published in terms of legislation.
2. Any other requests for leave from work sought for religious reasons may be considered using the annual leave procedures.

INFORMATION & COMMUNICATION TECHNOLOGY (ICT) EQUIPMENT

PURPOSE

ICT equipment is fundamental to the conduct of the Company's business. Therefore, the purpose of this policy is to provide an effective and consistent standard for the use and care of ICT equipment in the Company, and to encourage responsible and proper use.

POLICY

1. This policy applies to all Company-owned desktop computers, laptops, printers, fax machines, and all other similar or related hardware and accessories.
2. Any ICT equipment issued to staff is provided as a tool of work and may not be

construed as a benefit. As such, personal use, and other uses other than for work purposes must be minimized. Restricted uses may include but are not limited to watching videos, listening to music / radio, playing games, or any other activities outside the scope of one's duties.

3. The issuing of various forms of ICT equipment is at the sole discretion of management.
4. All ICT equipment issued to employees, as well as all information, software and applications on it remain the property of the Company.
5. Equipment shall be assigned by the IT department in writing who will maintain the written records of all equipment issued.
6. Each employee is required to take responsibility and care for the equipment issued to them including but not limited to not allowing use or access by unauthorized persons, not keeping or leaving laptops and other equipment in a vehicle overnight and placing in the boot of the vehicle at all times when in transit.
7. Where Company assets are lost or damaged whilst in the employee's possession, and the loss or damage is due to the employee's gross negligence, the employee will be held liable for the cost of repair or replacement, as applicable.
8. Where the Company assets are lost or damaged whilst in the employee's possession (regardless of the presence of fault or negligence), being the second time in a 12 (twelve) month period that such loss or damage has occurred, the employee will be responsible for:
 - The excess charged by the insurance Company, where such assets are insured and the insurance Company pays out on the claim; or
 - Twenty-five percent (25%) of the value of the repair / replacement where the asset is not insured, where a claim is not lodged, or where the insurance Company rejects the claim.
9. Where the Company assets are lost or damaged whilst in the employee's possession (regardless of the presence of fault or negligence), being the third or more time in a 12 (twelve) month period that such loss or damage has occurred, the employee will be responsible for:
 - The excess charged by the insurance Company, where such equipment is insured, and the insurance Company pays out on the claim; or
 - One hundred percent (100%) of the value of the repair / replacement where the asset is not insured, where a claim is not lodged, or where the insurance Company rejects the claim.
10. All employees are responsible for proper use, care and cleanliness of the computer equipment issued to them. Employees must safeguard equipment issued to them against environmental hazards and damage. Managers should ensure that employees maintain the cleanliness of their machines.
11. No equipment may be removed from the Company's premises without prior authorisation.
12. Laptops and other portable devices must be locked away or secured when the employee is away from his/her workstation and must be locked in the boot of the vehicle whilst being transported.
13. All incidents of faulty equipment or equipment in need of maintenance must be reported immediately to the Company's authorised IT personnel.

DEVICE CARE

PURPOSE

The purpose of this policy is to ensure employees utilise the Company's equipment in the most optimum way, to reduce any damage to the Company's equipment and to encourage responsible and proper use.

POLICY

1. All employees are to follow the device care Do's and Don'ts listed in the table below.

Dos	Don'ts
<ul style="list-style-type: none"> ● Stop Charging the battery after 80% if you don't do high workloads like Rendering. ● Start charging battery before it hits 15 % ● Run Laptops on Balance mode when running on Battery. ● Run Laptop on High Performance when needed if it is only on charge. ● If laptop gets warm or is in warm area run on balance mode ● Discharges Battery at least 40% once a week ● Use Charger that was provided with laptop to avoid voltage changes and damages to internal charging unit. ● If Charger or Device is showing signs of damage let the company know immediately, please. ● Take Care of charger as well don't just throw it into bag. Roll it up neatly and store away with not too much strain on the ports and on the cables. ● Unravel the cable and take out kinks or twist in cable before storing it. ● Use padded bag for traveling to avoid damage to device while traveling. ● Switch device off before traveling with it in a bag or put device to sleep and make sure fan isn't running before storing it in bag. ● Keep desktop clean from unneeded apps and files, this slows down the laptop's performance. 	<ul style="list-style-type: none"> ● Don't charge battery to 100% if you don't do high workload on battery. ● Don't let the device battery go below 15% ● Don't run laptop on high performance mode when it is not plugged in. ● If laptop is in warm area or the laptop is running warm don't keep running laptop on High performance mode ● Don't let battery sit on a constant percentage for more than a week, it could damage battery. ● Don't use 3rd party Battery charger. ● Don't leave laptop in a vehicle that is sitting in the sun or in a warm laptop bag that is sitting in a warm place. ● Avoid all humid areas, if possible, it can cause corrosion on the computer's internal components. ● Don't just throw charger into bag while the cable is bending and twisting. ● Don't travel with device in bag while fans running. ● Don't put laptop bag on ground aggressively if laptop is in bag take care of the bag like it is your baby.

2. If employees require clarification or more information on device care, they should contact the IT department.

COMPANY TELEPHONES & CELLPHONES

PURPOSE

To prevent the abuse of telephones in the workplace and its potential negative impact on employee performance. To ensure that personal calls on Company telephones are limited preferably to emergencies only.

POLICY

1. Company desk telephones are made available to employees as a tool of work and use of these telephones should be restricted to work related purposes only.
2. Each employee must make all calls from his/her line and avoid making calls from other employees' desks unnecessarily.
3. Management may monitor use of telephones by their staff from time to time and employees may be required to account for personal calls made from their telephone when called upon to do so.
4. If it is found that there has been abuse of telephone facilities, the Company may require the employee to pay the costs of non-business-related calls in excess of R50 (or deduct the costs from the employee's subsequent salary).

INTERNET & EMAIL

PURPOSE

The Company's email, internet and other networks are central to its business and this policy provides guidelines to ensure that they are utilized in a manner that promotes the efficiency of the business.

POLICY

1. Usernames & passwords
 - 1.1. Employees are expected to keep user IDs and passwords private and should take responsibility for all actions executed using their user IDs including activity on the internet, email or any other network.
 - 1.2. Employees may not share user IDs or passwords. Employees are encouraged to lock their computers when they are away from their desks.
 - 1.3. Unauthorized attempts to alter or change allocated access levels are

prohibited.

1.4. Users may not carry out any unauthorized action which damages or disrupts any operating system, alters its performance, or causes it to malfunction.

2. Email

2.1. Email and internet facilities are provided as a tool of work and there should be no expectation of absolute privacy with regards to activities carried out on these platforms. Accordingly, the Company is entitled to monitor, access, read, record and / or limit any employee's usage and/or access to these facilities at any time and without notice.

2.2. Company email or internet facilities may not be used to disseminate harassing, or any other inappropriate information or messages. Employees must understand that their usage of such facilities can have an impact on the Company's reputation and image and are therefore required to maintain and enhance the Company's public image by using the Company's e-mail and internet facilities in a productive and responsible manner. In the same breath, the systems may not be used to send unsolicited "junk mail", "for-profit" messages (or promotion of private business), chain letters/emails, insulting messages, disruptive messages, offensive messages, or messages that may cause harm.

2.3. Any activity involving but not limited to the following examples may not be carried out using Company systems: accessing websites, files, links or programmes containing abusive, profane or offensive language; obscene, sexually-explicit or pornographic messages; images, viruses, cartoons, jokes, photographs, video clips, power point presentations, or other content lacking in purpose, sending unwelcome propositions or love letters; ethnic or racial slurs; any message that can be construed to be harassment or disparagement based on, inter alia, their sex, race, disability, sexual orientation, age, national origin, physical attributes, or beliefs.

2.4. Employees may not use the Company email addresses for subscription to private discussion groups.

2.5. Employees are required to ensure that all e-mail messages include the standard signature in the authorised format, as well as any other standard disclaimer than maybe decided upon by management. This includes the correct font, colours, job title and other specified details.

2.6. No unauthorised messages including but not limited to motivational, religious, quotes, commercial, political or any other slogans may be added to or placed below the work email signature. The above may not be included in any part of the messages.

2.7. The IT department may issue Email Usage Guidelines from time to time addressing, amongst other issues, minimising storage size and enhancing efficiency of the system.

3. Internet & Internal Networks

3.1. Browsing of internet sites during office hours will be strictly limited to the purpose of obtaining information for work purposes. Any other browsing during working hours is prohibited. Abuse of the internet facility will not be tolerated;

therefore, the Company reserves the right to monitor any data relating to use of the internet by staff.

- 3.2. Use of systems and / or networks in attempts to gain unauthorized access to remote systems is prohibited. Decryption of system or user passwords is also prohibited. The copying of system files is prohibited.
- 3.3. The employees may not use the Company's facilities to download copy or distribute any software. Any software installed onto the Company's computers and network must be authorised, and any unauthorised software may be deleted by the IT department.
- 3.4. The employee is required to respect the copyright, licence, and intellectual property of other persons, and may not copy, retrieve, modify, store or distribute such protected property, without the consent of the owner.
- 3.5. The IT department is required to take reasonable steps to ensure that the Company's structures are protected against viruses and unlawful access. This includes ensuring that any computers under employees' control are enabled with Company approved virus protection software. The employee is required to scan any suspicious files or files from unsecure or unknown sources before opening them to avoid the infection or transmission of viruses.

HIV & AIDS POLICY

PURPOSE

The Company acknowledges that HIV/AIDS is a social reality that affects the workplace. This policy encourages accommodating and responsible behaviour as well as respect for the privacy and dignity of all employees.

POLICY

1. No person in the Company may unfairly discriminate against or treat an employee, or an applicant for employment unfairly on the basis of his or her HIV status.
2. No employee may be stigmatized, victimized or unfairly targeted on the basis of HIV status.
3. The Company will not require any employee, or an applicant for employment, to undergo an HIV test or reveal their status except with the employee's consent.
4. Where the employee agrees to undergo Company organized testing, pre-testing and post-test counselling shall be arranged for the employee with a qualified professional.
5. The Company shall treat information regarding employees' health status as confidential and may not be revealed to third parties.
6. The Company will endeavour to promote responsible behaviour and create awareness on HIV / AIDS amongst employees.
7. Where an employee reveals a positive status to the Company, the Company may decide to provide reasonable accommodation to the employee to facilitate a healthy lifestyle

CORONAVIRUS DISEASE 2019 (COVID-19) PREVENTION & CONTROL PLAN

PURPOSE

The purpose of this plan is to reduce the impact of COVID-19 outbreak conditions to the Company employees, clients, visitors, and the public. Employers and workers should use this planning guidance to help identify risk levels in workplace settings and to determine any appropriate control measures to implement. Additional guidance may be needed as COVID-19 outbreak conditions change, including as new information about the virus, its transmission, and impacts, becomes available.

POLICY

1. As appropriate, all employers should implement good hygiene and infection control practices, including:
 - Promote frequent and thorough hand washing and use of sanitizer, including by providing workers, clients, and worksite visitors with a place to wash their hands and/or hand sanitizer.
 - Workers to stay home if they are sick.
 - Increase the physical distance among employees and between employees and others.
 - Workers may not use other workers' phones, desks, offices, or other work tools and equipment.
 - Maintain regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment, and other elements of the work environment.
2. Prompt Identification and Isolation of Sick People, if Appropriate:
 - The Company will inform and encourage employees to self-monitor for signs and symptoms of COVID-19 if they suspect possible exposure.
 - All employees shall follow all standard practices for reporting illnesses, when they are sick, and/or experiencing symptoms of COVID-19.
3. Confirmed Positive COVID-19 Test:
 - If an employee or someone in their immediate household has tested positive or been exposed to someone who tested positive, for the COVID-19 virus, the employee should not report to work OR be sent home to work remote, if able. If not able to work remote, the employee may request emergency paid sick leave for qualifying reasons under the Families First Coronavirus Response Act (for employers with fewer than 500 employees) or be placed on medical/personal leave for a two-week quarantine period as recommended by the Centres for Disease Control and Prevention (CDC).
 - The employee is required to return to work once they have tested negative for COVID-19 after a two-week isolation.

EXPENSE CLAIMS & REIMBURSEMENTS

PURPOSE

The purpose of this policy is to ensure fair compensation for responsible and authorised expenditure incurred on duty and facilitate the efficient and timeous handling of forex and advance requests. To set clear guidelines for the fair compensation of, and advance for expenses employees may incur while on duty.

POLICY

1. Employees who plan on traveling abroad should give a request for an advance to the finance department at least three (3) days before the expected date of travel. This gives the department an opportunity to make arrangements for obtaining forex.
2. Any request referred to in 1.1. above should be accompanied by a copy of the employee's air ticket.
3. Any advanced cash will be debited to the staff account of the employee to whom an advance is made.
4. Employees will not receive a new advance in the event that their previous expense claim/s have not been submitted and cleared from their staff account.
5. After traveling/ incurring expenses, the employee must fill out an expense claims form for all authorised expenditure, with the details of the currency and expenses incurred, and annex the relevant receipts.
6. Re-imburements shall only be made where original expense claims (not copies or scanned copies) and proof of expenditure is kept by the employee, approved by the departmental manager, and presented to the finance department.
7. The finance department shall review all claims and any annexures to the claim before making any reimbursements. Employees should include the details of the expenses claimed for and give an indication of their branch.
8. Expense claims should be forwarded to the finance department before the set deadline.
9. The finance department must ensure that all expense claims are signed off by the Departmental Manager or Director who authorised expense before any reimbursement is made.
10. Should an employee spend less than the cash advanced to him/her, they should return the excess to the finance department upon their return. However, should they spend more than the advanced cash, they should be reimbursed in terms of the procedure detailed above.
11. An employee shall be required to complete one spreadsheet for each monthly claim and one for each currency where expenditure has been incurred in different countries.
12. All requests for petty cash must be approved by the departmental manager before the finance department can release it.
13. Exceptions to the above can be made in cases where urgency is of the essence, in which case the requesting party shall provide proper motivation for such deviation from policy.
14. Failure to properly account for any cash advanced to an employee may result in the amount in question being recovered in full of an employee's subsequent salary.

TRAVEL POLICY

PURPOSE

This policy provides guidelines to be followed by employees engaged in business related travel. The Company encourages employees to exercise prudent business judgment regarding expenses covered by this policy.

POLICY

1. A critical balance must be sought between the need for cost effective arrangements and the employee's need for reasonable comfort and quality services while travelling. Neither sub-standard nor unnecessarily luxurious facilities should be used.
2. It is the responsibility of the Company to bear all necessary expenses incurred while an employee is travelling, and it is the responsibility of the employee to exercise care in incurring appropriate expenses.
3. Necessary business travelling expenses must be authorised by the director of the unit to which the travelling employee belongs.
4. Air travel will be via the most direct and economical means, accommodating the comfort, needs and preferences of the employee. The travel agent will provide advice on the lowest fare and routing.
5. If employee is required to take a taxi to or from the airport, taxi charges will be reimbursable upon presentation of payment receipts and completed Expense Claim Form. Where a personal vehicle is used for such transportation, parking fees shall be reimbursable.
6. Car rentals should only be used when other means of transportation from the host country / branch are not readily available and cost effective, or impractical in the circumstances. The size and grade of the rental car must not be unnecessarily or excessively costly.
7. Employees choosing to use personal modes of transport e.g. between cities serviced by regularly scheduled airlines, shall be reimbursed based on the least expensive airfare or actual expenses, whichever is less. The claim for reimbursement must be on the Expense Claim Form with the relevant supporting documents (proof of expenditure) attached.
8. No more than five (5) Company employees or three (3) Company executives shall fly on the same flight, or travel on the same means of transport while on duty.
9. If the employee is required to purchase their own lunch, reasonable lunch expenses shall be reimbursed as may be determined by management from time to time.
10. For all categories of hotel bookings, no extras shall be allowed (e.g. telephone, internet charges, etc). Any such items/services utilised must be paid for directly by the employee at the time of check-out.
11. Travel expenses for family members or other guests are not reimbursable. However, an employee may share accommodation as long as there is no additional cost to the Company as a result.
12. Laundry expenses shall be borne by the Company where employee has been away from home for four (4) consecutive days or more, or if the trip has been unexpectedly extended.

13. All accumulated points and awards from airline or hotel loyalty reward programmes such as voyager miles shall be for the benefit of the employee.
14. Employees may elect to upgrade travel or accommodation at any time if they personally pay the cost difference.

OVERTIME POLICY

PURPOSE

This policy provides guidelines for best practice regarding the management of overtime and the compensation of employees who may be required to work overtime from time to time. "Overtime" refers to the time that an employee may work in excess of the legal limit for ordinary hours of work. Overtime payments apply only to employees under the annual threshold earnings as determined in the ministerial directive.

POLICY

1. Although it is the aim of the Company to limit overtime as much as possible, employees may be required to work overtime as a result of the operational requirements of the Company from time to time. There should be no guarantee or unplanned expectation of working overtime.
2. Overtime should be restricted to the absolute minimum required and not be regarded as a means of making extra remuneration unnecessarily. Managers and supervisors must ensure adequate control of overtime through adequate supervision of productivity and overtime.
3. Overtime will only be compensated if it is deemed necessary and authorised in advance by a departmental senior manager.
4. Overtime will be compensated appropriately in accordance with the law, either in the form of remuneration or as paid time-off, except where position and basic salary of the employee warrants an exception to this.
5. Authorised overtime will be compensated at a rate of times one and a half (X1.5) of the normal hourly rate of the employee or as time off in lieu of overtime worked on normal working days. Any overtime worked on weekly rest days and public holidays is compensated at double the normal rate (X2).
6. There may be compensation for unauthorized overtime where emergency work has to be performed and prior approval cannot reasonably be obtained.
7. Claims for overtime shall be rounded off to the next quarter of an hour (fifteen minutes) when calculating compensation, and meal breaks taken during overtime will also be compensated.
8. Where overtime has been worked, an overtime sheet must be completed by the employee, signed off by the manager of the department, and submitted to the payroll department before their monthly cut-off date before overtime can be compensated.

STAFF LOANS & SALARY ADVANCES

PURPOSE

As a responsible employer, the aim of the Company is to encourage employees to manage their finances in a responsible and sustainable manner. Furthermore, loans and salary advances may have an impact on the financial position of the Company, therefore requests may only be approved under limited circumstances at the discretion of the Company.

POLICY

1. Every employee who requests and receives an advance or a loan must sign an acknowledgement of debt authorising the Company to deduct the money from his/her salary as agreed, or in full in the event of termination of employment.
2. Salary advances
 - 2.1. An advance is a portion of an employee's salary paid to the employee before the normal pay date. It is deductible in full from the subsequent salary due to the employee following the granting of the advance.
 - 2.2. Any requests for an advance should be submitted in writing together with motivation for such advance to the line manager for signature before being forwarded for approval by the Human Resources Director.
 - 2.3. The decision on the outcome of a request for an advance will remain the sole discretion of the Company. Various factors including but not limited to the line manager's input may be taken into account in reaching this decision.
 - 2.4. No more than twenty-five percent (25%) of the net monthly salary may be paid as an advance (i.e. 25% of pay after deductions).
 - 2.5. An employee who requests an advance acknowledges that the full amount advanced to the employee will be deducted in full from the subsequent salary due to the employee.
3. Staff loans
 - 3.1. The Company does not encourage the practice of staff loans, although it is acknowledged that this may be considered in exceptional circumstances. These circumstances must be detailed in a motivated request to the line manager who should then forward this request to the HR department for consideration by the Human Resources Director.
 - 3.2. The decision on the outcome of a loan request will remain the sole discretion of the Company. Various factors deemed relevant by the Company including but not limited to the line manager's input, banking finance facilities available to employees, resources available to the Company, previous and existing loans, affordability, proposed repayment period, risk to the Company, and circumstances motivating a request may be taken into account in reaching this decision.
 - 3.3. Requests for further loans will not be considered before previous loans are settled in full.
 - 3.4. Staff loans may not exceed 50% of an employee's net salary. No requests exceeding this amount will be approved.
 - 3.5. All staff loans should be repaid within a period of six (6) months. In exceptional circumstances the repayment period maybe extended to a maximum period of

ten (10) months. A request motivating repayment over a period longer than six (6) months has to be included in the loan request.

- 3.6. Any loans not settled at the time of termination of employment will be settled from the employee's last salary.

ACCESS CONTROL

PURPOSE

To ensure that employees, clients, and equipment are in a secure and safe environment. To ensure that certain parts of the studio that have employees working on private or confidential work are only accessible by those employees for confidentiality and security.

POLICY

1. Access control has been implemented by Chocolate Tribe. There are two areas of access control. The main door into the studio, and the door between main lobby and the 3D area.
2. Access shall be given to all staff to both doors unless otherwise discussed with HR and risk management.
3. Employees may not use someone else's key card. Each staff members name, number and all information are attached to your key card. Employees are not use your key card to let someone else in or out.
4. If multiple staff members are coming in at the same time, employees must scan in individually.
5. If employees lose their key card, they will be liable for the cost of a new key card. The replacement value of a key card is R25. Each staff member is required to carry a key card for access, so the cost of a new key card is non-negotiable.
6. Each staff member has been supplied with a key card holder from Chocolate Tribe to keep their card safe. The onus is on the employee to keep it safe once it has been received.
7. If an employee forgets their key card, a temporary key card will be issued by IT department, which will need to be returned at the end of the working day.
8. If an employee terminates their employment at Chocolate Tribe, they are to return their key card on their last day in the office.
9. If there is a guest in the studio, the door between production and 3D will be closed for security purposes and key cards will be needed for access. Guests will not be allowed in 3D section unless authorized by HR and management and escorted by a staff member.
10. If there is a guest in the building, employees are to refrain from speaking about projects in the main lobby area.
11. All guest cards are to be returned to IT once the guest leaves the studio.
12. The 3D side has an emergency exit door by the front of the studio. It will only to be used during emergencies.
13. Do not trigger false alarms. Disciplinary action will be taken against employees triggering false alarms.

MONITORING

PURPOSE

To ensure compliance of the Company's policies, procedures, and non-disclosure agreement.

POLICY

1. Employees may be subject to random searches by designated HR officials. The employee may request a designated male or female preference of the HR official to search them.
2. Employees agree to be under video surveillance and monitoring exercises by the Company at all times.
3. Searches, video surveillance and monitoring exercise are including, but not limited to, telephone calls, voice mail, emails and internet activity.
4. The Company agrees that the purposes for these searches, video surveillance and monitoring exercises are only for the purpose of determining the employee's compliance with the Company's policies, procedures, and non-disclosure agreement. The Company will not disclose any personal information not pertaining to the compliance with the Company's policies, procedures, and non-disclosure agreement.

MARKETING

PURPOSE

To ensure the employee's participation in any events, advertising and projects that are related to the Company's marketing.

POLICY

1. Employees may be required to participate in the marketing strategy of the Company.
2. The Company's marketing strategy may include, but not limited to; appearing in the Company's promotional videos, website, social media platforms, discussion panels, participating in the Company's Corporate Social Responsibility projects, and attending conferences or events that may be convened by Chocolate Tribe or where the Company has been invited to attend.
3. Employees who do not want to participate in the marketing strategy of the Company when asked must speak to the HR manager, providing valid reason for their non-participation. The HR manager will evaluate and decide whether the employee has provided a sufficient reason and communicate with the marketing team.

SMOKING POLICY

PURPOSE

To ensure that smoking by employees is neither detrimental to the health of non-smoking employees, nor the performance of smoking employees.

POLICY

4. This smoke-free workplace policy applies to all employees and visitors on the Company premises in the interests of the health of all the Company's employees. Any provisions relating to smoke breaks and permitted smoking areas in this policy shall also apply to e-cigarettes.
5. Smoking is prohibited within all Company buildings.
6. Employees or any other persons on the premises of the Company may only smoke in the designated smoking areas.
7. The Company should display clear signs indicating where designated smoking areas on the Company premises are. In determining these areas, the health of all other persons on the premises should be taken into account.
8. Smoke breaks for employees should not be allowed to interfere with their performance or the Company's ability to deliver on its mandate.
9. Employees are permitted to smoke only during the normal tea breaks (one morning and one afternoon tea break). Employees will also be entitled to use their lunch break as a smoke break.
10. No smoke breaks may be taken before 09h00 and after 16h00 during working hours.
11. The combined duration of one single meal and smoke break may not exceed the maximum length of the lunch or tea break being utilised.
12. Employees are discouraged from using smoke breaks as an opportunity to have group get-togethers / chats and should refrain from smoking in large groups. It is operationally essential to ensure that employees from the same department do not all take smoke breaks at the same time.
13. Employees afforded the opportunity to smoke have the responsibility to ensure that these smoke breaks do not affect time keeping, productivity and performance negatively. Should this occur, the appropriate procedures may be utilised to address the performance or conduct of the employee.

FIREARMS & WEAPONS

PURPOSE

To promote the maintenance of a safe working environment for all employees and other persons on the Company premises.

POLICY

1. No employee or visitor may bring or carry a firearm or any other kind of weapon on the Company premises.

2. For the purposes of this policy a weapon is any device used or designed to inflict damage or harm to living beings, structures or systems.
3. Management or security may deny access to the premises for any person in possession of a firearm or weapon. Similarly, any person already on the premises may be ejected from the premises should they be found to be in possession of a firearm or weapon.
4. Authorised personnel acting on behalf of the Company reserve the right to search any persons entering the premises to ensure that no dangerous or harmful items are brought onto Company premises.

ALCOHOL & DRUGS

PURPOSE

The policy aims to advance the Company's commitment to providing a healthy and safe working environment for the entire workforce. To this end, the possession and consumption of, and the influence of alcohol and other narcotic drugs while on duty or on Company premises outside of Company events is prohibited.

This policy should be seen in the context of promoting a healthier workforce, reducing absenteeism, sickness and occupational injuries, increasing efficiency and productivity, improving employee relations and communications, and maintaining a good corporate image and customer relations.

POLICY

1. The consumption of beverages containing alcohol or any substance with a narcotic effect while on duty is not permitted.
2. While substances referred to in clause 1. above may have been consumed outside working hours, employees may not report for duty under the influence of the said substances.
3. The Company may at any time subject any employee to an alcohol or drug test as these substances may affect the employee's ability to perform their job functions properly, impair the employee's judgment or co-ordination, endanger other employees, or result in unusual, unacceptable, or objectionable behaviour.
4. In any investigation note will be taken of other circumstantial evidence, such as bloodshot eyes, slurred speech, the smell of alcohol on the breath, unsteadiness on his feet, dishevelled appearance, aggressive, abusive, arrogant or out of character behaviour, and the inability to walk a straight line with the arms held out horizontally. The aforementioned is not a closed list of factors that may be taken into account.
5. The Company will respect the confidentiality of any employee who voluntarily discloses a substance related problem to the Company and proactively seeks assistance.
6. If the offer of assistance in dealing with a substance related problem is offered, a written agreement will be signed detailing the conditions of such assistance.
7. Notwithstanding the provisions of clause 6. above there is no obligation on the

Company to offer assistance to any employee who may be addicted to alcohol or any narcotic substance. Any accommodation or assistance that may be offered is at the sole discretion of the employer.

8. The Company has a zero-tolerance approach towards alcohol and drug related offences and breach of this policy constitutes a serious offence.

Consumption of alcohol provided at Company premises / functions:

9. Consumption of alcohol provided on Company premises / functions should be done responsibly. The Company may not be held liable for any damages or losses that may result from or be related to the reckless or irresponsible consumption of alcohol.
10. Any such drinks should be consumed at the function or on the premises, and not taken away to be consumed in the offices or after departure from the venue.
11. Drunken, disorderly, violent or inappropriate behaviour / language will not be tolerated.
11. Alcoholic beverages in the workplace will only be availed at management's discretion.
12. There is a zero tolerance towards alcohol / drug use, possession, and influence in the workplace / during working hours.

DRESS CODE

PURPOSE

To ensure that there are clear guidelines for a uniform and professionally presentable standard of dressing amongst the Company's employees.

POLICY

1. Employees should always be presentable, clean and well-groomed while on duty.
2. All employees are expected to be well groomed and whilst the dictates of most modern fashions are acceptable, extreme forms of dress or appearance should be avoided. Employees must remember that certain forms of dress can be offensive and embarrassing to others and are thus not suitable for the workplace. Dress should still consistently portray a professional image at work, even though it may be more relaxed.
3. Employees attending meetings with clients or external parties should ensure that they always present themselves for meetings in professional clothing.
4. It is not possible to compile an exhaustive list of all forms on unacceptable clothing items, however the following are examples of clothing items that should be considered as inappropriate and unacceptable for the workplace: shorts, spaghetti strap tops, tops that show the midriff, "see-through" clothes that show undergarments, ripped jeans, open shoes for men, dresses and skirts of an inappropriate length, beach-wear, ski-pants, bare backed shoestring dresses and tops, and low cut crop tops.
5. Management has the responsibility, discretion, and authority to maintain the desired standards. Employees are advised to seek guidance from the HR department when in doubt.

WHISTLE-BLOWING POLICY

PURPOSE

To ensure that employees who may wish to report concerns and irregularities regarding issues that may be prejudicial to the Company / group have a confidential and secure channel to report to people who have the requisite authority to respond appropriately.

POLICY

1. Employees of the Company are encouraged to disclose concerns that may relate to any issues within the Company that could pose a serious risk to the interests of the Company.
2. It is the responsibility of each employee to disclose matters that may relate to those including but not limited to financial misconduct, health and safety risk, unfair discrimination, harassment, corruption, fraud, other illegal conduct, practices not in the best interests of the Company and the suppression / concealment of information related to any of the aforementioned or related issues.
3. Any disclosures or reports made must relate to a form of impropriety, made to the designated Company official and using the appropriate means of communication. The Company, therefore, urges all employees to familiarise themselves with the provisions and purposes of this policy.
4. It is acknowledged that employees may be apprehensive about reporting irregularities. Therefore, the Company will ensure that the reporting employee's identity is protected and take reasonable measures to ensure that they are not exposed to retaliation or occupational detriment as a result of submitting a report.
5. Any report made by an employee in terms of this policy must be made without malice and in good faith (i.e. with honesty, fairness and respect). Malicious reports may be investigated, and disciplinary proceedings initiated against an employee who files a malicious report or abuses this procedure.
6. When an employee is in doubt about a particular matter, they may approach their immediate hierarchy supervisor / manager for advice before filing a report. Any employee who does not get a satisfactory answer from the immediate supervisor / manager or has difficulty approaching the immediate supervisor or manager due to the nature of the matter in question may approach the designated Company official for advice.
7. A report must specify the identity of the employee submitting it, summarise the facts and nature of the breach, and be submitted in writing to the designated Company official. A report must be objective and as factual as possible.
8. For the purposes of this policy, the designated official of the Company is the Legal Manager and may be contacted by means of email.
9. The designated Company official shall have the responsibility of protecting the identity of the reporting person, and this applies to any person who may be given the responsibility of investigating a report including line management, financial management or auditors, human resources management, security management or the legal manager as may be appropriate in the circumstances.
10. 1 The subject of the report may be informed of the appropriate details regarding the report and requested to respond at a time and in a manner deemed appropriate at the

discretion of the investigating official. The details disclosed may not include the identity of the author of the alert report.

11. When an investigation is complete, the matter may be closed if it is not substantiated, and if it is verified, the matter will be referred to management for appropriate action to be taken.

This procedure is not for the resolution of grievances, it is to facilitate the investigation of matters of that may have prejudicial consequences for the Company.

DECLARATION OF BUSINESS INTEREST

PURPOSE

To minimize the possibility of conflict of interests amongst employees.

POLICY

1. Employees are required to disclose any business interests that may interfere with their responsibilities to the Company on the form annexed to this document.
2. Private business activities may not be conducted during working hours or using Company telephones, computers, fax machines, vehicles and any other facilities belonging to the Company.
3. Where an employee has or acquires private business interests, these should be declared in writing to the Company in the form provided.
4. The employees of the Company are required to disclose interests in any businesses that may be about to enter into transactions with the Company. Interests referred to in this section include those of close family members.
5. Employees are required to immediately disclose significant gifts received from clients, suppliers, or any other business counterparts in writing to their immediate manager. The manager may use their discretion to make a decision regarding the gift.

RECEIVING & GIVING GIFTS

PRINCIPLES

The entities of the Group comply with national legislation and international treaties relating to the fight against corruption in all countries in which they operate and in all areas in which the legislation and treaties apply. In this respect, within the particular conditions of the applicability of such legislation and treaties in each country, the entities of the Group undertake to uphold the principles set forth in the relevant legislation and treaties.

POLICY

The basic policy of the entities of the Group is as follows:

1. Employees may not directly or indirectly offer, provide, promise or accept any money, goods, services or favour to any government official or employee for the purpose of obtaining or retaining business or commercial benefits of any kind.
2. Employees may not directly or indirectly offer, provide, promise or accept any money, goods, services or favour, to any private person or body corporate for the purpose of obtaining or retaining business or commercial benefits of any kind.
3. Accounting must provide a true and faithful record of the transactions of the entities of the Company.

Employees must not give or receive gifts or other benefits (travel and accommodation expenses, etc.) except for gifts of nominal value that are not more than R500.00. Any gifts or benefits that do not satisfy these criteria should not be offered, should be returned, or should not be accepted at all.

COMPETITIVE BIDDING POLICY

PURPOSE

The purpose of this policy is to maintain strong business practices, ensure compliance with regulatory requirements and promote the best possible value in the sourcing of products and services at the Company.

POLICY

1. The Company approaches all bids in a fair and ethical manner. All bids submitted are calculated solely for the project we are bidding on.
2. Any procurement over a certain dollar amount must be competitively bid through either a price quote or a request for proposal.
3. The use of negotiated non-competitive, and sole source purchasing procedures must be approved by the Purchasing Department. With appropriate financial review, both competitive negotiation and non-competitive negotiation processes may replace written competitive bidding.
4. Certain purchases involve terms or conditions that require legal or Business Manager review. These include acquisitions of copyright, transportation services, purchases involving a written contract with provisions requiring indemnification, insurance, or involving acceptance of liability risks by the Company, instalment purchases, lease purchases, or equipment with a large unit cost. Contracts involving such terms or conditions are forwarded by the Purchasing Department to the Business Manager for review, as appropriate.
5. When it is not possible to obtain competitive bids, a sole source justification that meets the acceptable criteria is required. For sponsored projects, the acceptable justifications

are limited to those permitted by the Business Manager. Whenever sole source is the procurement method used, a price analysis is required.

6. **Bids and quotes submitted to the Company are held in strictest confidence and under no circumstances should suppliers be given information about bids or quotes, or pricing obtained from competing sources.**
7. Individuals involved in purchasing goods or services on behalf of the Company are responsible for following the procedures for obtaining bids/quotes or providing the appropriate sole source justification, including the source and price documentation.
8. All bids and or quotes received must be attached to the purchase requisition as an essential part of the purchasing transaction record.

CONFIDENTIALITY

PURPOSE

The Company requires all employees and former employees to maintain confidentiality with respect to information pertaining to its operations including but not limited to financial, human resources, and operational strategy, current and past clients, and suppliers.

POLICY

1. During employment, the employee will be exposed to information about the business of the Company and that of its suppliers, and clients which is of a confidential or commercially sensitive nature. This information which is obtained by virtue of the trust relationship that exists between employer and employee may not be availed to persons outside the business or discussed unnecessarily with colleagues within the business.
2. The employee shall keep secret and shall not at any time either during his employment under this agreement or after its termination, for whatever reason, use, communicate or reveal to any person, for the employee's own or another's benefit, any secret or confidential information concerning the business' operations, finances, its suppliers, clients, or clients.
3. All discoveries, inventions, improvements, designs, and patents made or conceived by employees during the course and scope of employment constitute Company property. Employees may therefore not sell, disclose, dispose, register in their own name or carry out any other activities regarding the above associated with ownership, except with the express authorisation of the Company's management.

USE OF PERSONAL ELECTRONIC DEVICES

PURPOSE

To ensure that the use of personal electronic devices in the workplace neither interferes with work performance nor the security of Company.

POLICY

1. Recognising that the possession and use of personal mobile electronic devices is an inevitable part of modern life, the Company encourages employees to ensure that such devices are utilised sensibly and with due regard to employees' responsibilities.
2. The operation of communication devices must be limited to use for reasonable communication. It is not reasonable to set definite guidelines on acceptable use, but employees should ensure that the use of such devices does not impact negatively on productivity. Examples of unacceptable use may be, persistent surfing, persistent chatting or texting, loud music, watching movies / videos, games, or other activities that may interfere with communication, an employee's performance or be distracting to other persons.
3. Personal electronic devices should also not be used to access or extract Company information without authorisation.
4. Managers have a responsibility to ensure that employees' conduct does not amount to loafing / idleness, distracting behaviour, the potential breach of confidentiality or any other form of inappropriate behaviour.

SOCIAL MEDIA RESPONSIBILITY GUIDELINES

BACKGROUND

The phenomenal growth in digital technology and the rise of social media platforms over the past few years have revolutionised the way in which people communicate and share information. These advances also come with responsibilities for employees making use of social media channels.

While acknowledging the right of employees to freedom of expression, the Company has an obligation to protect the reputation of both individual employees and the Company as a whole.

POLICY

1. Employees must understand that they have responsibilities as representatives of the Company and that their actions on social media have the potential to either have a positive or a negative impact on the public image and reputation of the Company. Therefore, employees are required to demonstrate high standards of ethics and conduct themselves responsibly when they make use of social media channels while directly or indirectly associating themselves with the Company or to their posts within

- the Company.
2. The code of conduct, disciplinary code, policies, and all other contractual obligations of employees should be respected and considered as the guiding rules in the use of social media platforms.
 3. Personal use of social media implies that employees use social media for personal reasons, which are not associated to their employment relationship with the Company. When using social media in a personal capacity, employees must remain aware of their responsibilities which may include, but are not limited to the following:
 - a. Confidentiality – employees must have due regard to their duty not to share or disclose confidential information.
 - b. Personal opinions - personal opinions must not be misrepresented as official or authorised statements of the Company.
 - c. Company time and property - users must ensure that there is no abuse of working hours or inappropriate use of Company facilities for social media activities.
 - d. Acting in the best interests of the Company - when one's posts or profile have a direct or indirect link to the Company, employees must ensure that there is no infringement of copyrights, privacy, defamation, discrimination, harassment, insulting, threatening, or any other inappropriate language or insinuations.
 4. The above are mere guidelines and not intended to be a closed list responsibility regarding social media use, therefore the Company reserves the right to take appropriate action if employees publish content that does not adhere to the Company's policies, disciplinary code or values.

NEPOTISM

PURPOSE

The development or existence of close personal relationships in the workplace is a possible consequence of the amount of time employees spend at work. The presence of close personal relationships does, however open the possibility of difficulties and risks for both employees and the Company that may be related to issues such as inappropriate behaviour, favouritism, abuse of authority or conflict of interest. It is therefore essential to provide guidelines that can help to minimise these risks.

DEFINITION

For the purposes of this policy, a close personal relationship is defined as:

- close personal friendship
- family relationship
- romantic/sexual relationship
- private business relationship
- other similar relationships outside the working relationship

POLICY

1. Employees are advised of their obligation to disclose the existence or development of close personal relationships that have the potential to result in a conflict of interest with any other persons within the Company.
2. Employees who are involved in close personal relationships should declare such relationships to the HR manager or line manager in writing as soon as the relationship becomes apparent; or where the existence of the relationship could be perceived as posing a risk to the integrity of any decision-making process, for example recruitment process, remuneration, performance evaluations, approval of expenditure, supplier choice etc. Line managers must forward disclosures made to them to the HR manager for record and monitoring purposes.
3. In principle, the Company deems it undesirable for people in close personal relationships to work in the same department or expose themselves to the possibilities that the carrying out of their responsibilities may be affected by the said relationship.
4. The Company encourages employees to ensure that any close personal relationships do not interfere with their focus, conduct or performance.
5. The Company may decide to address or remedy an area with a risky relationship using reasonable, appropriate, and available solutions.
6. The policy on close personal relationships in the workplace does not relieve the parties to this relationship of any of their obligations under any other Company policy.
7. Below is a guide of the levels of risk of conflict of interest that may result from close personal relationships between employees of the Company:

Relationships	Risk
Direct line of report	High Risk
Indirect report line	High Risk
Same team (no reporting lines)	Medium Risk
In the same Branch	Low Risk

INCAPACITY

PURPOSE

The policy is intended to provide a framework to ensure that instances of employee incapacity due to physical or mental ill-health, injury or poor work performance are dealt with in a manner that is not too disruptive to operations and in accordance with fair procedure. Incapacity refers to the inability of an employee to carry out their contractual obligations at all, or to the required standard.

POLICY

1. Poor work performance, incompetence or poor work performance may be as a result of one of several factors, such as inadequate training, supervision, inability, lack of knowledge, diligence and efficiency, or adequate machinery or equipment. The Company's policy is to favour reasonable coaching, training, guidance, counselling and assistance where there is poor performance, and reasonable opportunity to improve performance depending on the circumstances. Where an employee's performance fails to improve to clearly communicated standards, after reasonable assistance and opportunity to improve has been afforded, the employment contracts may be terminated for incapacity.
2. Due to ill-health or injury an employee may be rendered incapable of performing their duties for medical reasons. It may be a permanent or temporary illness or injury that may or may not be related to an employee's working environment. Incapacity may be a result of an accident, deterioration of physical attributes, alcoholism, drug addiction, HIV infection or the onset of AIDS-related conditions, terminal illness, or mental illness amongst other potential causes. In investigating the length, extent, and full implications of an employee's incapacity, the Company may require an employee to submit for medical examinations organized by the Company. The Company will take the totality of the circumstances into account in deciding the appropriate course of action, which may include various forms of accommodation or the termination of the employment contract due to incapacity.

GRIEVANCE POLICY AND PROCEDURE

PURPOSE

To provide a framework for the fair and speedy investigation and resolution of dissatisfactions and complaints that employees formally communicate to their managers. This policy does not apply to disciplinary issues, which should be dealt with in accordance with the disciplinary processes.

POLICY

1. It is encouraged those grievances should be referred to and resolved by the immediate line manager or supervisor wherever possible.
2. Where the line manager or supervisor is the cause of the grievance or for some reason the grievance may not reasonably be expected to be resolved by the former, a grievance may be referred to the departmental senior manager for resolution.
3. Where the referral stage detailed above has been exhausted without a satisfactory resolution or cannot reasonably be pursued, the employee may refer the grievance in question to the HR department for assistance with resolution.

4. An employee with a grievance must refer it to the manager without unnecessary delay, preferably within two (2) working days.
5. A grievance must be submitted in writing using the necessary form annexed to these policies or include all the relevant details like the exact nature of the grievance, with details like dates, places and witnesses, and the desired outcome.
6. The supervisor, manager or HR department must take steps to investigate and ensure that a grievance is resolved within seven (7) days from the date of referral.
7. A party with the responsibility to resolve a grievance may use their discretion to take the necessary steps and choose the procedure they deem most constructive in resolving the issue in question. These decisions may include the format of the inquiry deciding on the participation of witnesses or representatives, or the election of the third-party facilitator (including an "external person") to assist with the resolution of the grievance.
8. Another employee against whom a grievance is submitted, or with knowledge of the matters in question may be requested to submit a written response to the issues in question.
9. There will be no victimisation of or prejudicial action against any employee using this procedure, except where a person lodges a grievance maliciously or fraudulently.
10. Normal earnings will be paid to employees in respect of the time spent in internal meetings to resolve grievances.

SUMMARY OF PROCEDURE

Stage 1 – Line Manager/Supervisor

The employee must first raise any grievance with his/her immediate supervisor /manager in writing as soon as reasonably possible but preferably within two (2) working days. If the above is not possible or the immediate manager or supervisor is the cause the grievance, then a grievance may be referred to the departmental senior manager.

The immediate manager shall endeavour to resolve the matter without delay, but no later than seven (7) days from the date of referral.

If the manager does not resolve the grievance to the satisfaction of the employee, or makes inadequate progress towards resolving it, the employee may refer the matter to stage two below.

Stage 2 - Human Resources Department

Where an employee has exhausted stage one without a satisfactory resolution or was of the reasonable opinion that stage one could not be utilised to reach a fair resolution, then they may refer their grievance to the HR department for facilitation.

On receipt of a completed grievance form the HR Department may arrange a meeting with

the employee(s), (and their manager where necessary) and will attempt to facilitate a resolution.

The HR representative / or their appointed third party acting as facilitator of the grievance meeting will consider all aspects of the grievance, the evidence surrounding it and will make a finding about the appropriate action that should be taken, if any.

The facilitator will first attempt to achieve a settlement of the matter and may try to resolve the grievance in consultation with the employee(s) concerned and where appropriate, attempt may use methods such as conciliation or mediation between the parties to the grievance.

The facilitator will provide the grievant with his/her finding as soon as reasonably possible but preferably within seven (7) days. Once the finding has been presented to the grievant following stage two, the outcome shall be regarded as final.

WORKPLACE HARASSMENT / BULLYING

PURPOSE

The Company is committed to providing a work environment in which all individuals are treated with respect and dignity. The objective of this policy is to prevent harassment and bullying of any type in the workplace and to deal quickly and effectively with any incidents of harassment and bullying. Protection provided for in terms of this policy extends to employees, applicants for employment, and other persons in the workplace like contractors.

POLICY

1. Any form of harassment of other persons in the workplace will not be tolerated.
2. An employee who is experiencing harassment is encouraged to:
 - inform the harasser clearly that their behaviour is unwelcome and ask them to stop.
 - Keep a record of incidents (dates, times, locations, possible witnesses, what happened and your response). You do not have to have a record of events to make a complaint, but a record can strengthen your case and help you remember details over time. Failure to do the above does not, however, necessarily render harassing conduct acceptable.
3. Employees are encouraged to report incidents of workplace harassment to the persons detailed below who should investigate and deal with complaints of workplace harassment in a fair and timely manner while respecting employees' privacy as much as possible.
 - Departmental Management (immediate line manager / supervisor, or if the matter relates to the former the matter may be referred to the senior manager).
 - Human Resources Department where the complaining party either found the results of an investigation by line management unsatisfactory or is of the opinion that line management may not be in a position to conduct a fair

investigation.

4. A person to whom a complaint is made may, after conducting a speedy preliminary investigation, take the necessary steps to resolve the issue or initiate a formal disciplinary inquiry into the matter. Under no circumstances should a legitimate complaint be dismissed or downplayed, nor should the complainant be told to deal with it personally.
5. To facilitate more effective investigation of matters, complaints regarding harassment must be made to the appropriate authority as soon as reasonably possible, but preferably within two (2) days, but no later than six (6) months after an incident.
6. Complaints must be treated with the appropriate sensitivity and confidentiality where necessary.
7. Nothing in this policy prevents or discourages an employee from filing a criminal complaint where necessary.
8. Any employee who makes a complaint in good faith may not be victimised or disadvantaged as a result of a complaint. A complaint made in bad faith or with malicious intent may, however, result in appropriate disciplinary action being taken against the complainant.
9. Sexual harassment is one of the most known / documented forms of harassment. As such, it is essential that staff is aware that unwelcome conduct of a sexual nature such as touching, leering, "jokes" with a sexual overtone, exposing pornographic or suggestive material, communications, invitations, comments, innuendoes, requests or demands of a sexual nature may be construed as sexual harassment.
10. In an investigation into allegations of sexual harassment, it may be taken into account whether the conduct was of a sexual nature, whether it was unwelcome, the extent & nature of the conduct, as well as the impact of the conduct on the complainant.
11. Letting a colleague know that their conduct is unwelcome may take various forms, with some forms of communication more implicit like walking away or not responding. Previous consensual participation does not necessarily mean conduct continues to be welcome. Where a complainant has difficulty indicating to a perpetrator that conduct is unwelcome, they may seek the assistance or intervention of another person such as a fellow employee, superior or HR official.
12. Notwithstanding any references made in this policy to informing any person that any sexual advances, suggestions or requests are not welcome, any such conduct linked expressly or implicitly to a promise or threat relating to an increase, bonus, promotion, transfer, recruitment, disciplinary action or any other official decision shall be construed as sexual harassment. This constitutes serious misconduct.

DISCIPLINE

PURPOSE

Appropriate standards of behaviour have a close correlation with high quality of work. The purpose of this policy is to establish a broad framework for a consistent approach to the management of employee discipline.

POLICY

1. It is each manager / supervisor's responsibility to maintain the discipline of their immediate subordinates.
2. Notwithstanding the above, all formal disciplinary complaints must be referred to the HR department for the implementation of formal disciplinary steps.
3. The approach of the Company is to prefer corrective action rather than punitive action wherever possible. It is however possible that in certain instances, the nature or circumstances of misconduct may make corrective action inappropriate.
4. Disciplinary processes will be conducted in accordance with the rules of natural justice, that the employee will have a fair opportunity to respond to any allegation of misconduct brought against them.
5. The Company's disciplinary code / procedure will contain more detailed guidelines on the various elements of the disciplinary procedures.

RESIGNATIONS

PURPOSE

To establish a uniform standard for the management of employee exits from the Company and improve the efficiency of the process of terminating employment. To enable the Company to benefit from employee feedback.

POLICY

1. Employee resignations must be in written form and submitted to line management who will acknowledge it and ensure that it is forwarded to the HR department. The HR department will acknowledge receipt of a resignation in writing on behalf of the Company.
2. Resignations must be on at least the requisite contractual notice period agreed to between the Company and the employee.
3. In certain instances, the employer and the employee may agree on a reduced notice period and the terms thereof. This will be confirmed in writing by the HR department.
4. The Company may decide the place an employee on 'garden-leave' during their notice period. During such a period, one would remain an employee and be required to remain available but would not necessarily be required to report for work during their notice period. Conditions for the employee to adhere to during garden leave are set by the Company.
5. Exiting employees may be a valuable source of information for the Company. Therefore, exiting employees may be invited for an exit interview by the HR department.
6. Although the Company will conduct exit interviews in confidentiality, the information obtained may be used for the benefit and improvement of the Company.
7. All the Company property in the possession of the employee must be handed over to

the designated Company official in good working condition upon termination of employment.

OTHER FORMS OF TERMINATION OF EMPLOYMENT

Employment may also be terminated as a result of:

- Reaching agreed or normal retirement age 65.
- Abandonment of employment.
- Death of an employee.
- Redundancy. ill-health or injury.
- Serious or persistent misconduct.
- Poor work performance.
- Expiry of contract.

DRAFT

EXPENSE CLAIM FORM

Name of employee	
Position	
Department	
Expense period	
Business purpose	

Itemised Expenses:

Date	Description	Receipt ✓	Amount

Total			

Employee signature	
Date:	
Finance Department signature	
Date:	

DECLARATION OF BUSINESS INTERESTS

Employees are required to disclose the below details relating to any business interests that may interfere with their responsibilities to the Company on the below form.

Name	
Capacity	
Date	

The below constitutes full disclosure of the nature of my business interests outside of my employment with the Company and I confirm that should these changes, I will notify the Company of such changes. I also declare that I will not conduct my private business activities during working hours or using Company telephones, internet, vehicles or any other facilities belonging to the Company.

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Signature	
Place	
Date	

Received on behalf of the Company by:

Name	
Position	
Signature	

STUDY FINANCE APPLICATION FORM

Name of Applicant	
Date of application	
Department	
Position	
Course	
Institution	
Expected date of commencement	
Total cost of course	
Duration of course	
Total assistance requested	

Applicant's motivation:

Employee signature	
Date	
Departmental manager	

APPROVAL & TRAINING BOND

HR Manager's comment or specials conditions:

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I _____ hereby confirm that I understand and accept that the approval of my request for study finance is on condition that I remain in the service of the Company for a period of _____ after completion of the above course, failing which I will immediately become liable to compensate the Company for the equivalent of the study finance received minus the pro-rata portion equal to the fraction of this bond already served.

Employee's signature	
HR Manager's signature	

GRIEVANCE FORM

Name of employee	
Position	
Department	
Date	

If grievance is lodged against person, name of person: _____

Nature of Grievance:

(Attach separate statement if space provided is insufficient)

Desired Outcome:

Summary of outcome / recommendations:

Facilitator	
Signature	
Date	