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# Welcome to American AirSea Cargo

Starting a new job is exciting, but at times can be overwhelming. This Employee Handbook has been developed to help you become acquainted with our company and answer many of your initial questions.

As an employee of American AirSea Cargo, you are very important. Your contribution cannot be overstated. Our goal is to provide **stress free services** to our customers and to do so more efficiently and economically than our competitors. By satisfying our customers' needs, we ensure they will continue to do business with us and will recommend us to others.

As a company, our key values are held on to tightly and l advise you familiarize yourself with them and ensure they become a key part of you. Nothing else can affect your career more at American AirSea Cargo than how well you adhere to and keep to our belief of providing the most **stress-free service** to our customers at all times.

We are committed to providing the best possible climate for maximum development and goal achievement for all employees. Our practice is to treat each employee as an individual. We seek to develop a spirit of teamwork; individuals working together to attain a common goal. In order to maintain an atmosphere where these goals can be accomplished, we provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open, and problems can be discussed and resolved in a mutually respectful atmosphere. We take into account individual circumstances and the individual employee.

We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

You are an important part of this process because your work directly influences our company's reputation. We are glad you have joined us, and we hope you will find your work to be both challenging and rewarding.

Sincerely,

Nduka Udeh

Managing Director.

# Section 1: Overview

## Introduction

American Airsea Cargo has prepared this handbook, which identifies the responsibilities of the Company and its employees regarding conduct and the work place. It is intended to familiarize you with important information about the Company, as well as provide guidelines for your employment experience with us to foster a safe and healthy working environment.

It is a reference document for policies, terms, working conditions, benefits, rules and regulations of employment and general information of interest to employees.

One of our objectives is to provide a work environment that is conducive for both personal and professional growth. It is not possible to anticipate every situation that may arise in the workplace or to provide information that answers every possible question. In addition, circumstances will undoubtedly require that policies, practices, and benefits described in this handbook change from time to time. Accordingly, the Company reserves the right to modify, supplement, rescind, or revise any provision of this handbook as it deems necessary or appropriate. Staff members will be informed of any policy update and new pages for replacement will be distributed to bona fide employees.

This Employee Handbook contains information about the employment policies and practices of the company. We expect each employee to read this Employee Handbook carefully, as it is a valuable reference for understanding your job and the company. The policies outlined in this Employee Handbook should be regarded as management guidelines only, which in a developing business will require changes from time to time. The company retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the company. This Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

No oral statements or representations can change the provisions of this Employee Handbook.

***As an employee you should read, understand and comply with all provisions of the handbook. Please contact Operations for further information, should you require any clarification.***

## Our Vision

1. To create a world where goods move quickly and without borders from any location worldwide to the whole of Africa and beyond.
2. A world where raw materials, parts and finished products move quickly between continents and across time zones.
3. A world where information technology and transportation networks shrink time and distance, creating competitive advantages to all sizes of our customers.

## Our Mission

1. To provide global and **stress-free** air and ocean shipping services to individuals and companies at the most cost-effective price, using the most innovative but yet simple technology.
2. To provide global and **stress-free** procurement services to individuals and companies at the most cost-effective price, using the most innovative, but yet simple technology.
3. To provide avenue for our customers in Africa and other location to have easy, direct and stress-free access to quality and advanced products from the developed countries, just as if they were residents in these countries, thereby giving then the opportunity to live a better life.
4. To advance local business in Africa and beyond by giving them **stress free**, cost effective and fast ways to ship and procure items from developed countries.

***The following below, “Our Values”, “Why do we exist”, “How do we behave”, “What do we do”, “How will we succeed” are key beliefs and principles that all staffs must follow, abide by and live by in their daily work. Deviation from these core principles will not be tolerated by the Company at any time and will lead to disciplinary measures up to and including dismissal/termination from the company.***

## Our Values

1. **Customers**- We believe our customers are our best assets and will go to any length possible to ensure complete customer satisfaction in all we do by creating and developing customer driven solutions at all times.
2. **People**- We will attract, develop and retain the best team members in an atmosphere that encourages open communication and respect for others.
3. **Integrity**- We will be honest, fair and reliable in our day-to-day interaction with customers and fellow employees.
4. **Quality**- We will accept nothing less than total and complete customer satisfaction and will hold ourselves accountable for all our actions.

## Why Do We Exist

1. To provide a stress-free shopping and shipping experience from USA, UK and China to anywhere in the world.

## How Do We Behave

1. Our behavior is centered on honesty and stress-free dealings amongst us, the company and the customer

## What Do We Do

1. We deliver to your door, all your shopping from USA, UK and China stress free.

## How Will We Succeed

1. We will succeed by providing an atmosphere that encourages team work amongst staffs, regular training with the right compensation
2. We will succeed by proving excellent customer service in all dealings with our customers
3. We will succeed by utilizing the most innovative technology for continuous improvement in service delivery
4. We will succeed by providing reliable delivery at an affordable shipping cost
5. We will succeed by expanding our customer base through consistent and targeted advertising
6. We will succeed by constantly reviewing our operations performance for effective cost control while improving services
7. We will succeed by constantly engaging our customers through periodic surveys to obtain feedback for service improvement.

## Our Core Values

1. **Customer Focus**- Stress free delivery with excellence in every detail to ensure customer satisfaction.
2. **Company Focus**- Honesty, Stress-Free and excellent service in everything we do is non-negotiable.
3. **Employee Focus**- Pursue growth and learning as a team to be the very best always

# Section 2: Starting with AMERICAN AIR SEA CARGO

## 2.1 Equal Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions will be based on merit, qualifications, abilities and relevant experience, available vacancies and organizational priority. Our Company does not discriminate in employment opportunities or practices based on race, color, marital status, sex, religion, state or local government of origin.

## 2.2 Recruitment Policy

The following process applies to recruitment of employees;

1. A Staff Requisition Form is to be filled by the requesting line HOD and relevant signatories authorizing the request from the department;
2. The Head of Human Resources vets the request based on the annual manpower plan for the year/financial period. Ad-hoc request shall only be approved by the Managing Director prior to the commencement of the recruitment process.

## 2.3 Contract and Temporary Staff Recruitment

AASCargo is under no obligation to convert a contract staff to a full-time employee unless in line with business needs. Individuals seeking full time employment, upon completion of a contract, shall not be exempted from applying for existing vacancies. Such individuals will be required to go through the same recruitment process as other applicants.

## 2.4 Employment of Family Members

It is the policy of AASCargo that only one member of a family can be employed by the Company at a time. Any exception made to this rule will be made entirely by the discretion of the Managing Director of the Company.

## 2.5 Employment of Couples

Where 2 long time staff members (minimum of 3 years) decide to get married, they will be required to signify the intent to do so through the Human Resources Manager to the management for consideration.

## 2.6 Company Structure

AASCargo and development is broken down below to show authority and responsibility levels. Levels a member of staff can aspire to be promoted enumerated below:

1. Graduate Trainee
2. Executive Officer
3. Senior Executive Officer
4. Head of Department
5. Deputy Manager
6. Operations Manager
7. Executive Director
8. Managing Director

Note – The Managing Director and all Executive Directors are appointed by the board. Promotions to these levels is not automatic

## 2.7 Appointment

Appointment is based on qualification, merit and availability of position. Each employee upon resumption must submit the following details:

1. Full name and address
2. Email Address
3. Name of next of kin and two referees
4. Birth Certificate or statutory declaration of age
5. Photocopies of certificates (original to be sighted by the Head of Human Resources)
6. Four colored (4) passport size photographs, and two colored (2) full size photographs.
7. Duly filled employee information form
8. Duly signed confidentiality form
9. Two duly filled guarantors’ forms with their passports, photocopies of their work IDs, photocopies of their National IDs and Utility bills
10. Any other information which may be required by the company at the time of employment or in the course of employment, as may be deemed expedient for the continuous employment of an employee

The employee must inform the company immediately of any changes in these details within 14 days of such change occurring. If any of these data is found incorrect, incomplete or misleading, the appointment of the employee will be liable to termination.

## 2.8 Types of Appointment

1. **Temporary staff**

Staff engaged for a defined period and for a defined assignment. Temporary staff are employed for a stated period to perform specific assignments. This category includes:

* Students of tertiary institution on industrial attachment (IT)
* Mandatory post-tertiary institution assignments (i.e. NYSC)
* Other temporary employment as defined by management

Temporary staff will not be employed for more than 12 months; neither will their employment be converted to full time, except with approval at the appropriate level of the executive/management.

1. **Contract staff**

A contract staff is employed for a specified period of time on clearly defined terms as part of project team or for a knowledge transfer programme. Professionals employed for special skills/competencies on a fixed tenure basis. All contract employees shall disengage from the Company at the end of the specified contract period unless the contract is renewed or extended subject to the submission of a justification for extension and the discretion of the Managing Director.

1. **Permanent staff**

A permanent staff is an employee directly employed by the company and receives in addition to their salary benefits like health care and contribution to retirement plan (Pension). The employment is considered continuous until either party decides to the exercise the right to a termination.

## 2.9 Probation Period

All permanent staff is subject to a three months’ probation period.

1. **Expected level of Performance**

At the beginning of the probation period, the expected level of performance shall be communicated in writing to the employee using the performance contract.

The performance of the new employee will be formally appraised towards the end of the initial three months. The evaluation will be discussed, documented and approved by the employee’s supervisor/line manager and forwarded to the Human Resources Manager who in turn analyses and send to Management.

If the employee’s performance rating is considered to be unsatisfactory or below average, the probation period will be extended for a period of 2months (based on the line Head’s discretion and subject to the Human Resources Manager approval). If the rating remains unsatisfactory, the employee in question will be advised to resign his/her appointment.

1. **Termination Considerations**

During the probation period, either party may terminate employment subject to two weeks formal notice in writing.

## 2.10 Confirmation of Employment

After completing the stipulated three months’ probation period, all new employees are expected to obtain a satisfactory performance rating during the confirmation appraisal. If the performance rating is satisfactory, the employee will be offered a fixed contract in the form of a confirmation letter.

The confirmation will not take effect until the receipt of the following document by the Manager:

1. Two satisfactory letters of recommendation
2. A reference from the previous employer (Where applicable)
3. A certified health certification from a recognized medical establishment
4. Copies of all relevant educational certificates
5. Curriculum Vitae
6. Birth Certificate/Declaration of Age
7. NYSC discharge certificate

Upon confirmation of appointment, either party can terminate the contract by giving one months’ notice (employee) or one month’s pay in lieu of notice (Company), unless otherwise stated in the employment contract.

Note: Confirmation of appointment becomes automatic after three months if there is no communication

## 2.11 New Employee Integration

Induction training will be conducted for all new employees on the organization and their roles. Team leaders from the various departments will be available to support this process.

## 2.12 Re-employment of Ex-employees

All former AASCargo employees, who exit the Company in good standing, are eligible for re-employment provided there is a valid business need and various assessments required for employment.

The individual must also complete a new application form and submit new referees who can provide information on their performance and conduct during the period when the individual was absent from the Company.

## 2.13 Outside Employment

We hope that you will not find it necessary to seek additional outside employment. However, if you are planning to accept an outside position, you must notify the MD in writing. Outside employment must not conflict in any way with your responsibilities within our company. You may not work for competitors nor may you take an ownership position with a competitor or have ownership interest a company whose products or services competes with those of the company. Employees may not conduct outside work or use company property, equipment or facilities in connection with outside work while on company time.

# Section 3: Work Guideline

The following working guidelines affect all employees of the company without exception and shall be uniformly enforced. As a workplace the company lays obvious obligations on all employees who may work in any of its units or branches to observe all working guidelines and to ensure compliance with what may be enforced from time to time.

## 3.1 Identity Card

All employees shall be issued with an identity card. Should an employee lose his identity card, a new one shall be issued on fulfilment of the following;

1. Employee shall swear to an affidavit stating the circumstances under which such was lost and present this to the Human Resources Manager.
2. The employee will bear the replacement cost.
3. When an employee leaves the service of the company, the Identity card shall be returned to the Human Resources Manager through the line Head of the department. The continuing possession of the company’s identity card after leaving the company’s service is illegal and may result in prosecution for impersonation.

## 3.2 Work Hours

The official work hours for all AASCargo employees are 8:00 am – 5:00 pm with **30minutes** lunch break between 12:00 pm – 12:30pm. Employees are expected to be seated at the conference room at 7.55am and devotion resumes by 8am, each employee has **3 days** of grace for coming a bit late till **8:30am** in a month which is due to unforeseen situations like rainfall, unforeseen traffic, or a valid family emergency.

If after the 3 times grace days in a month an employee comes late, the sum of **#3,000** will be deducted from employee’s salary for each day such employee comes late. After more than 7 lateness in a month, the company at its discretion may terminate the employment. .

It is expected that all employees sign in and sign out on a daily using the biometric placed within the office premises. If an employee is unable to sign out due to circumstance, such employee is to ensure to report to the head of department by sending an email with Human Resources in copy.

All employees are expected to work additional hours and at times on weekends when required for the effective performance of their job responsibilities.

Each employee who leaves either his place of work or the company’s premises without the permission from his supervising officer or Manager, in accordance with his work shall be subject to the appropriate disciplinary action.

## 3.3 Mobility and Transfer

All staff must undertake, as a condition of their employment, to accept reassignment as deemed appropriate by the company to any of its units. When transfer to any of other work location is required, we will provide the necessary support in the form of transport, welfare and any applicable allowances to allow a successful integration into the new unit.

## 3.4 Absence from Duty

Absence from duty without permission is a breach of contract which shall be dealt with in accordance with the company’s policy on staff conduct. If an exceptional circumstance makes it essential for an employee to ask for leave of absence, he/she should make fill the leave form which must be duly approved by his/her supervising officer. All such applications should be forwarded to the Human Resources Manager for consideration.

Where an employee is unable to come to work because of illness, he must ensure that his supervising officer or his immediate superior officer, as the case may be, is informed at least 2 hours before work resumes. The supervising officer must report such to the Manager immediately. Any approval for absence from the supervising officer subsequently not reported to the Operations Manager will attract disciplinary action to the erring supervisor. Where an employee is absent from duty without permission for up to 3 days, such absence shall be treated as abandonment of duty post.

All absence from duty for whatever reason will count as days taken off your leave period.

## 3.5 Business Language

To foster knowledge sharing and promote equal opportunity, English shall be the common business language of AASCargo Ltd. Every employee is expected to have working (oral and written) knowledge of the English language. All employees are also encouraged to learn other languages that could enhance communication with customers and partners.

## 3.6 Business Cards

AAScargo branded business cards shall be issued to top and selected employees for the purpose of business relations and operations. Employees shall not reproduce business cards themselves; rather, they should report the loss or exhaustion of their cards to Head of IT unit through the Human Resources Manager for replacement. The business cards are the Company’s property and must be returned at the time of termination or exit from the organization

## 3.7 Dress Code

Employees are expected to exhibit a professional image at all times. Appearance must be business-like, neat, and decent and in presentable attire, which is tailored to project the image of our organization. Our customers' satisfaction represents the most important and challenging aspect of our business. Whether or not your job responsibilities place you in direct customer contact, you represent the company with your appearance as well as your actions. The properly-attired individual helps to create a favorable image for the company, to the public and fellow employees. The company maintains a business casual environment. All employees should use discretion in wearing attire that is appropriate for their job. A daily regimen of good grooming and hygiene is expected of everyone. Please ensure that you maintain good personal hygiene habits. While at work, you are required to be clean, dressed appropriately and well groomed.

## 3.8 Drug Abuse

The company recognizes drug abuse and intoxication as a major problem confronting the society. Supervising officers should, therefore, take keen interest in the welfare of staff working under them and they should be vigilant in order to detect any form of addiction. Where a supervising officer identifies that an employee is illegally or selling dangerous drugs or engaged in any illegal business that can put the company in jeopardy, he should notify the Human Resources Manager for further action.

## 3.9 Conflict of Interest

A company's reputation for integrity is its most valuable asset and is directly related to the conduct of its officers and other employees. Therefore, employees must never use their positions with the company, or any of its customers, for private financial gain, to advance personal financial interests, to obtain favors or benefits for themselves, members of their families or any other individuals, corporations or business entities, or engage in activities, investments or associations that compete with the company, interferes with an employee's business judgment concerning the company's best interests, or exploits an employee's position with the company for personal gain.

No employee shall directly enter into or maintain a relationship with another business or financial concern or individual when such relationship is in conflict or prejudicial to the interest of the company. The company requires employees to avoid any conflict of their personal interests in dealing with partners, customers, dealers and all other organizations or individuals doing or seeking to do business with the company.

Employees have the obligation to avoid any business interest or relationship, financial or otherwise that might adversely affect or influence their judgment in the performance of their duties and job description or which might tend to impair public confidence in the Company.

The company adheres to the highest legal and ethical standards applicable in our business. The company's business is conducted in strict observance of both the letter and spirit of all applicable laws and the integrity of each employee is of utmost importance.

Employees of the company shall conduct their personal affairs such that their duties and responsibilities to the company are not jeopardized and/or legal questions do not arise with respect to their association or work with the company.

## 3.10 Gifts to Employees

In order to avoid conflict of interest, employees must not solicit for favors or gifts from Company’s customers. No gift valued at more than #1,000 in any given month whether cash or other forms of gifts or benefits are allowed to be collected by the employee from a customer whether it is giving willingly by the customer. Where gifts valued at more than #1,000 is given by an employee and they insist on it been accepted by the employee, this must immediately be reported to Management before been accepted.

## 3.11 Training and Development

It is our priority that all staff develops and maximizes their potential as this will benefit the individual; satisfy his personal ambition, and objectives.

Each department must undergo a weekly training which must be based on identified issue or lapse in job role and function. Absenteeism from training will lead to payment of 10,000 Naira to the facilitator and There is a weekly training on Health and Safety as well a monthly training session on various on core value scenarios. Therefore, as part of the appraisal process, all employees shall be required to follow all companies training accordingly.

## 3.12 Performance and Review

AASCargo policy is to monitor employee performance on a continuous basis so that supervisors and employees can:

discuss current job tasks;

encourage and recognize attributes;

encourage continuous improvement; and

discuss positive, purposeful approaches for meeting work related goals.

## 3.13 Promotion

Promotion as recommended by the Group Head is subject to approval of management based on the following:

* Management discretion
* Meeting / exceeding performance targets
* Skills development
* Vacancy

Advancement in American Airsea Cargo is based on merit as well as the budget and is not affected by age, race, tribe or gender.

## 3.14 Job Flexibility

American Airsea Cargo encourages interrelationship and cross functional interaction across business units. During employment, from time to time and in response to business requirements it might become necessary to transfer employees to other departments or duties. This flexibility is essential as the type and volume of work is always subject to change. It allows us to operate efficiently and gain maximum potential from our work force.

## 3.15 Quality, Health and Safety

The mitigation of risk is a focal point of our service delivery standard. All employees must continue to reinforce this principle as part of best practice. Company safety policies and procedures and other policy documents cover the administration and operations of QHSE in all our locations.

All employees are expected to familiarize themselves with these documents, participate in periodic safety drills across all locations and support the appointed safety officers in the monitoring process to ensure compliance.

## 3.16 Information and Announcement

Bulletin Boards/Shared Folders/Intranet (Chat System)/Emails

Bulletin boards, shared folders, email and an intranet will be made available to provide employees access to important information and announcements. The employee is responsible for reading information updated on the server, emails, chat system and bulletin boards. All vertical correspondence must be channeled through the immediate supervisor who will also receive a copy of all horizontal correspondence (within or between units/groups). Unit Heads/ Managers are accountable for dissemination within units/branches and must ensure that internal memos are read and signed off by subordinates.

## 3.17 Meetings

In order to maintain communication information flow at all levels, meetings shall be held at various levels of the organization as follows:

* All Staff – Daily (8:00 am – 8:30 am) / Monthly (1st Tuesday of every month)
* Departmental - Daily (5-10mins). Time is determined at the discretion of the department head.
* Team leads Meeting- Weekly, Monthly, and Quarterly

Minutes of unit meetings must be forwarded through the secretary of the meeting to those concerned at the end of each meeting. Attendance for all meetings are crucial and must be taken.

## 3.18 Personal Data Changes

It is the responsibility of each employee to promptly notify the company within 14 days of any changes in their personal data such as: contact address, telephone number, status, next of kin, and qualification details. In cases where proof is required, the original document is to be sighted by the Manager.

## 3.19 Data Protection and Access to Information

Please refer to the IT policy manual on this. Failure to comply with any of these responsibilities will result in disciplinary action, up to and including termination of employment.

Protecting our company's information is the responsibility of every employee. Do not discuss the company's confidential business or proprietary business matters, or share confidential, personal employee information (such as work matters, customer details, personal banking or medical information) with anyone who does not work for us such as friends, family members, members of the media, or other business entities. You may be required to sign a non-compete and/or a nondisclosure agreement as a condition of your employment, in accordance with state and federal law.

All telephone calls regarding a current or former employee's position/compensation with our company must be forwarded to the managing Director. Our company will not honor any oral requests for references. All requests must be in writing and on company letterhead. Generally, we will only confirm our employees' dates of employment, salary history, and job title. Under no circumstances should an employee provide another individual with information regarding current or former employees of our company. If you receive a request for reference information, please forward it to the MD. The company's address shall not be used for the receipt of personal mail.

## 3.20 Copyright

All written material, in paper format, electronic and otherwise which were produced in the course of employment with American AirSea Cargo Ltd remains the Company’s property and must be returned at the time of termination or exit from the organization.

## 3.21 Workplace Searches

To protect the property and to ensure the safety of all employees, customers and the company, the company reserves the right to conduct personal searches consistent with state law, and to inspect any packages, parcels, purses, handbags, brief cases, lunch boxes or any other possessions or articles carried to and from the company's property. In addition, the company reserves the right to search any employee's office, desk, files, locker, equipment or any other area or article on our premises. In this regard, it should be noted that all offices, desks, files, lockers, equipment, etc. are the property of the company, and are issued for the use of employees only during their employment. Inspection may be conducted at any time at the discretion of the company.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy may not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as employees who after the inspection are believed to be in possession of stolen property or illegal substances, will be subject to disciplinary action, up to and including discharge, if upon investigation they are found to be in violation of the company's security procedures or any other company rules and regulations.

# Section 4: Standards of Performance & Behavior at Work

## 4.1 Use of Office Equipment

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. All AASCargo Ltd photocopiers, printers, telephones etc. are to be used for serving customers and in conducting the Company’s business solely. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Please notify the head of IT if any equipment, machines or tools appear to be damaged, defective or in need of repair. By promptly reporting any issues, you could prevent deterioration of equipment and possible injury to employees or others. Improper, careless, negligent, destructive or unsafe use and operation of equipment will result in disciplinary action. International and long distance personal calls are strictly prohibited, and you should be aware that all calls are been monitored. For local personal calls, employees should practice discretion, and are advised to limit this to less than 2 minutes per call, and no more than 5 calls per month. Employees may be required to reimburse any charges resulting from excess personal use of the telephone.

Phone Courtesy:

* To ensure effective telephone communication, employees should always use the Company approved greeting. They must also speak in a courteous and professional manner.
* During a business phone conversation, please confirm information received from the caller (by restating what you heard).
* Hang up the phone only after the caller has dropped the line.

**Company Vehicles**

1. Before operating a company issued vehicle, be sure to have reviewed and signed the company vehicle use policy.
2. Operators of company vehicles are responsible for the safe operation and cleanliness of the vehicle.
3. Accidents involving a company vehicle must be reported to the supervisor immediately.
4. Employees are responsible for any moving and parking violations and fines that may result when operating a company vehicle, as well as repairs to vehicles due to accidents as a result of their careless operation.
5. Company vehicles should be operated by the employee only. Company vehicles may only be used for job-related travel.
6. Smoking, including use of e-cigarettes, is prohibited in company vehicles.
7. The use of seat belts is mandatory for operators and passengers of company vehicles.
8. Employees are encouraged to take appropriate safety precautions when using their cellular telephone. The use of handheld cellular telephones, including texting, while driving is prohibited. Employees are expected to comply with applicable state laws, including the use of cellular telephones.
9. You must abide by all other rules and regulations as outlined in the company vehicle use policy.

## 4.2 Visitors in the Workplace

To provide for the safety and security of employees, only authorized official visitors who have signed in at the security gate are allowed in the workplace. Restricting unauthorized visitors helps ensure security, protects confidential information and avoids potential distraction and disturbances. All employees are to attend to personal visitors for 15 minutes or less at the reception.

## 4.3 Use of Alcohol, Drugs and Other Substances

* The use of alcohol, drugs and/or other behavior altering substances on the Company’s premises is strictly prohibited.
* AASCargo staff shall not present themselves for work under the influence of alcohol and/or drugs and/or other behavior altering substances. Violation of this policy, if proven can lead to disciplinary action, up to and including immediate termination of appointment.
* However, an employee taking prescribed drugs that might affect their performance should discuss the matter with their HOD for the Managers approval.
* Smoking - All locations of AASCargo Ltd are designated “No Smoking Environment”, consequently, smoking is forbidden within all buildings of the Company.

## 4.4 Political Affiliations

Involvement in Political Activities - AASCargo Ltd as a law abiding entity, encourages all employees to exercise their civic rights and responsibilities as citizens of the Federal Republic of Nigeria. The organization will not endorse or sponsor any political organization, its views or activities; however, employees are prohibited from engaging in the following political activities on company premises during working hours:

* Soliciting monetary political contributions;
* Soliciting any contribution of services or resources for political purposes;
* Engaging in solicitation or politically motivated behavior that is harassing or discriminating.

# Section 5: Payroll and Other Entitlements

## 5.1 Payroll

**• Salary**

* During each pay cycle, employees will be provided with their payslip. It will contain information on the total amount paid as well as any other deductions such as PAYE, pension etc.
* Salary information is strictly confidential. Any breach in this regard will attract appropriate sanctions.

**• Payday**

All employees will be paid monthly by the last working day of the month. In the event that a regular scheduled payday falls on a weekend or holiday, employees will be paid on the prior working day.

## 5.3 Allowances

* **Out of Station Allowance**

Employees sent on official assignment or work approved programmes that are outside the primary location of employment (Local or Overseas) will be entitled to an out of station allowance. This allowance covers meals and accommodation, and where access to an official car is not possible, the concerned employee is entitled to use and claim expenses on public transportation. Any requests for reimbursement outside of the Out of Station Allowance must be submitted not later than 48 hours after returning to the primary work location.

This is on the condition that valid receipts are tendered for such expenses or a detailed explanation for receipted claims.

* **Travel Advances**

All official travels shall require authorization from the Manager or the Managing Director. Before commencing on their trip, each employee shall be personally responsible for confirming that they have the proper authorization and documentation to travel. Upon return from travel, all retirements and settlements of advance must be accounted for within five (5) days. No new travel advance will be allowed if this condition has not been fulfilled.

* **Service Awards**

Staff will be presented various token awards in appreciation of their loyal and continuous service to the company. The award will be made to those who have completed ten (10) years of service and multiples honorable mention award certificate will be issued to qualifying the employee in respect of length of service.

The company presents an Employee as specified by Management that meets the defined criteria. Where no staff meets these criteria, this award shall not be given for that year. The award will be accompanied by a letter of congratulation signed by the Managing Director and the employee’s photograph will be displayed the company’s locations.

* **End-of-Year Bonus**

All permanent staff, who have completed one year service with the company and in the company’s service as at 1st December may receive an end – of – year bonus subject to the company’s performance in that year. Others who have spent less than one year may be paid on pro-rata basis.

This bonus if approved by the company could take the form of gifts, company shares or cash.

* **Fuel Allowance**

The company pays fuel allowance to members of staff, who use their vehicle for official duties where official vehicles are not available provided prior permission is given by their supervising officer. The amount is determined by Management and is expected to cover fuel for the period and distance given.

* **Marriage and Birth**

An employee who presents his marriage certificate, a copy of his wedding invitation or gives birth to a baby shall receive a gift from the company/welfare committee.

* **Group Life Assurance**

The Company also has a Group Life Assurance Scheme in which the beneficiaries are entitled to the sum assured on the death of a staff.

* **Health Insurance**

The company subscribes to Manage-Health-Care scheme for the employee. Under the scheme, each staff is allowed to pick a choice of Primary Health Provider (Clinic). Medical expenses that exceed the medical insurance scheme limits would be paid by individual. Refer to THT manual for further details.

* **First –Aid –Treatment**

The company maintains a First-Aid-Box for staff during the working hours in all locations. The essence of this service is not to substitute the visit to medical center but to give a temporary relief to staff in case of sudden injury or health discomfort during the course of work. *The drugs are dispensed on request by the First-Aider.*

# Section 6: Leave Policy

## 6.1 Annual Leave

AASCargo Ltd provides yearly vacation to its employees including all public and festive holidays except for the customer service department who run shifts even on public holiday and festive periods. The company leave year runs from January to August and employees will only be entitled to annual leave after completing one year in employment.

Annual vacation may be taken subject to the job requirements and written authorization from the HOD, during the calendar year in which it falls.

All employees are entitled to 14 days annual leave after one year of work with the company. With effect from May 1st, 2016, an extra 4 days is added to each employee for every year they have worked with the company up to a maximum of 30 days. For clarity, leave accumulation is shown in the table below.

|  |  |
| --- | --- |
| **Years Worked** | **Leave (in Days i.e Calendar Days)** |
| 0 to 1 | 0 |
| 1 to 2 | 14 |
| 2 to 3 | 18 |
| 3 to 4 | 22 |
| 4 to 5 | 26 |
| 5 to 6 | 30 |
| 6+ | 30 |

The following conditions may also apply:

* Annual Leave carryover is not allowed; but management may (in an urgent situation) recall an employee from leave. Arrangements will be made, thereafter for the employee to return to leave taking into consideration the number of days spent at work.
* The use of unutilized leave as notice for resigning is not allowed. At resignation, all unused leave will be forfeited, and no compensation for unused time will be paid.
* All public holidays so designated and gazetted by the Federal Government will be observed by the company as days off with pay. For departments required to be at work on these days will be compensated with extra pay.
* Before March 31st of each year, each employee must inform management, providing three possible periods before August when they intend to proceed on their annual leave.

## 6.2 Leave Process

1. The employee must complete a leave application, a hard copy application form.
2. The completed application form must be signed by the emloyees HOD.
3. The completed and duly approved application shall be forwarded to the Manager for approval , notification and filing.
4. In a situation where the manager finds out the HOD approves of a leave for a period when work is to be done the HOD will be sanctioned for this.
5. All annual leave form must be completed at least 20 working days before the commencement of leave.
6. The applicant and whoever is relieving he or she must visit the manager with the reliever for an interview section 15 working days before commencement of leave. If found that the reliever is not fit, the leave can be revoked.
7. All employees are to ensure that the leave approval is gotten from the Operations Manager 10 working days before the leave.
8. All employees are to only make arrangements after the leave has been approved and not after submitting leave form as submission does not mean approval.

## 6.3 Maternity Leave and Entitlement

All permanent female employees of the company are entitled to maternity leave regardless of how long she has been in the employment of AasCargo Ltd. Once the relevant notice has been received by the Management, the female employee is entitled to 12 weeks maternity leave. You are not allowed to return to work within 6 weeks following the birth of your child. Annual leave would not be granted again after the period of 3months. The application for maternity leave shall be made to the Management at least four (8) weeks prior to proceeding on leave.

* **Antenatal Appointments/Baby immunization**

An expectant staff/mother will be permitted time off during working hours to access antenatal care and immunize babies, however this is not a work free day and so it expected that appointments should be booked to allow you attend work. Where a change in circumstance, makes absence inevitable, you should discuss with your HOD and request for time off and this will be taken from your annual leave.

## 6.4 Compassionate Leave

Compassionate or ex-gratia leave may be granted if the staff has not spent up to a year in Employment in AasCargo Ltd and in need of time off from work. Please note that in instances of less than one year in service will be deducted from annual leave days entitlement, compassionate leave may be granted to a maximum of 5 working days in a calendar year to attend family related matters.

## 6.5 Examination Leave

It is the company’s policy to encourage employees to take relevant academic and professional examinations. A maximum of ten days examination leave per year will be approved for staff. All applications for examination leave shall be in writing with a copy of the examination timetable and payment receipt for the relevant exams attached and sent to the Manager through the Unit head or Supervisor as the case may be.

## 6.6 Sick Leave

AasCargo Ltd supports the physical and emotional well-being of its employees. Therefore, the Company provides paid sick leave to all staff. An employee, who is absent from duty due to ill health, shall notify the management through the unit head and present a medical certificate within 2 days of such absence.

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* **Prolonged sick leave**

An employee who appears to be persistently on sick leave without a major medical problem shall be required to obtain a fresh medical certificate of fitness on which his employment may be reviewed.

* **Prolonged sick leave and benefits**

In the event of prolonged illness, sick leave with full pay will be granted for the first one (1) months and half pay for the following two (2) months with satisfactory medical certification and doctors report monthly. After three (3) months, his appointment may be suspended indefinitely or terminated. Should an employee become ill whilst on vacation leave, that portion of their vacation leave may, subject to the submission of a medical certificate, be converted into sick leave at management’s sole discretion and based on the person’s particular circumstance.

# Section 7: Information Security Policy

## Acceptable Use of Electronic Communications

This policy contains guidelines for Electronic Communications created, sent, received, used, transmitted, or stored using the company's communication systems or equipment and employee provided systems or equipment used either in the workplace, during working time or to accomplish work tasks. “Electronic Communications” include, among other things, messages, images, text data or any other information used in e-mail, instant messages, text messages, voice mail, fax machines, computers, personal digital assistants (including Blackberry, iPhone, iPad or similar devices), pagers, telephones, cellular and mobile phones including those with cameras, Intranet, Internet, back-up storage, information on a memory or flash key or card, jump or zip drive or any other type of internal or external removable storage drives. In the remainder of this policy, all of these communication devices are collectively referred to as “Systems.”

Acceptable Uses of Our Systems: Employees may use our Systems to communicate internally with co-workers or externally with customers and other business acquaintances for business purposes.

Company Control of Systems and Electronic Communications: All Electronic Communications contained in Company Systems are Company records and/or property. Although an employee may have an individual password to access our Systems, the Systems and Electronic Communications belong to the company. The Systems and Electronic Communications are accessible to the company at all times including periodic unannounced inspections. Our Systems and Electronic Communications are subject to use, access, monitoring, review, recording and disclosure without further notice. Employee communications on our system are not confidential or private.

The company's right to use, access, monitor, record and disclose Electronic Communications without further notice applies equally to employee-provided systems or equipment used in the workplace, during working time, or to accomplish work tasks.

Personal Use of Our Systems: Personal communications in our Systems are treated the same as all other Electronic Communications and will be used, accessed, recorded, monitored, and disclosed by the company at any time without further notice. Since all Electronic Communications and Systems can be accessed without advance notice, employees should not use our Systems for communication or information that employees would not want revealed to third parties. Personal use of our System should be limited to non-working time. Personal use of our System must be conducted in such a manner that it does not affect smooth System operation or use a disproportional amount of the System’s functional capacity.

Proprietary Business Information: Proprietary business information means confidential and proprietary information related to the company's trade secrets, business models, business services, sales agreements, pricing information, drawings, designs, blue prints, manufacturing processes, customer lists, inventions, recipes, formulas, vendor agreements, patient records, strategic business or marketing plans, expansion plans, contracts, non-public financial performance information and other information that derives economic value by being protected from public consumption or competitors may only be used on Company Systems. Proprietary business information may not be downloaded, saved, or sent to a personal laptop, personal storage device, or personal email account under any circumstances without advance written approval from a member of management. Proprietary business information does not restrict employee rights to discuss their wages, hours or other terms of employment.

Prohibited Uses of Our Systems: Employees may not use Company Systems in a manner that is unlawful, wasteful of Company resources, or unreasonably compromises employee productivity or the overall integrity or stability of the company's systems. These tools are provided to assist employees with the execution of their job duties and should not be abused. Examples of prohibited uses include, among other things, sexually explicit messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs; or any other message or image that may be in violation of Company policies.

In addition, employees **MUST NOT** use our Company Systems:

* To download, save, send or access any discriminatory, obscene, or malicious or knowingly false material;
* To download, save, send or access any music, audio or video file unless business related;
* To download anything from the internet (including shareware or free software) without the advance written permission of the head of IT department;
* To download, save, send or access any site or content that the company might deem “adult entertainment;”
* To attempt or to gain unauthorized or unlawful access to computers, equipment, networks, or Systems of the company or any other person or entity;
* In connection with any infringement of intellectual property rights, including but not limited to copyrights;
* In connection with the violation or attempted violation of any law; and
* To transmit proprietary business information or client material such as pricing information or trade secrets.

Electronic Forgery: An employee should not misrepresent, disguise, or conceal his or her identity or another’s identity in any way while using Electronic Communications; make changes to Electronic Communications without clearly indicating such changes; or use another person’s account, mail box, password, etc. without prior written approval of the account owner and without identifying the actual author.

Intellectual Property Rights: Employees must always respect intellectual property rights such as copyrights and trademarks.

System Integrity, Security, and Encryption: All Systems passwords and encryption keys must be available and known to the company. You may not install password or encryption programs without the written permission of the Systems Supervisor. Employees may not use the passwords and encryption keys belonging to others.

Applicable Laws: Numerous state and federal laws apply to Electronic Communications. The company complies with applicable laws. Employees also must comply with applicable laws and should recognize that an employee could be personally liable and/or subject to fine and imprisonment for violation of applicable laws.

Consequences of Policy Violations: Violations of this Policy may result in disciplinary action up to and including immediate termination of an employee's employment as well as possible civil liabilities or criminal prosecution. Where appropriate, the company may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations. We will not, of course, retaliate against anyone who reports possible policy violations or assists with investigations.

If you have questions about the acceptable use of our Systems or the content of Electronic Communications, ask your president for advance clarification.

## Social Media

“Social media” includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else’s web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with the company.

You are more likely to resolve work related complaints by speaking directly with your co-workers or by utilizing our problem solving policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as maliciously false, obscene, threatening or intimidating, that defames customers, competitors, vendors or employees or that might constitute harassment or bullying. Examples of such conduct might include posts meant to put someone in fear for their physical safety or psychological well-being; posts designed to cast someone in a false light to the public; posts that invade a person’s reasonable expectation of privacy; or posts that could contribute to a hostile work environment on the basis of race, age, gender, national origin, color, disability, religion or other status protected by federal, state or local law.

Make sure you are always truthful and accurate when posting information or news. If you make a mistake, correct it quickly. Be open about any previous posts you have altered. Use privacy settings when appropriate. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. The Internet is immediate; nothing that is posted ever truly “expires.” Never post any information or rumors that you know to be false about the company, fellow employees, customers, and people working on behalf of the company or competitors.

Do not create a link from your blog, website or other social networking site to the company's website without identifying yourself as a company employee. Express only your personal opinions. Never represent yourself as a spokesperson for the company or make knowingly false representations about your credentials or your work. If the company is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of the company. It is best to include a statement such as “The postings on this site are my own and do not necessarily reflect the views of the company.” You must refrain from using social media while on working time.

Employees are encouraged to report violations of this policy. The Company prohibits retaliation against any employee for reporting a possible deviation from this policy or for cooperating in an investigation.

Where applicable, the company complies with state laws concerning access to an employee's personal social networking account, including restrictions concerning employer requests for an employee's username and/or password.

Nothing in this policy is designed to limit an employee's right under Section 7 of the National Labor Relations Act, including discussing wages or other terms of employment.

If you have questions or need further guidance, please contact the Managing Director.

## Security of Electronic Devices

Each employee provided with a laptop computer, iPad, iPhone, smart phone, tablet or similar device is responsible for the physical security of that device. All devices acquired for or on behalf of the company are company property. The device must be locked up and stored in a secure location when it is not in the immediate possession of the authorized user. In addition, the user must return the device immediately upon request of the company. You must notify your president immediately if the device is lost, stolen, misplaced, or damaged. All work created or performed on the device is company property. The device is subject to inspection by the company at any time without further advance notice. The device must be used in a manner that complies with all company policies including the Acceptable Use of Electronic Communications, Equal Employment Opportunity, No Harassment, Confidentiality of Customer Matters, Care of Customer Records, Protecting Company Information, and Internet Usage.

Violations of this policy may be grounds for disciplinary action up to and including discharge.

Our IT manual contains more details on specific issues as it relates to our IT policy. Refer to them for further details, noting that they form a part of this employee handbook.

# Section 8: Disciplinary Procedures and Code of Conduct

## 8.1 Introduction

Rules and regulations are necessary for the safety, security and efficient operation of the company. Supervising officers and Head of Operations are responsible for ensuring that rules and regulations are properly observed, and that disciplinary action is taken in accordance with the rules of equity and fairness.

AASCargo Ltd. Has established minimum rules to:

* Create a baseline for performance standards and behavior, and
* Promote fairness in applying various sanctions.

## 8.2 Disciplinary Rules

It is impossible to specify all disciplinary rules or offences which may result in disciplinary action since it depends on the nature of the offence. For the purpose of classification the following will apply:

## 8.2.1 Minor Offences

Minor offences include but are not limited to the following:

1. Low quality output inspite of detailed instruction and supervision.
2. Waste of materials, be it re-usable, company provided food, and any other materials provided by company for job operation.
3. Failure to observe working hours by tardiness, late arrival to work, unexcused or excessive absenteeism or abuse of the duration of the lunch period.
4. Spreading rumours, slander, gossip and/or lies thereby causing hurt to employees or the company.
5. Using abusive language or causing unnecessary noise.
6. Selling merchandise or services on company premises.
7. Sleeping or eating in the office and on work desks housing company computers is not allowed for all departments.
8. Departing from the standard job methods or procedures without the supervising officer’s approval resulting in minimal loss in Company or customer asset.
9. Failure to conform to the dress code and standard personal hygiene.
10. Performance of job in such a way that it violates the companies mission or values, or an offence that does not conform with our statements on “Why we Exist”, “How Do We Behave”, “What We Do” and “How Will We Succeed”.
11. Any other offence that the company deems to be an offence

A minor offence will result in an NPC (Non Performance Charge). An NPC is a charge of either #2,000 for all employees, #3,500 for Supervisors and #5,000 to Managers. Where an employee receives more than 3 NPC’s in any given calendar quarter, the 3rd NPC will also result in a query letter been issued to the employee, which is a reminder to the employee that he or she is constantly stepping out of line. Beware that a 3rd NPC in a given quarter will be classed as a Major Offence as it shows one who is performing assignments in a grossly negligent manner that results in significant loss of company or customer assets or significant embarrassment to the company.

All NPC’s come with the following procedures:

1. Payment of the fine within 24 hours of been issued an NPC
2. A formal Power point presentation of not less than 10 pages to all staffs during the morning meeting, highlighting at a minimum:
   1. Why the issues resulted in an NPC, and why it is bad for the company and for the customer.
   2. What was done to rectify the immediate issue at hand, and follow up done to the customer to ensure complete satisfaction with the resolution?
   3. What long term solution/recommendation you are making to the company to ensure no other employee makes such an error.
3. A commitment letter from you, promising never to be found wanting in such issues again after the presentation is done.

## 8.2.2 Major Offences

These are serious violations on the right of other employees, the orderly operation of the company or the security of its assets. The sanctions for major offences can lead to a warning, suspension, termination of appointment or immediate dismissal depending on the degree of severity as determined by the disciplinary committee.

Such offences include but are not limited to

1. Disobedience of a lawful order or gross insubordination.
2. Performing assignments in a grossly negligent manner resulting in a significant loss of company or customer assets or significant embarrassment to the company.
3. Supplying false, incomplete or misleading information on application for employment.
4. Drunkenness or taking drugs than for medical reasons, rendering the employees unfit to carry out his or her duties.
5. Conviction for a criminal offence.
6. Unauthorized absence from work.
7. Failure to report promptly any serious/severe irregularity on the part of any other member of staff after having knowledge of such irregularity.
8. Fighting and assault or engaging in disorderly behavior during office hours on the office premise or within its immediate surroundings.
9. Using abusive or insulting language or behavior to any client and/or staff.
10. Sexual harassment act that causes an employee of the opposite sex to feel uncomfortable. Employees should report such in writing to Head of Operations.
11. Divulging company data, investment information, employee or customer information and other official information to employees, ex-employees, customers and other unauthorized persons.
12. Unauthorized use of company’s properties.
13. Any other offence that can affect normal company operations, affect other employees or customers safety.

## 8.2.3 Unpardonable Offences

These are offences for which the employee is terminated immediately without any other form of recourse. Such termination is approved by the Managing Director, and any and all employees aware of such offences without reporting such will also be disciplined as having committed a major offence. These include:

1. Proven cases of theft, fraud, dishonesty and irregular practices in respect of cash, inflation of vouchers, falsification of records, and similar offences involving dishonesty with company cash and finances.
2. Deriving any financial benefits in the course of his or her official duties which places the staff in such a position that his or her personal interest and duty to the company or to any customer of the company are in conflict.

In addition to immediate dismissal for such an offence, past cases of similar events will be investigated and if found wanting, employee may be referred for further prosecution by a competent court of law.

## 8.2.4 Suspension

1. Where an employee is placed on suspension for committing a major offence, he shall be put on half of his salary from the date of suspension for a maximum of three months during which investigations into the matter should have been completed. Where the employee is exonerated, the balance of his salary and other entitlements shall be paid.
2. An employee charged with a criminal offence shall be suspended without pay with effect from the date of suspension until the matter is finally disposed of or resolved with the company by a court of law. Where the employee is discharged and acquitted, all outstanding entitlements shall be paid. However, if convicted of the offence, his appointment will be terminated.

In addition to specific examples of unsatisfactory conduct, misconduct and gross misconduct shown in this handbook, there are also other breaches of condition, procedures, rules etc. (within or outside this handbook) to which the disciplinary procedure will also apply. An employee has the right to be represented at a disciplinary enquiry by another employee. Since the disciplinary process is an in-company procedure, neither the company nor the employee will be represented by a person who is not an employee of the company. Where misconduct involves two parties, neither party shall be a member of a Disciplinary Committee or be actively involved in the enquiry process.

If an employee has previous records/patterns of disciplinary action it may be taken into account against an employee. The formal disciplinary measures shall include:

1. A verbal warning
2. A written warning
3. A final written warning and suspension
4. A disciplinary enquiry (that could lead to dismissal/summary dismissal)
5. A dismissal/summary dismissal

Management has the discretion to hold a disciplinary enquiry at any time.

## 8.3 Rules Concerning Gross Misconduct

An employee could be summarily dismissed if they acted in any of the following ways:

1. Grossly indecent or immoral behavior.
2. Deliberate acts of unlawful discrimination or serious acts of harassment.
3. Dangerous behavior, fighting or physical assault.
4. Inability to work or poor performance due to intoxicants or drugs.
5. Possession, supply or use of illicit drugs.
6. Falsification of any records (qualifications, receipts, medical certificates, time sheets etc.)
7. Undertaking private work on the premises during working hours without express permission.
8. Theft or unauthorized possession of money or property belonging to AASCargo Ltd. or another employee or a third party.
9. Willful destruction and sabotage of AASCargo Ltd assets.
10. Breach of or disregard for health and safety rules and standards to the detriment of other employees.
11. Gross insubordination and/or continuing refusal to carry out legitimate instructions.
12. Failure to follow technical procedures as laid down by the company or any authoritative body e.g. HSE

## 8.4 Disciplinary Code of Offences

There are various categories of misconduct and issues relating to poor performance which may require administering a particular aspect of the disciplinary code. This schedule is not intended to be exhaustive of all possible disciplinary offences, which might occur, and when categories overlap, the discretion of Management will decide what is punishable. The following could be considered punishable:

|  |  |  |
| --- | --- | --- |
| OFFENCE | Penalty |  |
| 1st offence | 2nd Offence | 3rd offence |
| Absence without leave or notice | Written warning | Final written warning | Dismissal |
| Intentional damage to company or co employee property | Final written warning | Dismissal | N/A |
| Negligent driving | Warning | Final written warning | Suspension of driving privilege |
| Gross insubordination or insolence | Final written warning | Dismissal | N/A |
| Assault or any attempt to assault or drunken assault to a person for fighting unless of a serious nature | Final written warning | Dismissal | N/A |
| Under the influence of or in possession of hallucinatory drugs or influence of alcohol | Final written warning | Dismissal | N/A |
| Failing to carry out company health and safety precautions and provisions | Written warning | Final written warning | Dismissal |
| Driving company vehicle without authority | Final written warning | Dismissal | N/A |
| Failing to report an accident or injury or damage to company property or equipment | Written warning | Final written warning | Dismissal |
| Horseplay or causing injury to others through negligence or horseplay on the job | Written warning | Final written warning | Dismissal |
| Gambling or money lending while on duty | Written warning | Final written warning | Dismissal |
| Abusive or insulting language or signs | Written warning | Final written warning | Dismissal |
| Deliberately supplying incorrect information or falsifying information. | Dismissal | N/A | N/A |
| Theft, bribery, fraud or removal of material without authority from company, another person or premises/building where stationed. | Dismissal | N/A | N/A |
| Negligent damage to company or employee property if minor in nature. | Written warning | Final written warning | Dismissal |
| Bad time keeping or constant lateness to work | Counselling | Written warning | N/A |
| Posting or distributing notices, posters, etc, on company premises or soliciting of any kind without the company's written permission | Written warning | Final written warning | N/A |
| Abuse of internet and e-mail facilities contrary to the Company's policy | Written warning | Final written warning | Dismissal |
| Unsatisfactory performance or conduct | Written warning | Final written warning | Dismissal |
| Unauthorized possession of company property or the property of co-employees | Final written warning | Dismissal |  |
| Falsification or forging of certificates/company documents | Dismissal |  |  |
| Being in possession of a firearm or dangerous weapon on company premises unless authorized by company in writing | Dismissal |  |  |
| Intimidating or inciting employees to violence of any form | Dismissal |  |  |
| Being convicted of a crime that does not carry the option of a fine, or of a crime involving dishonesty. | Dismissal |  |  |
| Sexual or other unlawful or unwelcome harassment | Dismissal |  |  |
| Unauthorized disclosure of trade or business secrets or confidential information | Dismissal |  |  |
| Misuse or abuse of a position of authority or trust | Final written warning | Dismissal |  |

**Table 2-: The Disciplinary Code of Offences table**

## 8.5 Grievance Procedure

The recommended way of solving grievance is for accord to be reached between the employee concerned and the supervisor. The following steps are therefore recommended:

1. Step I - An employee raising a matter relating to himself shal in first instance communicate it in writing to his supervising officer. The officer shall address the matter within two (2) working days from the day the grievance was made known to him/her.
2. Step II - If the employee is not satisfied with the response given by his supervising officer, he should notify the Head of Operations (or the next management level) in writing. A meeting should then be convened with the complainant, supervising officer and the next management level to discuss the issue within two (2) working days.
3. Step III - If the complainant is still not satisfied, the matter will be discussed at a meeting to be attended by the Unit Head and Group Head of the concerned employee.

At all steps towards settlement, both sides shall use their best endeavor to reach an amicable settlement. All facts must be presented and full attention given to the grievance. Supervising officers must be prompt, patient and should not regard it as a challenge to their authority if an aggrieved employee seeks to take the matter to higher authority. Everybody with a complaint should be given a fair hearing. At the end of the day, it should be evident that not only has justice been done but also seen to have been done.

NOTE - It is against company policy to suppress grievance memos and any proven case of such shall be treated as misconduct

# Section 9: Security and Emergencies

## 9.1 Access to Company Premises after Working Hours

In order to protect employees of the company as well as company property, procedures have been established to limit access to the company after business hours. Admittance to the company’s premises after close of business is restricted. Employees who require the use of company’s premises after close of business, on weekends or public holidays are expected to sign in and out, and are held responsible for any mishaps that may occur during the period. Non -employees are not to be admitted into the company’s premises after business hours unless authorized by a senior staff / team lead.

## 9.2 In An Emergency

The supervisor should be notified immediately when an emergency occurs. Emergencies include all accidents, medical situations, bomb threats, other threats of violence, and the smell of smoke. In the absence of the supervisor, contact the nearest company official. Should an emergency result in the need to communicate information to employees outside of business hours, the supervisor will contact you. Therefore, it is important that employees keep their personal emergency contact information up to date. Notify the supervisor when this information changes. When events warrant an evacuation of the building, you should follow the instructions of the supervisor or any other member of management. You should leave the building in a quick and orderly manner. You should assemble at the pre-determined location as communicated to you by the supervisor to await further instructions or information.

Please direct any questions you may have about the company's emergency procedures to the supervisor.

# Section 10: Sexual Harassment Policy

## 10.1 Introduction

Every employee has the right to work in an environment that is safe, healthy, amicable and free of sexual harassment. All managers, team leads and employees are required to ensure that other employees are treated equally and with dignity.

The Company will endeavor to ensure that:

1. every report of sexual harassment is treated seriously and sympathetically.
2. Investigations are thorough and confidential; and
3. Neither complainants, witnesses nor accused are victimized in any way.

Disciplinary action will be taken against anyone found guilty of sexually harassing a fellow employee or business associate, such as client or visitor to the company. This policy forms part of the Company’s Disciplinary Code of Conduct. A single act of harassment could warrant dismissal. Disciplinary action may also be taken against anyone who purposely lodge a false complaint. In instances where an accusation is proven false, a person could be required to publicly clear the name of the person against whom a false complaint was lodged.

## 10.2 Definition of Sexual Harassment

AASCargo Ltd defines sexual harassment as any unwelcome or uninvited attention or conduct of a sexual or erotic nature (occurring in the working environment or a company-related function or activity). This is any condition that causes discomfort, humiliation, offence or distress, and/or interferes with the recipient's job performance, irrespective of what constitutes sexual harassment based on cultural differences. Sexual harassment may include any of the following:

1. Sexual advances.
2. Requests for sexual favors in return for employment benefits.
3. Verbal abuse with sexual overtones.
4. Innuendoes, including remarks or insinuations about a person's sex life or private life.
5. Suggestive remarks about a person's appearance, body or clothing.
6. Physical contact.
7. Obscene gestures, indecent exposure.
8. Display of sexually offensive or explicit material, including posters, magazines, pictures or objects.
9. Direct sexual propositions.
10. Continued pressure for dates and sexual favors.
11. Letters, emails or calls of a sexual nature

## 10.3 Procedures for Dealing with Sexual Harassment

**Informal Complaint**

We recognize that complaints of personal harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure.

AASCargo Ltd encourages you to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper. This person cannot be the Managing Director, who will be responsible for investigating the matter if it becomes a formal complaint.

If you are the victim of minor harassment, you should make it clear to the harasser on an informal basis that their behavior is unwelcome and ask the harasser to stop. If you feel unable to do this verbally then you should hand a written request to the harasser, and your confidential helper can assist you in this.

**Formal Complaint**

Where the informal approach fails, an official report should be sent to the Managing Director as a formal written complaint. If possible, you should keep notes of the harassment so that the written complaint includes:

1. The name of the alleged harasser
2. The nature of the alleged harassment
3. The dates and times when the alleged harassment occurred
4. The names of any witnesses
5. Any action already taken by you to stop the alleged harassment

Upon the receipt of a formal report, the employee making the complaint will be separated from the alleged harasser to enable free conduct of an investigation. In accordance with the disciplinary procedure, those involved in the investigation (investigating team) will be expected to act in confidence and any breach of confidence will attract disciplinary sanction.

When the investigation has been concluded, a draft report of the findings and the investigating team’s proposed decision will be sent, in writing, to the complainant and alleged harasser. If the complainant or alleged harasser is dissatisfied with the draft report or proposed decision, all objections must be sent to the investigating team within five working days of receiving the draft, ahead of management’s final decision on the matter.

# Section 11: Cessation of Employment

## 11.1 Introduction

This section explains the circumstances and procedures which could lead to the expiration of the existing contract of employment between the staff and the company and procedures are stated below:

* Resignation
* Mandatory Retirement
* Termination of Appointment
* Summary Dismissal
* Redundancy
* Natural Separation

In the event the employee wishes to leave AASCargo Ltd, the employee is required to write a 4 weeks written notice to the company’s Operations Manager. This notice period may be varied or waived with mutual consent and should it be required payment can be made in lieu of notice.

AASCargo Ltd is also entitled to terminate your employment without notice in the event of gross misconduct or in the event that any of the following occurs;

* Serious or persistent breach of any of your conditions of employment;
* Misconduct or neglect of duties by an employee;
* Employee failure to carry out duties in a fit and proper manner;
* Employee failure to devote time and attention to the business of AASCargo Ltd
* Guilty verdict on any other criminal offences other than an offence which in the opinion of the Company does not affect the position of the employee
* Guilty verdict of any other conduct which will justify summary termination or termination with notice.

In addition, in the event of poor performance or inability to perform official duties by reason of ill-health for more than an aggregate of 12 weeks in any consecutive period of 52 weeks, we shall be entitled to terminate the employee’s.

## 11.2 Resignation

All resignation requests must be communicated to Operations unit. An employee who decides to resign his/her employment with the Company is required to communicate this in writing to the Head of Operations through his/her HOD.

Exit interview will be held with such employee who decides to leave the company. The interview, which shall be informally conducted by the Head of Operations, is intended to ensure that the staff member’s exit is well managed in the interest of both the company and the staff. When Executive Managements approval to accept the resignation has been obtained by Operations, it shall be communicated to the staff member in writing with details of his/her entitlements and indebtedness (if any).

A staff member who has given notice of resignation is expected to continue with his/her usual duties normally and plan effectively towards handing over when the departure date is due. This ensures minimum disruption of function.

Payment of staff accrued benefit, with the exception of Pension entitlement, is subject to repayment of all-outstanding indebtedness, return of all company items in employees possession in good order and clearance by the Head of Operations.

* **Resignation of Staff on Temporary Status**

Staff on temporary status, IT’s (Industrial Training) and NYSC (or any other), on probation may resign upon 2 weeks’ notice or pay equivalent salary in lieu of notice.

## 11.3 Mandatory Retirement

An employee may voluntarily retire from the Company provided he has served the company for a minimum of Twenty Five (25) years or on attaining the age of sixty (60) years.

## 11.4 Redundancy

Redundancy within the context of this handbook is the involuntary loss of employment due to circumstances beyond the company’s control. If an employee cannot be placed in another position based on training, experience or qualifications, he is declared redundant.

AASCargo Ltd is a merit-driven organization. The company will first make efforts through retraining and redeployment; Merit based on performance record shall apply at all times. To ensure equity in consonance with the company’s commitment, a committee will be set up to review the concerned staff. In addition;

* In the event of redundancy or before any staff is declared redundant, the relevant statutes and legislation will be consulted in addition to the principles of equity and fairness in all instances.
* Any employee declared redundant shall be entitled to monetary compensation without prejudice to the Employee’s entitlement with regard to period of notice or salary in lieu of notice, as provided in the letter of employment

## 11.5 Termination

A confirmed employee whose employment is terminated shall be entitled to 1 month notice from the company or one month basic salary in lieu of notice. The company shall deduct the employees’ indebtedness from any salary entitlements due on termination of employment.

A letter of termination of appointment may be issued ONLY by the Head of Operations.

## 11.6 Summary Dismissal

The company may summarily dismiss any employee (whether on probation or confirmed) if found guilty of any major offence which attracts such penal consequence (See Chapter 10 for details on disciplinary action).

Where an employee is summarily dismissed, the company shall have no other liability to him than payment of his accrued salary to date and his own contribution to the pension scheme and other statutory funds or deductions from his salary. The employee shall also forfeit his unutilized leave, the company’s pension contributions and gratuity.

Dismissal Cases for which persons may be prosecuted are:

• Forgery • Theft • Fraud • Other Criminal Offences

The company shall in all cases of separation deduct from the separation entitlements any indebtedness of any employee. If the indebtedness is higher than what the employee is entitled to, then such a staff will be required to work out repayment terms with the company or pay up the outstanding balance.

## 11.7 Natural Separation

In the event of an employee dying while in the service of the company, the company shall a pay a condolence visit to the family of the deceased. In addition, the company will be responsible for the cost of the coffin and convey the deceased body to any location of interment within Nigeria.

This is in addition to other benefits due to the deceased staff such as his statutory contributions (payable to his next of kin) and company’s Group Life Insurance (payable to his stated benefactor).

## 11.8 Items to be surrendered when leaving

When leaving the service of the Company for any reason whatsoever, employees must surrender all the properties of the Company, which came into their possession in the pursuit of their normal work. For this purpose an Exit Clearance Form (ECF) shall be issued to the affected staff through the Head of Operations. The form shall be used for the purpose of verification of the affected staff’s material liability to the company and separation entitlements can only be paid upon final clearance from the Head of Operations.

The following items must also be returned with the clearance form:

* Company ID Card
* Laptop (Where applicable)
* Official Cell Phones
* Business Cards
* Books/CDs
* Other branded company items that serve to indicate employment with AASCargo Ltd.

# Receipt of Employee Handbook

This is to acknowledge that I have received a copy of the American AirSea Cargo Employee Handbook and I understand that it contains information about the employment policies and practices of the company. I agree to read and comply with this Employee Handbook. I understand that the policies outlined in this Employee Handbook are management guidelines only, which in a developing business will require changes from time to time. I understand that the company retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the company. I understand that this Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

I understand that the company reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time without further notice. All such revisions, deletions or additions to the Employee Handbook will be in writing and will be signed by the MD of the company. I understand that no oral statements or representations can change the provisions of this Employee Handbook.

I understand that this Employee Handbook is not intended to create contractual obligations with respect to any matters it covers and that the Employee Handbook does not create a contract guaranteeing that I will be employed for any specific time period.

I understand that this Employee Handbook refers to current benefit plans maintained by the company and that I must refer to the actual plan documents and summary plan descriptions as these documents are controlling. I also understand that if a written contract is inconsistent with the Employee Handbook, the written contract is controlling.

If I have questions regarding the content or interpretation of this Employee Handbook, I will ask the MD or a member of management.

NAME \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DATE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

EMPLOYEE SIGNATURE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_