

# **MANIFOLD COMPUTERS LIMITED**



## **Terms and Conditions Of Service**

## INTRODUCTION

Modern management practice has long recognised the Human Resource of organisations, as a key resource whose management demands a lot of attention at all levels of the organisation. **Manifold Computers LTD (MCL)** cannot operate in exception to this general requirement for the achievement of organisational goals through PEOPLE (The Human Capital). There is therefore the need to order the various sets of relationships and define the rules, which should guide these relationships in the MCL. This we believe would lead to little or no confusion whatsoever in the mind of any member of the organisation as to roles, functions, rights, responsibilities and obligations of the individuals to the organisation as well as those of the organisation towards employees.

The aim of this manual, therefore, is to provide the framework for a good working environment, by setting out fair and competitive terms and conditions of service for the company's staff. The terms, rules and regulations provided herein are to be observed by all staff of the Company.

It is hoped that observance of the terms and conditions laid herein will enable each and every employee of MCL to always work conscientiously in an organised, disciplined, motivated and productive environment in order to fulfil the mission of the MCL and realize its goals and objectives optimally.

### **Review of the Terms and Conditions of Service**

Management reserves the right, but only so far as the exercise of any such right does not infringe on the provisions of the laws of the Federal Republic Of Nigeria, of adding to, amending or cancelling from time to time, as may be found necessary, of these provisions, rules or any of them here laid down. Provided that any such amendments or cancellations shall not operate to the disadvantage of the Company's existing members of staff vis-à-vis their rights and privileges.

Notwithstanding the above, this document will be reviewed every two years by the Human Resources Department. This document may also be reviewed contingent on change in employee laws in the country or change in the business strategy.

A copy of this handbook shall be given to each employee on assumption of duty. After reading through, you shall be requested to sign an acknowledgement form. This will be kept in your personal file.

## COMPANY INFORMATION

### 1.1 BRIEF BACKGROUND OF MANIFOLD COMPUTERS LIMITED

The Board, Management and Employees of MANIFOLD COMPUTERS LIMITED (hereinafter referred to as Manifold or MCL), would like to welcome you to the company.

**THE COMPANY:** Manifold Computers Limited was incorporated 22<sup>nd</sup> Oct. 2001

**VISION:** Delivering exceptional value-added services to our clients while assuring optimal returns for all Stakeholders.

**MISSION STATEMENT:** To have highly professional Companies that are Market Leaders in their Spheres.

#### CORE VALUES:

- Team work
- Excellence
- Meritocracy
- Leadership
- Discipline
- Client Value Creation
- Respect for the Individual
- Honesty and Integrity

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MANIFOLD COMPUTERS LIMITED

## CHAPTER ONE

### 1. MANAGEMENT OBJECTIVE

The staff handbook has been prepared to assist you as a staff with a view to understanding the general policies of the Organisation as it will affect staff, the conditions of their employment and other regulations.

The content of this handbook shall form part of the contract of employment **MANIFOLD COMPUTERS LIMITED** (hereinafter called “MCL”) and its employee. Each employee is expected to observe all its provisions. The handbook was not produced to contradict any of the existing Labour Laws of the Federal Republic of Nigeria and will be duly amended if new legislations should make amendment necessary.

#### Aims of MCL Policies

- To create a working environment that is conducive; this will facilitate job satisfaction, motivation and high productivity.
- To attract, develop and retain talented staff with the capability to meet MCL’s short and long-term objectives.
- To create a merit-based human resource management system that recognises and rewards employee contributions to MCL.

## CHAPTER TWO

### TERMS AND CONDITIONS OF EMPLOYMENT

Employment by MCL is subject to conditions, rules and regulations set out in this handbook or as they may be amended from time-to-time as business and regulatory needs demand.

#### 2.1 Appointment

Appointments shall be on merit, educational qualification, relevant work experience, suitability and availability of position. Every employee shall complete the confidentiality agreement once offer of appointment has been accepted and acknowledgement copy submitted. Before assuming duty, each employee must submit the following details.

- 3 recent passport photographs
- Filled staff bio data form
- Birth certificate or sworn declaration of age
- Originals of your credentials (For citing on resumption); photocopies for submission

The employee must inform MCL immediately of changes in these details. If any of the information supplied is found to be incorrect, incomplete or misleading, the appointment of the employee MAY be terminated.

MCL would in turn give engagement letters to all new employees detailing:

- A) Name and address of employee
- B) Job title
- C) Who they report to
- D) Salary and allowance

This is applicable to either temporary/contract or permanent employees.

#### 2.2 Types of Appointment

##### 1) Temporary / Contract

These are employee engaged for a defined period for a defined assignment. Such appointment shall be terminated at the end of the employment period with notice e.g. graduates on the NYSC and internship programmes. Contract staffs are entitled to benefits only as stated in the signed contractual agreement.



## **2) Permanent**

Any employee who works the customary number of hours weekly (40), and who maintains a continuous regular employment status. All permanent employees are eligible for all employee benefits, including paid time off work.

### **2.3 Medical Examination**

Every candidate selected for appointment to a permanent job position maybe required to undergo a medical examination of fitness at the expense of the Organisation before employment. The examination shall be conducted by one of MCL medical retainers. Permanent employment shall be subject to a favourable result of such medical examination.

### **2.4 References**

All new appointments are subject to satisfactory references from the applicant's referees, one of which will attest to his/her professional competence while the other attest to his, her character. An employee's confirmation will not take effect until these are received by the HR unit.

### **2.5 Probation Period**

All new employees will be required to undergo a probationary period prior to confirmation as a permanent staff. The probationary period is usually six months. Extension to the initial period not exceeding three months may be given only where the job performance or work conduct and output of the probation is not of the standard required by MCL.

In such a case, the employee shall be advised in writing of his/her unsatisfactory performance after the initial probationary period. At the end of the probation or extension as deemed necessary by the Organisation, the appointment of the employee will either be confirmed or terminated. Without prejudice to the foregoing, either side may at any time during the probationary period terminate the employment by giving two weeks' notice or two weeks' salary in lieu of notice.

### **2.6 Condition for Confirmation**

Upon satisfactory completion of the probationary period, as determined through a performance appraisal process the staff will attain MCL permanent employment status and a letter of confirmation issued by the HR unit.

### **2.7 Annual Leave**

The leave year corresponds with the annual financial year – January to December. Paid annual leave will be earned by an employee who has completed twelve months of continuous service. Staff shall only be allowed to proceed on leave from 22<sup>nd</sup> to 31<sup>st</sup> in the month of December.

Annual leave is calculated on the basis of calendar days, therefore, any public holiday falling within the annual leave is not counted as part of the leave, and will therefore not be added to the earned leave.

Each department is to submit its leave roster for the coming year to HR unit in November. Generally, leave is granted in accordance to the wishes of any employee but this shall be subject to the overriding consideration of MCL Business for that period.

As a policy, no staff would be deprived of this leave and as such, any unutilised leave may not be carried forward into another year.

## **2.8 Public Holidays / Work-Free Days**

MCL recognises all public holidays / work-free days gazetted by the Federal Government of Nigeria. Work-free days i.e. to mourn a national loss. It is however important to note that a work-free day in one state is not necessarily a work-free day in another state. Employee should expect to get a confirmation of all public holiday/work-free days from the Executive Office/ HR Department.

MCL reserves the right to require employees to work on such holidays where the exigency of the job demands; and staffs shall be compensated accordingly.

## CHAPTER THREE

### WORK GUIDELINES

The following working guidelines affect all employees of MCL without exception and shall be uniformly enforced.

#### 3.1 Identity Badges

Every employee (whether temporary or permanent) shall be issued an identity badge on resumption at MCL. This must be displayed in such a way as to be conspicuously seen within the office premises. It must be presented on demand when requested for by the Management.

When an employee loses his/her identity badge, a new one shall be issued to him on the following conditions:

- A) Employee shall swear to an affidavit stating the circumstance under which such was lost and present this to the HR unit.
- B) The employee will bear the replacement cost.
- C) When an employee leaves the service of MCL his/her identity badge shall be deposited with the HR unit or Head of Department before his/her separation entitlements are paid. The continuous possession of MCL identity badge after leaving the Organisation's service is illegal and may result in prosecution for impersonation.

#### 3.2 Acceptable and Regular Attendance

Normal working hours may be reviewed by MCL as business or regulatory needs demand.

- A) MCL operates a 5 day per week made up of 40 standard working hours. Normal daily working hours are from 8.00 am to 5.00 pm strictly, within which a one-hour lunch break shall be arranged.
- B) Any employee who leaves MCL premises without permission from the Executive Office/ HR Department through his supervising officer, in accordance to his work schedule shall be considered as having absented himself/herself from work and shall be subject to disciplinary action.
- C) Nursing mothers shall be allowed to resume and close one hour before the normal closing time for a maximum period of three months on resumption of duty after maternity leave.

### 3.3 Dress Code

Employees are expected to maintain an appearance that is modest, business-like, neat and clean as determined by the needs and requirements of work areas.

Dressing and appearance should:

- A) NOT be offensive to customers or other employees.
- B) Traditional outfits are allowed only on Fridays..
- C) Immodest shorts or dresses, hot pants and hats on the head are not allowed for the ladies.
- D) Loud riot-colour make-up and jewellery that clangs, bangs or jangle are not allowed.

Supervising officers are responsible for ensuring compliance with the approved dress code of individuals under their authority.

### 3.4 Drug Abuse

MCL recognises drug abuse 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 be able to detect the slightest sign of drug addiction. Where a supervising officer identifies that an employee is illegally using or selling dangerous drugs, he should notify the Executive Office/HR Department for further action. Intake of alcohol during office hours is also not allowed. Smoking is allowed ONLY in designated areas.

### 3.5 Gift to Employees

It is contrary to MCL policy for staff to accept gift from a customer of the Organisation without prompt disclosure. Gifts from clients must be reported in writing to Management through the employees supervising officer. Employees are allowed to receive Christmas hampers, and such must not be above N50,0000.00 value (Fifty Thousand). Cash gifts are however not allowed. In order to avoid conflict of interest, employees must not solicit for favours or gifts from MCL suppliers or customers.

### 3.6 Absence from Duty

A) Absence from duty without permission is a breach of contract which shall be dealt with in accordance with the Organisation's disciplinary code. If exceptional circumstances make it essential for an employee to ask for leave of absence, he/she should make formal application through the supervising officer to the Executive Office, who in consultation with the supervising officer will decide whether to approve the application.

B) Where an employee is unable to come to work due to illness, he/she must ensure that his/her supervising officer is informed within 24 hours of his/her absence, the supervising officer informs the HR Department. On resumption, the employee must present a certificate from the hospital for verification to the HR Department, where the absence is more than a day. Absence from work

authorised by the supervising officer and subordinate not reported to the Executive Office/HR Department would attract disciplinary action.

C) Where an employee is absent without permission, the Accounts Department shall be mandated to deduct the total amount equivalent to the man-hour loss (due to the absence) from the affected employee salary. For example, where an employee is absent for up to three (3) days, such absence shall be treated as abandonment of duty post and would attract a deduction of three (3) days salary and disciplinary action based on management's discretion. Where absence without permission exceeds 3 working days stricter disciplinary action shall apply according to the Progressive Disciplinary Policy.

D) An employee who has normally reported for duty will not leave his place of duty or premises of the Organisation without the prior permission of the Executive Office through his supervising officer. An employee found guilty of the offence would be dealt with according to the disciplinary policy.

E) Every employee shall also be expected to sign the attendance register on arrival to the office in the morning and shall be expected to sign same at the close of work every day. Any employee who contravenes the rule shall be considered as having absented himself from work on the day and shall be subjected to disciplinary action.

## **CHAPTER FOUR**

### **SECURITY AND EMERGENCIES**

#### **4.1 Access To MCL Premises After Working Hours**

In order to protect employees of MCL as well as the Organisation's assets, the following procedures have been established to limit access to the Organisation after business hours.

A) Employees who require the use of Organisation's premises after close of business, on weekends or public holidays are expected to obtain permission from the Executive Officer and may be held liable for any security breach during that period.

B) Non employees are not to be admitted into the Organisation's premises after business hours unless authorised by the Executive Office.

C) Employees are not allowed to take out of the Organisation premises any Organisation asset (whether such property is useful or useless in the opinion of the employee) without written authority. The Organisation reserves the right to search any employee whilst on, or about to leave MCL premises, and the employee is expected to co-operate on such occasions provided that a female shall not be searched by a male and vice versa.

D) MCL takes reasonable precautions to safeguard personal property brought into its premises on business grounds, but cannot accept any liability for loss or damage to personal property of employees or visitors. Every property brought into the Organisation premises must be registered with the Security guards.

#### **4.2 Floor Security**

Every floor and gate must be sufficiently secured and under no circumstance shall the reception be left unattended to during working hours.

#### **4.3 Visitors/Vendors**

Each visitor is required to sign the visitor's/Vendors register and wear an identification tag. All visitors/Vendors should be screened and attended to at the reception.

#### **4.4 Theft**

Theft of Organisation property or an employee's personal belongings must be reported by the supervising officer to the Executive Office/HR Department. The employee whose valuable has been stolen should supply background information (details and money values) in a memorandum to the HR department. The HR Department should evaluate the situation to determine if theft was due to negligence or whether all security procedures were properly carried out. The HR Department shall investigate the case and send findings and recommendations to the Chief Executive Officer.

#### **4.5 Safety Devices and Precaution**

Every employee is expected to take care in his/her work and endeavour to prevent accidents. Accidents are any unforeseen and undesirable occurrence arising out of and in the course of one's duty or presence at work. It may result in physical injury, damage to property or loss of life.

Accidents can be avoided if instructions, safety measures and regulations are followed. A few tips are offered for good safe-keeping.

- Each staff is accountable for items entrusted to his/her care. Members of staff must therefore switch off all electrical appliances: lights, computer with all other accessories and air-conditioning units when leaving their offices for the day. This does not only save costs but also reduces the risk of a fire outbreak and or damage to such appliances
- Employees are not allowed to download any software directly from the internet to their computers except with prior permission from the MD or delegated authority. Anyone caught in this act would be made to face disciplinary action from management.
- Fire extinguishers are installed at strategic locations within the Organisation's premises and should be maintained regularly by the Administrative Department.
- Fire drills shall be carried out at least once bi-annually and shall be organised by the Administrative Department.

#### **4.6 Unauthorised Acts/Activities**

Unauthorised Acts/Activities which are strictly prohibited within MCL premises are:

- Gambling
- Betting
- Fighting
- Sales of goods by employee or visitor
- Random spitting; placing of chewed bubble gum under the furniture; trailing hands on the wall, urinating anywhere on the grounds etc.

## CHAPTER FIVE

### AUTHOURISED ABSENCE

#### 5.1 Annual Leave and Entitlement

Paid annual leave shall be granted to employees at any time convenient to MCL for each year of continuous service. An employee shall be entitled to annual leave when he/she has completed 12 months service.

Annual leave is calculated on the basis of calendar days. Any public holiday falling within the annual leave is not counted as part of the leave, and will therefore not be added to the earned leave.

Employees are to complete the appropriate form and ensure it has been approved by their immediate supervisors and HR Department before proceeding on vacation.

Annual Leave Entitlements are as indicated below:

Category	Working Days
Non Management staff	15
Management Team	20
Executive Management	25

#### 5.2 Recall from Annual Leave

Recall from annual leave should not arise under normal circumstances. However, where an employee must be recalled from leave subject to the overriding requirements of the Organisation's business, he/she shall be eligible to take the balance of his leave before the end of the year in view.

##### 5.2.1 Annual Leave and Termination

A permanent employee whose services are terminated shall forfeit any leave due.

#### 5.3 Maternity Leave and Entitlement

- All permanent female employees of MCL are entitled to maternity leave which is substituted for their annual leave for that year when it occurs. Therefore, an employee that has been on maternity leave within a given year is not eligible for annual leave within that year.



In all cases, such employee must carry out the following:

- Produce a medical certificate signed by a qualified registered medical practitioner stating her date of confinement.
- Apply for maternity leave within one week of the date of obtaining certificate.
- Notification of birth must be supported with a birth certificate, a copy which is to be submitted to the HR unit.

Any nursing mother will be allowed to resume and close an hour before closing time to attend to her child.

#### **5.4 Compassionate or Ex-Gratia Leave**

Compassionate leave shall be granted for the following reasons: Death of spouse, child, father or mother. The duration of the leave depends on circumstances and the distance an employee is required to travel for the funeral. It shall not exceed five (5) working days.

In the case of very serious illness of spouse, child, father or mother, compassionate leave may be granted on application to the HR Department. Such leave shall, however, not exceed Five (5) working days within one calendar year.

#### **5.5 Casual Leave**

Maximum allowable working days in one calendar year is Three (3) days and this is at the discretion of management. It may be granted for any of the following reasons:

- Only when annual leave has been completely exhausted
- Emergency/ Personal problems
- When staff has not spent up to a year in employment

For an unconfirmed staff, it will be granted without pay.

#### **5.6 Absence from Work Due To Illness**

An employee absent from work due to illness shall notify his departmental coordinator or Executive Office of such illness immediately; shall provide a report from a qualified doctor from any of the hospitals on the HMO scheme.

In case of a certificate being obtained from a medical practitioner not recognised by the Organisation, the employee may be required to present himself to be examined by the Organisation's nominated doctor.

## 5.7 Prolonged Sick Leave and Benefits

In the event of prolonged sick leave, a sick leave with full pay will be granted for two (2) months with medical certification and doctor's report monthly. After three (3) months, his appointment may be suspended indefinitely or terminated. However, if the doctor's monthly report is unfavourable at any point in time, the employee's appointment will be reviewed.

The above will also apply to unconfirmed members of staff, in the case of an accident while on official duty.

MANIFOLD COMPUTERS LIMITED

## **CHAPTER SIX**

### **ALLOWANCES**

#### **6.1 Leave Allowance**

Every confirmed staff that has spent one year in the Organisation's service shall be paid a yearly leave allowance which is 10% of the annual basic salary.

#### **6.2. Out-Of-Station Allowance**

This is paid in lieu of hotel accommodation to staff requested to cover an assignment outside his station.

## **CHAPTER SEVEN**

### **SALARY AND BENEFITS ADMINISTRATION**

MCL shall pursue sound system of salary administration at all times to enable it compete successfully within the industry.

#### **7.1 Deductions**

On a monthly basis and where necessary the following deductions will be made from staff salary:

P.A.Y.E.	- Statutory
Pension	- Statutory

#### **7.2 Salary**

Individual salary shall be within the salary band for the respective position. The salary shall take cognisance of responsibilities, knowledge, abilities, performance, experience and seniority.

#### **7.3 Remuneration Confidentiality**

Employees' salaries shall be treated as confidential information known only to the individual, the human resource and accounts. No information on salary matters shall be divulged without the Executive Office's approval.

#### **7.4 The Payment Of Salaries**

Employees' salaries are payable monthly in arrears on a calendar-month basis. Such payments shall be communicated to all employees through their pay slips by the accounts unit. Employees' salaries accounts shall be credited on the last working day of every month.

Where an employee works for less than a full month, salary shall be prorated; that is, calculated on the number of days worked.

## **7.5 Salary increments**

General review of salaries (across board) shall/may be done once in a year to cushion the effect of inflation on staff. The percentage increment shall be determined at the end of the year based on prevailing economic indicators. Staff salaries may also be increased to maintain competitiveness within the industry and/or based on employees' collective performance during the year. The above is subject to the organisations financial performance in the year ending.

## **7.6 End of Year Bonus**

Depending on the overall performance of MCL in any given year, end-of-year bonuses shall be paid to staff, the quantum of which shall be determined by management from year to year.

## **7.7 Service Awards**

As a way of encouraging long-term commitment and dedication to the organisation, employees that have put in

- Continuous three (3) years' service would receive a bonus equivalent to his/her one-month basic salary.
- Those that have put in five (5) years will be entitled to two months' basic salary,
- Those that put in 10 years shall be entitled to three months' basic salary.

This bonus is payable only in the month of December of the qualifying year and is payable to all employees and is not taxable.

The above is subject to the organisations financial performance in the year ending.

## **7.8 The Staff Medical Scheme**

Due to the nature of our business and regulatory demands, we shall subscribe to the NHIS scheme by registering with our preferred HMO to cater for staff medical needs. This shall be done by entering into an agreement with a health maintenance organisation that will provide employees with a list of approved hospitals nationwide. The bills for such shall be settled by the health maintenance organisation, in no circumstance shall MCL settle medical bills directly, either from employees or hospitals. MCL shall however pay premiums to the health maintenance organisation on behalf of its employees.

The provisions of the medical scheme shall be reviewed from time to time to take advantage of developments in the economy that will enable more cost-effective provision of medical benefits.

## **7.9 The Pension Scheme**

MCL shall abide with the new pension reforms; at the end of every month MCL shall remit 18% of the total sum of an employee's housing, transport and basic allowances to his/her Pension Fund of which 8% shall be contributed by the employee while the balance of 10% shall be funded by the employer. Under the new Pension Reforms act 2004, no employee would be able to access his/her pension fund (savings) except he/she attains retirement or at the age of 50; whichever comes first.

#### **7.10 New Baby Gift**

The company shall present a "new baby gift" to all its employees, both male and female, on the birth of their new - born babies. This shall however be limited to only the first four childbirths while still in the service of the firm. The gift which shall be determined by management, will be presented to the employee along with a duly - signed greeting card.

#### **7.11 Wedding Gift**

For any employee that is getting married (this must be backed by an invitation card), MCL shall be represented at the event with a befitting wedding gift, which shall be determined by management and a card duly signed by employees. This would be presented at the venue of the event.

## CHAPTER EIGHT

### PERFORMANCE MANAGEMENT

At MCL all staff members will participate in a review of their performance at the end of the Probation Period (6 months) and then annually. If expectations are not met during the probation period, the employment may be terminated.

Probation review periods may be extended at the discretion of the supervisor in consultation with the Human Resources Department.

Performance reviews shall be maintained in the employee's personnel file located in the Office of Human Resources.

### PROCEDURE

#### 8.1 Reporting Periods

Performance reviews are completed every 6months. In addition to the annual review, supervisors and employees are encouraged to meet as often as possible for a feedback session during the performance period in view to discuss overall work performance and revisit established goals making adjustments as necessary.

#### 8.2 Performance Review Forms

Supervisors and employees are to utilise the performance management review forms. This is obtainable from the Human Resources Office

#### 8.3 Process

The employee performance review process is structured to facilitate dialogue between the supervisor and the employee. The recommended practice is for the supervisor and employee to meet to review and discuss the employee's performance, finalise the review /performance evaluation and set goals for next year.

Employee performance review shall be based on an agreed set of measurable deliverables/goals and also on the employee's skills, knowledge and attitude displayed on the job. These targets or goals (that is, expectations) shall be set at the beginning of an appraisal period.

To ensure transparency of the exercise, we shall adopt the open appraisal system of evaluation. All evaluations carried out by respective supervisors must be discussed with the MD to get his/her input, and that of the appraisee and must be signed off by all the parties (Appraisee, Supervisor and MD). The head of Admin and HR shall not accept evaluation forms not duly signed by these three parties as input to promotion /merit increase considerations.

The evaluation forms are confidential documents and shall be treated at such.

Members of staff are therefore advised to give due importance to the evaluation process. Consequently, the attitude of supervisors to assigned evaluations (in terms of timeliness, approach

and level of detail given to the exercise) shall serve as an input to the supervisors' overall performance assessments.

The minimum acceptable performance level is 55% (Fifty five percent); this may however be reviewed from time to time.

Employees who consistently perform below this level for two consecutive evaluation periods shall be asked to withdraw their services, if all efforts to improve their performance fail.

#### **8.4 Promotion**

Staff promotion shall be based on:

- outstanding performance (*technical and soft skills*)
- availability of vacancies in the next level
- business needs
- the recommendations of each employee's supervisor

The year-end individual evaluation reports would serve as inputs to such recommendations. Outstanding employees may however be promoted "on the spot", that is without recourse to evaluation periods. Management's decision on staff promotion matter is final.

The detailed performance grades and tracks are as follows:

We have three performance grades: "A"; "B" and "C" and three performance tracks viz.:

- "Outstanding track – consistent "A/A" performance for two consecutive evaluations
- "Very good" – "A/B"; "A/C"; "B/B" performance for two consecutive evaluations
- "Good" track - "B/C"; "C/C" performance for two consecutive evaluations

The grades are defined as follows:

- |                    |   |                   |
|--------------------|---|-------------------|
| • Outstanding or A | - | 85 – 100%         |
| • Very good or B   | - | 70 – 84%          |
| • Good or C        | - | 55 – 69%          |
| • Below 55%        | - | Below expectation |

To qualify for promotion staff should have an A or B performance on the average.

## CHAPTER NINE

### PROGRESSIVE DISCIPLINARY POLICY

#### The Objective

We intend to establish an environment of trust and responsibility, where members of staff are responsible and conduct themselves in a professional manner. However, where a member of staff acts contrary to the acceptable standards, then he/ she would be made to face some disciplinary actions.

Heads of departments are responsible for ensuring that rules and regulations are properly observed, and that disciplinary action is taken in accordance with the Organisation's policies.

All cases of warning must be formally documented, and a copy sent to the Human Resources Unit. In a situation where an employee is given a query, he will have an opportunity to defend himself in writing.

All written warnings shall originate from the HR department after thorough discussion with the supervising officer

The following are the disciplinary measures, which may be taken against an erring staff:

- Verbal reprimand
- Formal written reprimand
- Suspension
- Dismissal

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting for both the employee and MCL

#### 9.1 Verbal Warning

An employee, who has committed a misconduct of a minor nature or a first - time offender, would be given a verbal reprimand. The supervisor shall discuss the misconduct and suggest ways of improving with the employee. The discussion should be documented and filed by the supervisor.

#### 9.2 Formal Written Warning

An employee's immediate supervisor may issue a written reprimand through the Human Resources department where no appreciable improvement is observed in the conduct of the staff or where a member of staff commits a grievous misconduct at the first instance. The employee may or may not respond formally to the written reprimand. Where the supervising officer specifically requires a written response, the staff shall provide such within 48 hours maximum.

The supervisor at discretion may escalate the issue to head of Human Resources for further investigation, who will then recommend appropriate sanction to be taken to the Managing Director where necessary. In all cases the rule of fair hearing shall apply.



### 9.3 Suspension

Where an employee is suspected of serious misconduct, he/she may be suspended without pay from that day until investigations have been made.

If on conclusion of investigations, the employee is found guilty of the serious misconduct, he or she may be summarily dismissed.

On the other hand, if he / she is found innocent of the misconduct, the compensation withheld for the period while on suspension shall be paid in full and the employee fully reinstated.

### 9.4 Course of Action Guideline Chart

The chart does not cover all possible misconduct but does try to give guidelines to the type of misconduct and possible course of action to be taken. The list of recommended sanctions is intended to serve as guidelines in the interest of consistency and fairness. Deviation from the norms established by the guidelines may be justified in proper circumstances. Special circumstances surrounding any particular case may therefore justify the imposition of a lesser or more serious sanction.

FWW -	First Written Warning	D -	Dismissal
SWW -	Second Written Warning	I/D-	Instant dismissal
FINAL -	Final Written Warning	F/S-	Final with Suspension

OFFENCE	1 <sup>st</sup> offence	2 <sup>nd</sup> offence	3 <sup>rd</sup> offence	4 <sup>th</sup> offence
1. Poor timekeeping: Extended breaks, late arrival, and early departure.	FWW	SWW	FINAL	D
2. Creating or contributing to poor house-keeping conditions e.g. disregard for general cleanliness of your working area, conference room, kitchen and toilets.	FWW	SWW	FINAL	D
3. Leaving the workplace without authorisation.	FWW	SWW	F/S	D
4. Sleeping on duty.	FWW	SWW	FINAL	D
5. Disregard departmental rules e.g.; not taking the right steps in reporting a grievance; hygiene and cleanliness;	FWW	SWW	FINAL	D
6. Interference with or being disruptive of other employees' work	FWW	SWW	F/S	D
7. Abusive rude behaviour towards other staff and management.	FWW	F/S	D	
8. Misuse of official telephone.	FWW	SWW	FINAL	D

9. Dereliction of duty – disregard of specifications.	FWW	SWW	FINAL	D
10. Insubordination.	F/S	D		
11. Failure to obey health and safety rules.	FINAL	D		
12. Bringing MCL into disrepute e.g. the treatment of clients and third parties	FINAL	D		
13. Unauthorised use or misuse of MCL’s property	FINAL	D		
14. Misuse of MCL’s vehicles e.g. traffic offences, accidents, speeding, giving lifts to unauthorised persons.	FINAL	D		
<b>OFFENCE</b>	<b>1st offence</b>	<b>2<sup>nd</sup> offence</b>	<b>3<sup>rd</sup> offence</b>	<b>4th offence</b>
15. Indecent public behaviour whilst in uniform of MCL, or whilst driving MCL vehicle.	FINAL	D		
16. Absence without permission	FINAL	D		
17. Hard Drugs – use of/or possession of and smoking in office premises (except in designated areas) or in MCL vehicles.	I/D			
18. Theft of Firm’s property / Private property.	I/D			
19. Falsification of documents, e.g. sick certificates.	I/D			
20. Divulging of confidential information to third parties e.g. giving out results without the necessary authority.	I/D			
21. Sabotage / deliberate abuse of MCL’s property.	I/D			
24. Assault – threatened, attempted or actual.	I/D			
25. Refusal to work / Illegal strike.	I/D			
26. Unauthorised use of MCL’s vehicles.	I/D			
27. Incitement/intimidation – political or otherwise.	I/D			
28. Absence without permission for 5 consecutive working days.	I/D			

- The period for which the warning will remain valid shall be recorded on the warning form/letter.
- The time span for a verbal warning is three months

- The time span of formal written warning is six months. (The time span of a final written warning could be extended should this be justified, but not longer than 12 months.)
- Where two subsequent warnings are issued within the validity of the initial warning such an employee faces an Instant dismissal.

## 9.5 Forfeiture of Entitlements through Dismissal

Where the act of misconduct amounts to a crime, MCL shall refer the matter for investigation to the Police and prosecution by the State, as the case may be. Reference of the matter to the Police shall however be without prejudice to the disciplinary measure stated herein. The discharge or acquittal of the affected member of staff after trial by a court of law shall not confer on him/her the right of re-absorption into the firm after dismissal.

A dismissed member of staff will forfeit all entitlements.

## 9.6 Grievance Process

MCL is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from MCL management.

MCL strives to ensure fair and honest treatment of all employees. Managers and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticisms.

If employees disagree with established rules of conduct, policies or practices, they can express their concern through the problem solution procedure. No employee will be penalised, formally or informally for voicing a complaint with MCL in a reasonable, business-like manner or for using the Grievance procedure.

### Grievance Procedure Steps

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate head of department after incident occurs. If head of department is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to Human Resources Department or any other member of management.
2. The head of department responds to problem during discussion or after consulting appropriately with management, when necessary.
3. Employee presents problem to Human Resources Department if the problem is unresolved.
4. Human Resources Department counsels and advises employee assist in putting problem in writing and discusses with the employee's manager(s), if necessary.
5. If the problem is still unresolved, Employee presents problem to Managing Director in writing.

6. The Managing Director reviews and considers problem. The MD will inform employee of decision and forwards copy of written response to the Human Resources Department for employee's file. The MD has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment and helps to ensure everyone's job security.

MANIFOLD COMPUTERS LIMITED

## CHAPTER TEN

### SEPARATION GUIDELINES AND CONDITIONS

Separation can be caused by:

- Resignation
- Termination
- Redundancy
- Summary Dismissal
- Retirement
- Natural Separation – Death

#### 10.1 Resignation of Appointment of Confirmed/Unconfirmed Staff

Employees who are confirmed/unconfirmed members of staff who wish to resign from the Organisation must give notice in writing as stated in the letter of offer of employment.

Proper handing over is required of employee resigning their appointment otherwise such will be reflected in reference from the Organisation if required later.

Resignation letter must be channelled through the Head of Department to the HR Unit.

#### 10.2 Termination

Employees whose services are terminated will be entitled to:

- Accrued salary to date of termination
- Salary in lieu
- Annual Leave days earned

The Organisation shall deduct the employee's indebtedness from any salary entitlement due on termination.

#### 10.3 Redundancy

Redundancy occurs when an employee's job is restructured or eliminated due to organisational or technological changes or contraction of available work through causes beyond the control of the Organisation. If employee cannot be placed in another position based on training, experience or qualifications, health, efficiency, diligence and loyalty, he is declared redundant.

The Company shall pay an amount to be determined by Management after due consideration of the prevailing conditions.

#### **10.4 Dismissal**

The Organisation may summarily dismiss any employee (whether on probation or confirmed) if found guilty of any major offence whose gravity is commensurate with such disciplinary action as earlier indicated in this book.

An employee who is summarily dismissed shall be paid any salary in lieu and shall forfeit any other benefits that they may have been entitled to:

Dismissal cases for which persons may be prosecuted are:

- Forgery and theft
- Fraud and other criminal offences

#### **10.5 Retirement**

Employees may choose to retire voluntarily or on the company's decision at 60.

MANIFOLD COMPUTERS LIMITED

## CHAPTER ELEVEN

### Staff Records

#### 11.1 Employees Records

All information pertaining to an employee's status and progress from the date of employment shall be incorporated in the employee's personal file. HR policies and practices must be based on a sound and comprehensive knowledge of each individual employee. It is therefore essential that adequate staff records be maintained and kept in strict confidentiality by the HR Unit.

#### 11.2 Change of name or Address

If an employee changes his name or address, he should inform the Office of Human Resources unit in writing through the supervising officer. Where the change arises from marriage, the employee should also advise whether she wishes a change to be made in record name and address of next of kin. All name changes must be supported by marriage certificates or sworn Affidavit and Newspaper publication of change of name as required by the Government regulations.

#### 11.3 Request for Information for Present and Former Employees

No request of ex-employee should be done privately. Any request received for information about former or present employees should be referred to the Executive Office.

## CHAPTER TWELVE

### WORKPLACE ETHICS

#### 12.1 Personal Appearance

High standards of grooming and personal cleanliness contribute to the morale of all employees and affect the image MCL presents to clients and visitors.

During business hours or when representing MCL, you are expected to present a clean, neat and professional appearance. You are expected to dress and groom yourself according to the requirements of ***your position/ occupational group*** within the organisation. This is particularly true if your job involves dealing with clients or visitors.

Just as it is expected that our service delivery is provided with the same level of care and attention during official hours of work, our mode of dressing is required to portray such level of decorum at all times. Therefore, the following dress styles will be deemed out of place within the MCL culture

- Appearance and dressing that is offensive to customers or other employees.
- Traditional outfits during the week except on Fridays.
- Immodestly short skirts or dresses, low-riding pants
- Loud riot-colour make-up and jewellery that clangs, bangs or jangle are not allowed.
- Wearing of flip-flops within the premises of the organisation

***Supervising officers*** are responsible for ensuring compliance with the approved dress code of individuals under their authority

#### 12.2 Use of Phone

When answering a business call, the reputation and therefore success of MCL is reliant on all our staff acting in a courteous, professional and helpful manner at all times. Phones should always be answered with the appropriate greeting, confirmation of the person who is speaking and/or department, followed by 'How can I help you?'

E.g. "Good Morning, Manifold Computers, Accounts department, Dami speaking. How can I help you?"

At the end of the conversation confirm the information received from the caller and only hang up after the caller has done so.

#### 12.3 Smoking

Smoking is prohibited throughout the work place except in designated areas. This policy applies equally to all employees, customers and visitors.



#### **12.4 Use of Company Property**

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using the organisation's property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Please notify your head of department if any equipment, machine or tool appears to be damaged, defective or needs repair. Prompt reporting of damages, defects and the need for repairs could prevent further deterioration of equipment and possible injury to employees or others.

The improper, careless, negligent, destructive or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

#### **12.5 Business Travel Expenses**

MCL will reimburse employees for reasonable business travel expenses incurred while on assignments away from normal work location. All business travel must be approved in advance by the Managing Director / Human Resources Department.

Employees whose travel plans have been approved should make all travel arrangements through MCL Human Resources / Admin Department.

Expenses that generally will be reimbursed will include the following:

- Airfare or bus fare for travelling in economy or the lowest available fare.
- Fares for shuttle from airport where available, cost of public transportation for other ground travel.
- Taxi fares, only when there is no less expensive alternative.
- Cost of standard accommodation in low to mid-priced hotels, motels or similar lodgings.
- Cost of meals and Charges for telephone calls required for business purposes.

Employees are encouraged to use their mobile phones when travelling as hotel charges are excessive. When travel is completed, employees should submit their completed travel expenses report within 3 working days. Reports should be accompanied by receipts for all individual expenses.

Abuse of this business travel expenses policy, including falsifying expense reports, can be grounds for disciplinary action, up to and including termination of employment.

#### **12.6 Computer and Email Usage**

Computers, computer files, the email system and software furnished to employees are MCL's property intended for business use. Employees should not use a password, access a file, or retrieve any stored information without authorisation.

MCL strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, MCL prohibits the use of computers and the email system in ways that are disruptive, offensive to others or harmful to morale.

For example, the display or transmission of sexually explicit images, messages and cartoons is not allowed. Other such misuse includes, but is not limited to:

- Social Networks (Facebook, Twitter, YouTube, Yahoo Messenger, Flickr etc)
- Phishing Sites
- Free internet based software

Abuse of the internet access provided by MCL will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviours are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action;

- Sending or posting discriminatory, harassing or threatening messages or images
- Using the organisation's time and resources for personal gain
- Stealing, using or disclosing someone else's code or password without authorisation
- Copying, pirating or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets or proprietary information outside the organisation
- Engaging in unauthorised transaction that may incur a cost to the organisation or initiate unwanted internet services or transmissions
- Sending or posting messages or material that may damage the organisation's image or reputation
- Participating in the viewing or exchange of pornographic or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer of another organisation or person
- Using the internet for political causes or activities, religious activities or any sort of gambling
- Jeopardising the security of the organisation's electronic communications system
- Engaging in any other illegal activities

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### **12.7 Return of Property**

Employees are responsible for all MCL's property, materials or written information issued to them or in their possession or control. Employees must return all MCL's property immediately upon request or upon cessation of employment. MCL may withhold from the employee's salary the cost of any items that are not returned when required. MCL may also take all action deemed appropriate to recover or protect its property.

### **12.8 Business Ethics and Conduct**

The successful practice at MCL is built on the principle of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous adherence to the highest standard of conduct and personal integrity.

The continued success of MCL is dependent on our customer's trust, and we are dedicated to preserving that trust. Employees owe a duty to MCL, its customers, Directors and themselves to act in a way that will merit the continued trust and confidence of the public.

In general, the use of good judgment based on high ethical principles will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your head of department/HR and or Managing Directors for advice.

Compliance with this policy of business ethics and conduct is the responsibility of every MCL employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including dismissal.

## 12.9 Confidentiality / Non-Disclosure

The protection of confidential information is vital to the interest and the success of MCL. Such confidential information includes but is not limited to the following examples;

- Personnel information
- Clients information
- Client preferences
- Financial information
- Employee relations strategies
- Operational procedures
- Pending projects and proposals
- Research and development.
- Technological data

Employees who improperly use or disclose trade secrets or confidential information will be subjected to disciplinary action up to or including termination of appointment/dismissal and legal action, even if they do not actually benefit from the disclosed information.

## 12.10 Conflicts of Interest

- Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflict with the interest of MCL. Employees shall in all matters act loyally and faithfully and shall not without prior consent of the Managing Director, engage either directly as principal or agent in any business which may affect their ability to render unalloyed service to MCL. Please contact the Human Resource Department for information or questions about conflicts of interest.
- Business dealings with outside firms or individuals should not result in unusual gains for those firms or individuals. Unusual gains refers to bribes, product bonuses, special fringe benefits, unusual price breaks and other windfalls designed to ultimately benefit the employee.
- An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative.
- No “presumption of guilt” is created by the mere existence of a relationship with outside firms or vendors. However, if employees have any influence on transactions involving sales, purchasing, contract or leases, it is imperative that they disclose to Management as soon as possible the existence of any actual or potential conflicts of interest so that safeguards can be established to protect all parties.
- Personal gains may result not only where an employee or relative has a significant ownership in a firm with which MCL does business, but also when an employee or relative receives any kickback, bribe, substantial gift or special consideration as a result of any transaction or business dealing.

## 12.11 Workplace Etiquette

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behaviour to help everyone to be more conscientious and considerate of co-workers and the work environment. Please, contact the Human Resources Department if you have comments, concerns or suggestions regarding these workplace etiquette guidelines.

- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your head of department.

- Minimise unscheduled interruptions of other employees while they are working.
- Communicate by email or phone whenever possible, instead of walking unexpectedly into someone's office or workspace.
- Be conscious of how your voice travels and lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socialising to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- Keep the walkways free while carrying on conversations.
- Refrain from using inappropriate language (swearing and vulgar).
- Lower the volume when listening to music or any audio or speakerphone so that others are not disturbed.
- Clean up and do not leave behind waste or discarded papers.

#### **12.12 Relationships/Marriage**

Members of staff should not be involved in love relationships. However, if both engage in such and get married, one of the couple must exit the company for the other.

IF YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THE CONTENTS OF THE EMPLOYEE HANDBOOK, PLEASE DIRECT THEM TO THE HUMAN RESOURCES DEPARTMENT

WISHING YOU A LONG AND REWARDING CAREER AT MANIFOLD COMPUTERS LIMITED!

**STAFF ACKNOWLEDGEMENT FORM**

On resumption of employment with **MANIFOLD COMPUTERS LIMITED** and as part of the orientation activities, all staff must read and digest this reference book to familiarise themselves with the Company's policies and procedures.

They should fill out this acknowledgement form, which will be put in their personnel files for record purposes.

**STAFF NAME** \_\_\_\_\_

**DATE OF RESUMPTION** \_\_\_\_\_

**POSITION** \_\_\_\_\_

**SIGNATURE/DATE** \_\_\_\_\_

I, the above-named, hereby declare that I have read and understood the provisions of the **MANIFOLD COMPUTERS LIMITED** Employee Hand Book. I undertake to abide by the Company's rules and regulations as contained in this book and as may be amended from time to time.

I also acknowledge that the provisions therein form an integral part of my contract of employment with the company.

MANIFOLD COMPUTERS LIMITED