



EMPLOYEE HANDBOOK

ERL TELECOMS SERVICES LIMITED

A GUIDE FOR OUR EMPLOYEES



GREETINGS!

Dear Colleague,

Welcome to Equinox Resources Telecoms Services Limited (ERL)

You have just become part of a team of highly excited and motivated professionals whose expertise is in the delivery of IT Support and Solutions to our clients.

This Handbook contains our code of ethics and professional conduct. We strongly believe that if we all follow these values and adhere to the regulations set in ERL, we will continue to be efficient and a process driven organization.

The company reserves the right to alter, change, add and/or cancel all or part of the company's personnel policy, conditions of employment and regulations contained in this booklet, or otherwise enforce from time to time as circumstances may require.

Do not hesitate to contact the Human Resources Department for further question and clarification.

I hope that your experience here will be enjoyable, challenging and rewarding.
Again, welcome!



Adebayo Oluwadairo

CEO/MD

ERL TELECOMS SERVICES LIMITED



ACKNOWLEDGEMENT

I hereby acknowledge receipt of the ERL Telecoms Services Limited Employee Handbook.

I understand that it is my continuing responsibility to read and know its contents. I also understand and agree that the Employee Handbook is not an employment contract for any specific period of employment or for long-term employment.

Therefore, I acknowledge and understand that unless I have a written employment agreement with ERL Telecoms Services Limited that provides otherwise, I have the right to resign from my employment with ERL Telecoms Services Limited at any time with or without notice and with or without cause, and that ERL Telecoms Services Limited has the right to terminate my employment at any time with or without notice and with or without cause.

I have read, understood and agreed to all of the above.

I have also read and understood the ERL Telecoms Employee Handbook. I agree to return the Employee Handbook upon the termination of my employment.

Signature _____
Name _____
Date _____



INTRODUCTION

This Employee Handbook is a compilation of personnel policies, practices and procedures currently in effect at ERL Telecoms Services Limited.

The contents of this handbook and other Company benefits, policies and communications constitute part of the employee's conditions of service. This handbook is subject to change by management at any time without prior notice and at its discretion.

This Employee Handbook is not a contract of employment, and does not create a contract of employment.

All employees are required to thoroughly read this handbook and abide by its rules, practices and policies. This handbook supersedes past policies, procedures and management's interpretation of such.

Employment with ERL Telecoms Services Limited is at will and may be terminated at any time by the Employee or by the company for any or no reason at all with appropriate notice.

ERL Telecoms Services Limited encourages communication between employees and management. The employee may freely talk with his/her manager or supervisor about Company policies, working conditions, and job qualifications for new positions, equal opportunity, or any matters relating to Company operations.

Requests for official interpretations of this handbook should be directed to the Human Resources Department.

The Human Resources Department will issue memos or electronic mail notices covering areas in this handbook. These memos and other communications should be used as supplements to the handbook as indicated until a new one is published.

To use this handbook effectively, keep it in a convenient and easy-to-find location in the office or your computing device.



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1 **GENERAL EMPLOYMENT POLICIES AND PRACTICES**

ERL Telecoms Services Limited is an equal opportunity employer. It is our policy to afford equal opportunities to all individuals regardless of sex, marital status, nationality, religion, disability, ethnic or national origins, and to prohibit harassment based on any of these factors.

It is our company's policy to:

- Recruit, hire, train and promote persons in all job titles without regard to sex, marital status, nationality, religion, or ethnic origin.
- Base all employment decisions to further the principle of Equal Employment Opportunity
- Ensure that promotion decisions are in accord with principles of Equal Employment Opportunity.
- Ensure that all personnel actions such as compensation, benefits, transfers, layoffs, return from layoff, company sponsored training, education, and social and recreational programs will be administered without regard to sex, marital status, nationality, religion, disability, ethnic or national origins.
- ERL Telecoms Services Limited continued success depends on its ability to attract, develop, and retain a highly competent workforce and on the creative, effective and productive use of all its employees. We are convinced that talent exists across all population groups.
- ERL Telecoms Services Limited will conduct its business with due regard to the human dignity and innate worth of each individual.
- The successful achievement of a non-discriminatory employment program requires a highly cooperative effort. Management is obligated to lead the way in establishing and implementing affirmative procedures and practices. All employees are expected to adhere to this policy as a condition of their employment with ERL Telecoms Services Limited.



1.1 EMPLOYMENT RELATIONSHIP WITH THE COMPANY

All Employment at ERL Telecoms Services Limited is “at will,” meaning that employees may be terminated from employment with ERL Telecoms Services Limited with or without cause, and employees are free to leave the employment of ERL Telecoms Services Limited with or without cause.

This Employee Handbook is not a contract. It does not create any agreement, express or implied, guaranteeing you any specific terms or conditions of employment. Nothing contained in this Handbook should be construed as creating a contract guaranteeing employment for any specific duration, nor does the Handbook obligate you to continue your employment for a specific period of time. Unless you have entered into an employment agreement that supersedes this document, either you or the Company may terminate the employment relationship at any time. The Handbook does not guarantee any prescribed process for discipline and discharge.

No manager or other representative of the Company, other than the CEO, has the authority to enter into any agreement guaranteeing employment for any specific period. No such agreement shall be enforceable unless it is in writing and signed by the CEO and the employee.

1.1.1 RECRUITING AND HIRING POLICY

The Corporate policy on recruiting is to provide for the recruitment of the most suitable candidates for employment. Nothing in these procedures will overrule any labour law on employment or job positions. The Corporate policy on hiring is to maintain fairness, consistency, and continuity in the hiring of Company employees.

Candidates for employment will be accepted from any source including, but not limited to, classified advertisements, employee referrals, job centres, internet advertising, state and private employment agencies, and educational establishments.

Prior to an offer of employment, the Human Resources Department will conduct reference and background checks. This will include, but not be limited to, qualification verification, work history and personal references.

Employees are encouraged to recommend ERL Telecoms Services Limited to others. However, promises of employment are strictly prohibited. At no time will any unauthorized employee directly contact an individual, including any former employees, and promise a



position without the individual going through the screening and approval process. Referrals will go through the same pre-employment screening and processing as any other candidate.

All offers of employment will be contingent upon successful completion of a pre-employment academic and or aptitude test, a panel interview and a medical examination. It is the policy of ERL Telecoms Services Limited that all personnel shall have clearly spelt out Job Descriptions which shall be given to the employee. All offers for employment will be coordinated through the Human Resources department.

1.2 EMPLOYMENT OF RELATIVES POLICY

Due to the potential for perceived or actual conflicts, such as favoritism or personal conflicts from outside the work environment, which can be carried into the daily working relationship, ERL Telecoms Services Limited does not recruit family members of persons currently employed in the company.

DEFINITIONS

A “family member” is defined as one of the following: relationships by blood—parent, child, grandparent, grandchild, brother, sister, uncle, aunt, nephew, niece and first cousin; and relationships by marriage—husband, wife (as defined by state law), step-parent, step-child, brother-in-law, sister-in-law, father-in-law, mother-in-law, son-in-law, daughter-in-law, half-brother, half-sister, uncle, aunt, nephew, niece, spouse/partner of any of the above and co-habiting couples or significant others.

Employees who marry or become members of the same household may continue employment as long as there is not:

- a. a direct or indirect supervisor/subordinate relationship between the employees or
- b. an actual conflict of interest or the appearance of a conflict of interest.
- c. a direct line of authority in which employees can initiate or participate in decisions involving a direct benefit to the relative. Such decisions include hiring, retention, transfer, promotion, wages and leave requests.

Should one of the above situations occur, ERL Telecoms will attempt to find a suitable position within the company to which one of the affected employees may be reassigned. If accommodations of this nature are not feasible, the affected employees will be permitted to determine which of them will resign.



1.3 EMPLOYMENT SCREENING FOR SENSITIVE POSITIONS

ERL Telecoms Services Limited reserves the right to conduct security screening on individuals being considered for employment. The company may, where necessary, request for police clearance or report on any employee.

1.4 PRE-EMPLOYMENT MEDICAL TESTS

Pre-employment medical tests are a part of the selection process. These tests are used to assess the fitness of the employee relating to both physical and mental attributes. The primary purpose of the pre-employment tests is to prevent work-related hazards that may result in injuries or death.

Every prospective employee selected for appointment shall be required to pass a medical examination conducted by ERL Telecoms' Services Limited appointed Medical practitioner and be declared fit for employment. Furthermore, all employees shall undergo periodic medical examinations and or drug or alcohol abuse testing at ERL Telecoms Services Limited discretion.

1.5 ORIENTATION AND TRAINING

To help you become familiar with ERL Telecoms Services limited and our way of doing things, the Company will provide an orientation and training session within the first few days after you begin work. A large part of the content of the session will depend on the nature of your responsibilities, while other parts will be applicable to all employees. In addition, the Company may periodically offer additional training or educational programs. Some programs may be voluntary, while others will be required.



1.6 IDENTITY CARD

For the purpose of easy identification, all employees shall be provided with identity cards which would be worn while within the premises and on official assignments. Each employee is responsible for the safe keeping of this card.

Loss of ID cards should be reported to the Human Resources Department immediately for replacement and the cost of replacement shall be borne by the employee.

Furthermore, employees shall produce a police report and sworn affidavit from the court before a replacement is processed.

1.7 PROBATIONARY PERIOD

All appointments shall be subject to a probationary period spanning the first six months of employment, the receipt of two references, two guarantors, satisfactory behavior and performance of assigned duties as adjudged by the company. One of the employee's referees shall be a previous employer, if applicable.

- a. ERL Telecoms Services limited has the absolute prerogative to extend the probation period or otherwise determine the continuous service of an employee by way of deferment of confirmation, of his/her appointment, where the behavior and/or performance of such employee is not found to be satisfactory after the initial six-month probationary period.
- b. The confirmation affords the employee admission to benefits such as 13th month pay, medical benefits amongst other benefits.
- c. During the probationary period, either of the parties may terminate the contract of employment giving two (2) weeks' notice or two weeks' pay in-lieu of notice.



1.8 PERIOD OF EMPLOYMENT

Nothing within this handbook or in any statement made by any Company representative will or should be construed as a guarantee of continuing employment for any specific period of time. Employment with ERL Telecoms Services Limited may be terminated, with or without cause, provided that after confirmation of employment, the employer or employee shall give one-month notice or pay one month consolidated base salary in lieu of notice, or other notice period as specified in the letter of employment.

In situations whereby the employee has contravened the company's policies, employment may be terminated without notice or without pay depending on the gravity at the sole discretion of the company.



2 ATTENDANCE AND PUNCTUALITY

A. Hours Of Work

The work week for ERL Telecoms Services Limited is generally Monday through Friday (excluding public holidays published in gazettes), with normal operating hours from 8am to 4pm.

Working hours for shift-based staff shall be twelve (12) hours a day including weekends and public holidays for a maximum of five (5) days in a week. Total working hours in a month will be one hundred and seventy-six (176) hours unless agreed otherwise with an employee's immediate supervisor.

B. Overtime

ERL Telecoms Services Limited may from time to time require you to work overtime without extra pay if required by the work load or circumstances.

C. ATTENDANCE POLICY

Attendance is a key factor in job performance. Punctuality and regular attendance are expected of all employees.

Absenteeism generally refers to a circumstance in which an employee is habitually absent or not present at work during a normally scheduled work hours. An employee's absences may be either scheduled or unscheduled.

- **Scheduled:** Absences typically scheduled in advance include vacation, medical appointments and other events which cannot be scheduled outside of regular work hours.
- **Unscheduled:** Absences typically occur as a result of illness, family emergencies, transportation emergencies, family member illness and/or death, and household emergencies such as flooding.

Excessive absenteeism is defined as three (3) or more unexcused absences in any ninety (90) day period.



Excused And Unexcused Absences

- **Excused:** An excused absence is one which is scheduled and approved by the employee's manager in advance of the absence for such events as vacation, medical appointments and events or activities which are scheduled outside of regular work hours. Unscheduled absences for illness, family member illness or death, and similar unanticipated circumstances may also be treated as "excused" when an employee's manager has given approval. Typically there may be no disciplinary consequence for an excused absence, unless the employee is habitually absent.
- **Unexcused:** An unexcused absence is one that is not approved by an employee's manager or embraced in the employer's policies and procedures. This is grounds for disciplinary action.

If an employee is required to be absent from work, he/she must notify his/her supervisor and the Human Resources Department at least two days in advance and no later than one hour before the start of the scheduled work day. In the event of an emergency, notification must be sent as soon as possible. This will enable the Company make proper arrangement for replacement of the employee during the period of absence.

When reporting an absence, an employee shall indicate the nature of the cause and the expected return-to-work date. ERL Telecoms Services Limited may require appropriate documentation to justify any absence from work e.g. Doctors Report in case of sudden illness.

Except as provided in other policies, an employee who is absent from work for three consecutive days without notification to his/her supervisor and the Human Resources Department will be considered to have voluntarily terminated his/her employment.

Queries shall be issued to any employee that reports late to work (more than three times in a month) and persistent late coming shall attract severe disciplinary actions.

Where an employee demonstrates the traits of an habitual late comer, the same disciplinary measures for absenteeism shall apply.



2.1 PERSONAL APPERANCE AND DRESS CODE

All Company personnel are expected to conform to the following standards of personal appearance:

A smart and professional appearance is vital at all times. All employees must be well groomed and dressed appropriately for our business and for their position in particular. Employees must maintain exemplary appearance and professional conduct at all times when representing ERL Telecoms Services Limited (during and after office hours).

Our dress code is business-casual. Please keep in mind that ERL Telecoms Services Limited operates a professional business office. Generally, clean, neat clothing is acceptable. However, torn jeans or other torn clothing and tee shirts with inappropriate verbiage or pictures are not appropriate casual attire. As always, please apply common sense in your choice of business attire.

The following items are considered inappropriate working attire:

- Slippers of any sort
- Spaghetti-strapped shirts and blouses
- Sleeveless shirts (Men)
- Tank tops or revealing shirts
- Mini skirts
- Sheer clothing
- T-shirts with inappropriate or offensive gestures or advertising

It is the intent of this policy to comply with applicable state, local and federal laws prohibiting discrimination on the basis of color, race, religion, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information and any other status protected under such laws.



2.2

CODE OF ETHICS AND PROFESSIONAL CONDUCT

- **Inclusion-** ERL Telecoms Services Limited welcomes and supports people of all backgrounds and identities. This includes, but is not limited to members of any sexual orientation, gender identity and expression, race, ethnicity, culture, national origin, social and economic class, educational level, color, immigration status, sex, age, size, family status, political belief, religion, and mental and physical ability.
- **Consideration-** At ERL Telecoms Services Limited, we depend on each other to produce the best work we can as a company. Your decisions will affect clients and colleagues, and you should take those consequences into account when making decisions.
- **Respect-** As humans, we won't all agree all the time, but disagreement is no excuse for disrespectful behavior. ERL Telecoms Services Limited believes that an environment where people feel uncomfortable or threatened is not a productive or creative one.
- **Good choice of words** Employees must always conduct themselves professionally. Be kind to others. Do not insult or put down others. Harassment and exclusionary behavior aren't acceptable at ERL Telecoms Services Limited. This includes, but is not limited to: - Threats of violence. - Discriminatory jokes and language. - Sharing sexually explicit or violent material via electronic devices or other means. - Personal insults, especially those using racist or sexist terms. - Unwelcome sexual attention. - Advocating for, or encouraging, any of the above behavior.
- **Diversity-** We can find strength in diversity. Different people have different perspectives on issues, and that can be valuable for solving problems or generating new ideas. Being unable to understand why someone holds a viewpoint doesn't mean that they're wrong. At ERL Telecoms Services Limited, we focus on resolving issues and learning from our differences.



3 PERFORMANCE APPRAISALS

Members of staff are appraised at least twice a year or as may be appropriate. At each appraisal interview, each staff is expected to comment on the appropriateness of their job description and to suggest possible amendments. The appraisal is a combination of a written and a verbal evaluation. Appraisals provide insight and feed back to both the Company and the individual to ensure that each individual is realizing his or her potential.

It also provides an opportunity for career needs to be discussed, identifying areas that need to be improved upon in planning a career path suited for the employee. Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day - to - day basis

Appraisals are also motivational tools and allow each one to know how he or she stands and how he or she and the Company can do better.

3.1 EVALUATION PROCESS

Performance evaluation will be in three stages:

Stage 1

Performance Planning starts at the beginning of each year where the supervisor and employee hold a formal meeting to set realistic goals and determine what is expected from the employee at the end of the quarter. Employees must be provided with tools and supervisory support in some cases to function effectively. The set goals must be SMART (Specific, Measurable, Achievable, Realistic and Time Bound). The employees most important duties for the year will be stated and means to accomplish them will also be provided.

Stage 2

Progress Review is conducted after three months at this time, the supervisor gives the employee an advisory rating as to how well he or she is performing their duties so far the entire year.



Stage 3

Bi-annual Review is completed at the end of every six months when the supervisor gives the employee their final rating on the job for the past six months and an overall performance for the year. At that time, the supervisor and employee can also create an Employee Development Plan if the employee chooses to do so.

There are three participants involved in the evaluation process, these are:

- a. Supervisor - he/she directly oversees and rates the employee
- b. Employee – this is the person to be evaluated
- c. Reviewer – this is a higher level supervisor who reviews all ratings and makes final decisions.

3.2 INCREMENTS

Salaries are usually but not always reviewed annually and are subject to the following conditions:

- a. Increments other than inflation linked increments are performance based.
- b. No increment will be given after the employee has reached the maximum of his scale, until he is promoted to a higher grade.
- c. The Management reserves the right to withhold or defer increments on disciplinary grounds; or if an employee's work performance is not up to a satisfactory standard. An adverse appraisal recommending the withholding of an annual increment will be shown to and signed by the employee, who will have an opportunity to reply in writing to the criticisms made.
- d. An employee must have been confirmed and must have put in at least six months service before qualifying for any increment. Performance based bonuses are paid entirely at the discretion of ERL Telecoms Services Limited.

3.3 PROMOTION

Promotions may occur at any time during the year based upon ERL Telecoms Services Limited requirement to fill a particular position, whenever possible the company may promote from within.

Promotion shall be based on merit (performance), ability, availability of roles or opportunities & business requirements. Promotions shall not be based on tenure.



Salary increase following promotion shall be based on merit and the appropriate position of the employee within the salary scale.

3.4 DEMOTION

Business requirements and poor performance may dictate that an employee is placed in a lower job classification. When this happens, the employee shall be paid at the rate of the lower job classification.

3.5 TRAINING COURSES

It is the firm conviction of ERL Telecoms Services Limited that an integral part of a company's culture is commitment to training of employees.

- a. ERL Telecoms Services Limited will communicate the training systems and programs available.
- b. It is the employee's responsibility to comply with the training requirements for his/her job position.

ERL Telecoms Services has established regular training programs to enable employees acquire competencies necessary to perform their jobs and advance throughout their careers. Courses that are part of job training are compulsory and failure to complete them successfully or have a 70% pass may hinder promotion opportunities.

Training courses can be residential or non-residential as determined by the job requirement and/ or Management from time to time. In some cases where an employee is attending a course from outside his place of employment, ERL Telecoms Services Limited will provide accommodation, feeding and transportation.

3.6 COMPANY SPONSORED TRAINING

In the event that an employee withdraws from a company sponsored training or leaves the employment of ERL Telecoms Services Limited within one year from date of Completion of such training, ERL Telecoms Services Limited shall recover from the employee all costs incurred from such training.



3.5 OUT OF STATION ALLOWANCE

If a staff is sent on Company's business to any other location within or outside the country, that is to say, he carries out his work away from his normal place of employment; ERL Telecoms Services Limited will provide a suitable accommodation with an allowance of \$100(360) per diem.

The above rate will be updated from time to time.

3.6 OVERSEAS TRAINING ALLOWANCE

It is ERL Telecoms Services Limited policy to pay a daily out of pocket expenses in Naira using company's exchange rate per day for participation in Company required training courses, which are attended outside Nigeria.

Any employee sent out of the country on training is expected to serve ERL Telecoms Services Limited for a period of 12 months before separation. If the employee resigns, or the appointment terminated before this elapses, he/she shall reimburse the company the total cost of trip (which includes airfare, accommodation, feeding, training costs (etc).

3.7 DEDUCTIONS FROM BENEFITS - TRAINING COST REFUND

ERL Telecoms Services Limited reserves the right to make a deduction or deductions from the employee's terminal benefits (without limitation) in respect of matters such as failure to adhere to the employee Training Policy.

In situations where the company intends to make any such deduction, save in relation to a final salary payment, the employee will be notified in advance and invited to make any representations they may wish about the matter, including the frequency and amounts of the deductions.



3.8 PAYMENT OF SALARIES

Salaries shall be paid on a monthly basis and such payments shall be made not later than the last working day of the month. ERL Telecoms Services Limited reserves the absolute right to prorate salaries, taking into account any time not worked for whatever reason(s). Salaries shall be advised and treated as a total package.

ERL Telecoms Services will endeavor to make salaries as tax efficient as possible but the company also recognizes that paying tax is a civic responsibility that must be taken seriously. All payments shall be taxed according to the prevailing laws after all legitimate reliefs have been applied.

3.9 LEGAL DEDUCTIONS

All legal deductions such as Income Tax (PAYE), Pension Scheme, etc. will be deducted from source before payment in accordance with the Nigerian Labour Laws.

3.10 GRATUITY PAYMENT

A permanent employee may be eligible for gratuity of one-month salary for every completed year of service after a satisfactory and unblemished record of with ERL Telecoms Services Limited.



4 LEAVE ENTITLEMENT

A. Annual Leave

A confirmed employee after having served for one year is entitled to paid annual leave of **22** days, which excludes Saturdays, Sundays and Public holidays published in gazettes or provided for under the constitution of the Federal Republic of Nigeria as outlined below:

- a. The annual leave year runs from 1st January to 31st December of every year.
- b. Annual leave must be agreed in advance with the line manager and included in the approved departmental leave plan at the beginning of the year approved by the Human Resources Department and General Manager.
- c. Annual leave days can be accrued only to the 1st quarter of the next year.
- d. Failure to resume from leave as scheduled without approval by an employee's line manager and HR will be considered as unexcused absence.
- e. Leave allowance will be credited to the employee's account within 48hrs from date of commencement. Kindly note this is applicable to annual leave only.
- f. Employees are only entitled to leave proportionate to the part of the year they have worked. Leave allowance and 13th month pay will be prorated accordingly.
- g. In cases of emergency, Management reserves the right to recall an employee from leave. In such circumstance, the employee will be allowed to utilize the remaining part of their leave at a convenient time.

B. Sick Leave

Employees are entitled to a maximum of twelve (12) working days of paid sick leave. In all cases when sick leave is taken, a medical certificate justifying the absence from one of the Company's HMO hospitals or other company approved medical practitioner must be provided within 48hours.

It is the employee's responsibility to contact his/her supervisor within 24 hours of being absent from work or on medical leave. Employees unable to attend work on grounds of sudden illness must immediately send notice of the fact to the HR department or head of their department who will convey it to the HR department. Family members should be informed of the need to contact the company where the employee is too ill to do so. This is necessary to avoid disciplinary action or the absence being treated as unpaid leave.

If nothing is heard after two (2) days of absence, it would be deemed as desertion and a breach of contract and treated accordingly.



C. Compassionate Leave

ERL Telecoms Services Limited's policy is to grant Compassionate Leave to an employee for time off for the following special reasons:

- a. Serious illness or death of a member of the immediate family. Immediate family is defined as father, mother, spouse, child, or where the employee is the next of kin.
- b. Employee's wedding and wedding of children.
- c. Any other reason, at the discretion of management.

Except in cases of emergency, requests for such leave should be made at least two days in advance. This shall be subject to a maximum of 7 days in a calendar year with pay.

D. Maternity Leave (Confinement)

Female employees will be granted special leave on production of a medical certificate from a registered medical practitioner, stating that their confinement will probably take place within six weeks. This leave may be allowed up to a maximum of six weeks prior to birth, and the law requires that the mother takes at least six weeks' leave subsequent to birth. During the period of leave covered by these provisions, all 12 weeks shall be with full pay i.e. 100% of her normal salary.

Within these conditions, leave of absence for confinement will be considered as uninterrupted service. Return to work after confinement is subject to a certificate of fitness from a registered medical practitioner and reinstatement will be at the same grade and rate of pay, but ERL Telecoms Services limited cannot undertake to reinstate the individual into the same position. Female employees will still be entitled to take annual leave in a year in which they also take maternity leave.

An intern or unconfirmed or contract female staff going on maternity leave shall be treated as unpaid leave, such period will not be counted towards the staff's probation or internship period.

E. Casual Leave

A maximum of **7 days** may be granted in any one calendar year. This will be at the discretion of the management.

Employees can only apply for casual leave when their annual leave entitlement has been exhausted.



F. Examination Leave

Paid examination leave shall be granted to employees for relevant examinations pertaining to employee's duties to enhance their development. The leave shall be granted for not more than 10 days in a year. Other days requested shall be deducted from employee's Annual Leave.

4.1 NOTICE OF LEAVE

If the employee's need for a Personal/Compassionate Leave is foreseeable, the employee must give the required prior notice in writing. If this is not possible, the employee must give notice when practicable (within one or two business days of learning of the employee's need for leave) except in extraordinary circumstances. Failure to provide such notice may result in a delay of leave.

Where the need for leave is unforeseeable, the employee or someone acting for the employee shall give at a least verbal notice as soon as possible after the need for leave becomes known, followed by written notice as soon as possible.

4.2 DEPARTMENT NOTIFICATION

Managers and department heads must report all leave of absence to the Human Resources Department. This will ensure the timely processing of relevant documents before leave commences. The notification by department heads may be made in either memo or e-mail format, and should contain the employee's name, the last day worked, the reason for the leave, the anticipated date of return to work, and whether the leave is with or without pay.



5 EMPLOYEE RECORDS AND PARTICULARS

Employees, upon entering the services of ERL Telecoms Services Limited or during the continuance of their employment, may be required to give information regarding their persons or their families. Any change in personal data such as marital status, birth of children, residential addresses, names and addresses of next-of-kin etc. must be notified to the Human Resources Department as they occur.

Without prejudice to the foregoing, the company reserves the right not to entertain any change in status of an employee from the status declared at the time of engagement. Any misrepresentation of facts in giving such information or completing such forms, etc. shall be regarded as a serious misconduct and treated accordingly.

An employee's personnel file and information are considered confidential and can only be accessed by those so authorized. Employees are entitled to review their personal files with their supervisor. However, these files are the property of ERL Telecoms Services Limited and must remain within the confines of the Human Resources Department at all times.

ERL Telecoms Services Limited will not disclose any information contained in the employee's personal files to any person not employed by or affiliated by the company without the employee's written authorization, except where the information is:

- a. Limited to the verification of dates of employment and the employee's current job title
- b. In response to an apparent medical emergency
- c. Pursuant to a summons or judicial order, or in response to a government audit or the investigation or defense of personnel-related complaints against ERL Telecoms Services Limited
- d. Pursuant to a request by a law enforcement agency for the employee's home address and dates of attendance at work
- e. To comply with federal, state or local laws or regulations.

ERL Telecoms Services limited reserves the right to withhold from an employee access to any documents in their file which ERL Telecoms Services Limited may adjudge to invade, impair, compromise, or in any way affect the rights or legitimate expectations of others to privacy or confidentiality. ERL Telecoms Services Limited further reserves the right to withhold or edit comments, which it deems private, confidential, or privileged



5.1 CONFIDENTIALITY

All employees are subject to the rules of professional secrecy.

Employees incur the same obligation for all confidential information and documents relating to ERL Telecoms Services Limited, our operations or business, together with that of any other contracting company with ERL Telecoms services Limited. This applies to information gathered or gained during work carried out for such clients or contractors.

Employees shall hand over all documents or other carriers of information in their possession to ERL Telecoms Services Limited on separation/termination of their employment.

5.2 CONFLICT OF INTEREST

No employee shall undertake any activity that conflicts with the interests of ERL Telecoms Services Limited, including but not limited to the following:

- a. No employee may have a personal interest in any business arrangement with any person or company which does or may do business with ERL Telecoms Services Limited or which is in competition with ERL Telecoms Services Limited. Personal business affairs must be conducted in an above-board manner to eliminate any possible conflict with the interests of ERL Telecoms Services Limited.
- b. The employee's position must not be used for personal gain, either monetary, material or through services, beyond the direct compensation and employee benefits provided by ERL Telecoms Services Limited. Assets, information or authority should not be utilized by an employee to influence his/her own benefits or any third-party benefits not directly related to legitimate Company business.
- c. Each supervisory employee is in a position of trust. Loyalty to that trust requires avoiding any conflict of interest.

Each employee is expected to conduct his personal and business affairs within the overall spirit and scope of these policies and procedures. Any questions relative to a potential conflict of interest between ERL Telecoms Services Limited and an employee should be resolved through organizational channels prior to final disposition.

5.3 ADDITIONAL OUTSIDE EMPLOYMENT

Employees will not be permitted to undertake work outside ERL Telecoms Services Limited where it is considered that this is incompatible with the company's interests unless employees have obtained the prior written authorization of the Company.



The policies and procedures stated in this document shall be binding on all employees throughout the duration of their employment at ERL Telecoms Services Limited.

All members of staff must carry out the instructions of Management, supervisors and constituted authorities at all times and render the best possible service to customers.

The conduct of employees while on or off duty shall not be such as to tarnish the corporate image of ERL Telecoms Services Limited



6 DISCIPLINE

Disciplinary action is a measure used to correct unacceptable behavior or actions of employees. Discipline may take the form of oral warnings, written warnings, probation, suspension, demotion, discharge, removal or some other disciplinary action. Management reserves the right to maintain discipline in ERL Telecoms Services Limited. Departmental supervisors or managers must promptly and thoroughly investigate all cases of indiscipline with appropriate disciplinary action taken where necessary.

6.1 PROHIBITION

Employees are not allowed to do certain things while at work. Failure to comply shall lead to disciplinary measures being applied. The list below details the things prohibited:-

- a. Anything that is against the laws of the Federal Republic of Nigeria.
 - a. Stealing, cheating, physical and verbal assault etc shall be considered very serious offences.
- b. Substance abuse, consumption and being under the influence of alcohol and illegal drugs shall also be considered as serious offences.
- c. Reading non-company newspapers, magazines or books unrelated to work (except at free time) during working hours.
- d. Excessively receiving private visitors, spending time with them on matters that are not related to company business.
- e. Making and receiving telephone calls that are not related to company business (except during break time).
- f. Engaging in any private business.
- g. Impeding the work of other employees.
- h. Taking meals at their desks or anywhere other than the canteen.
- i. Putting up notices without the consent of ERL Telecoms Services Limited.
- j. Carrying out Trade Union activities during working hours without the consent of the Management.
- k. All unhygienic and unsafe practices that could endanger the health and safety of others.
- l. Not properly dressed, in accordance with dress codes.
- m. Taking away Company property from the premises without the requisite management approval.
- n. Abuse of any company owned asset/property.



6.2 DISCIPLINARY PROCEDURE

PURPOSE & SCOPE

The main purpose of a disciplinary procedure is to correct and guide rather than to punish. This procedure is designed to help and encourage all employees to achieve and maintain satisfactory standards of conduct, attendance and job performance. It aims to ensure consistent and fair treatment for all. The principles on which the procedure is based, like ERL Telecoms Services Limited rules, apply to all employees.

PRINCIPLES

- a. No disciplinary action will be taken against an employee until the case has been fully investigated and substantiated.
- b. At every stage in the procedure, the employee will be advised of the nature of the complaint against him or her and will be given the opportunity to state his or her case before any decision is made.
- c. Help or advice that may assist the employee to correct the circumstances that led to disciplinary action will be offered whenever possible. Where appropriate, training will be provided and the employee will be expected to take advantage of this opportunity.
- d. No employee will be dismissed for a first breach of Company regulations except in the case of gross misconduct when the penalty will be dismissal without contractual notice.
- e. At every stage of the procedure, a member of the HR department will be present.
- f. Every stage of the disciplinary procedure **MUST** be documented as these may be required for further action.

Initially, minor offences will be dealt with informally by the immediate Supervisor/Manager but where they are cumulative, or are of a more serious nature, a query should be issued and if the response to the query is found to be unsatisfactory, the following procedure will be used:

STAGE 1 – VERBAL WARNING

If conduct or performance does not meet acceptable standards, the employee will normally be given a formal **VERBAL WARNING** by the immediate Supervisor/Manager. The employee will be advised of the reason for the warning and of his or her right of Appeal, this is the first stage of the Disciplinary Procedure.

A written note of the Verbal Warning duly signed by the employee & the supervisor will be kept; unless the employee is informed otherwise, the Warning will expire after (12) months, subject to satisfactory conduct and performance.



STAGE 2 – WRITTEN WARNING

If the offence is a serious one, or if a further offence occurs, a WRITTEN WARNING will be given to the employee. This will give details of the complaint, the improvement required and, where appropriate, the timescale. It will warn that action under Stage 3 or 4 will be considered if there is no satisfactory improvement and will advise of the right of Appeal.

Unless the employee is informed otherwise, the Warning will expire for disciplinary purposes after (12) months, subject to employee's satisfactory conduct and performance. The warning letter should be issued to the employee within 2 weeks from the time the offence was committed. All warning letters must be copied to the Human Resources Manager.

STAGE 3 – FINAL WRITTEN WARNING

If the employee fails to improve his/her conduct or performance, or if the misconduct is sufficiently serious to warrant only one Written Warning/Final Written Warning but insufficiently serious to justify dismissal (in effect both a first and final warning), a FINAL WRITTEN WARNING will normally be given by a Manager at least one level up from Stages 1 & 2. This will give details of the complaint, will warn that dismissal will normally result if there is no satisfactory improvement and will advise of the right of Appeal. Unless the employee is informed otherwise the Warning will expire for disciplinary purposes after (12) months, subject to satisfactory conduct and performance.

STAGE 4 – DISMISSAL OR TERMINATION

If employee's conduct or performance is still unsatisfactory and the employee still fails to reach the prescribed standards, DISMISSAL will normally result. However, in some circumstances, alternative action may be appropriate, e.g. demotion, transfer or any other appropriate action at the sole discretion of ERL Telecoms Services Limited.

Only the person issuing the Final Written Warning or a more senior Manager can take the decision to dismiss or terminate. The employee will be informed of the date on which employment will terminate and the right of Appeal.

However, ERL Telecoms Services Limited at its sole discretion may go straight to a Final Written Warning or Dismissal if the nature of the offence/misconduct is sufficiently serious.



6.3 DEFINITIONS OF UNSATISFACTORY CONDUCT

6.3.1 MISCONDUCT

Any breach of the provisions of this handbook, ERL Telecoms Services Limited policies, terms and conditions of employment, or other acts of indiscipline or misbehavior as determined by ERL Telecoms Services Limited, failure to achieve and maintain satisfactory standards of conduct, attendance at work and job performance will be treated as misconduct and will be dealt with through the procedure detailed in the disciplinary Principles above.

6.3.2 GROSS MISCONDUCT

However, there are some offences that are so serious that they will be deemed GROSS MISCONDUCT and shall not be treated with levity by ERL Telecoms Services Limited. The following list, which is not exhaustive, identifies examples of offences which are normally regarded by the company as gross misconduct:-

- a. Theft
- b. Fraud
- c. Deliberate falsification of records
- d. Dishonesty
- e. Fighting or assault, or engaging in riotous, disorderly or immoral behavior during working hours, or on ERL Telecoms Services Limited premises or within its precincts
- f. Abuse or Assault of another person
- g. Indecent behavior
- h. Deliberate abuse of Company systems or property or that of employees whilst on a Company site
- i. Incapacity through alcohol or being under the influence of illegal drugs
- j. Serious negligence which causes unacceptable loss, damage or injury
- k. Dereliction of duty
- l. Deliberate and provocative refusal to carry out reasonable instructions from a superior or other authorized official of the company, or other behavior undermining a superior's authority.
- m. Deliberate and serious breach of Company rules
- n. Disclosure of confidential Company information potentially detrimental to the company and/or employees
- o. Serious breach of Company safety regulations



- p. Gambling, intoxication drug or substance abuse
- q. Conviction and imprisonment for a criminal offence
- r. Repeated absence from/irregular attendance at work or repeated late attendance without authorization or reasonable cause
- s. Violating laws such as those pertaining to sexual harassment, discrimination against protected classes, or environmental guidelines.
- t. Violation of Company policy statements concerning harassment of other employees within the workforce.

Thus, if an employee at any time neglects (except through ill-health not caused by his or her own misconduct) or does not perform his or her duties or comply with any order or in any manner misconducts himself or herself, ERL Telecoms Services Limited may summarily dismiss him or her.

The examples of Gross misconduct given above including dishonesty, negligence, disobedience etc. are not in any way exhaustive. Any conduct likely to endanger the company's property, well-being and operations or the safety of others may constitute an offence warranting dismissal as the penalty.

If an employee is suspected of an act of gross misconduct, the employee may be suspended from work without pay, while ERL Telecoms Services Limited investigates the alleged offence. If on completion of the investigation and the full Disciplinary Procedure, the appropriate Manager is satisfied that gross misconduct has occurred; the employee may be summarily dismissed with effect from the date the suspension commenced.

6.3.3 APPEALS

An employee who wishes to appeal against a disciplinary decision shall inform in writing the Manager who issued the warning and the next senior Supervisor/Manager and the Human Resource Manager within one week, stating the grounds on which the appeal is made. The appropriate managers will normally hear the Appeal within five working days.

Where the appeal is against a Verbal Warning, the result of this appeal will be final. Where the Appeal is against a First Written Warning, a Final Warning or Dismissal, there will be a right to further Appeal to a disciplinary panel consisting of at least one Director. The result of this Appeal will be final.



7 GRIEVANCE

In any work situation, there can be an occasion when the employee will have a complaint or problem he/she wishes to bring to the attention of the management. ERL Telecoms Services Limited believes that essential ingredients in maintaining a productive work atmosphere is open communications and prompt settlement of all legitimate employee complaints. In order to resolve a complaint, employees should please observe the following procedure:

Stage 1

The grievance should be presented to the employee's immediate supervisor or manager without fear of censure or reprisal. The employee's supervisor will discuss with the employee, give the matter serious consideration and attempt to reach a settlement that is fair to the employee, other employees, and the company.

Stage 2

In the event the complaint involves the employee's immediate supervisor or manager or the employee is not comfortable discussing the issue with his/her immediate supervisor or manager, the employee may elect to go to the employee's supervisor's manager. The employee's Supervisor's manager will discuss the situation with the employee and attempt to reach a settlement that is fair to all concerned. The response should be not later than 5 working days if all parties to the grievance are available.

Stage 3

If the employee is not satisfied with the resolution or settlement offered, he/she might further elect to present a written appeal to the Human Resources Manager. The appeal will be thoroughly reviewed with the manager / supervisor by the Human Resources Manager, who will forward a written reply to the employee.

Stage 4

Where a final resolution to the matter is not yet obtained, the employee is permitted to have the matter officially submitted in writing to the General Manager/Managing Director who will after due investigation resolve the matter.

The General Manager/Managing Director shall give the final decision on the grievance. Grievances shall not to be reported directly to the Managing Director or government agencies.



7.1 SUSPENSION

If an employee receives 3 warning letters within 6 months, he or she will be subject to disciplinary measure leading to demotion, suspension or termination at the sole discretion of Management. Suspension could be with or without pay and could be for a duration of two weeks or more.

Where an employee is considered to have committed any breach of Company rules and regulations which might make him or her liable to summary dismissal, the employee may be subjected to immediate suspension without pay to allow for investigation. If after investigation, he or she is reinstated, the payment of wages/salaries will be made in full for the period of suspension.

If he or she is summarily dismissed, he or she will only be entitled to wages up to and including the date and time the original suspension commenced.

7.2 DISMISSAL

The law provides that employees may be summarily dismissed for certain offences covered by the definitions in the disciplinary procedure outlined above.

Any employee summarily dismissed will only be entitled to pay up to the last day worked and shall forfeit all other benefits, entitlements and privileges.

7.3 TERMINATION /RESIGNATION OF APPOINTMENT

Termination of appointment may be effected after confirmation of appointment by either party giving one month's notice in writing to the other party or by the payment of one month's salary in-lieu of notice. Other senior positions may require three months' notice in writing or the payment of three months' salary in lieu of notice in accordance with the relevant letter of appointment.

Resignation without the necessary notice may be regarded as desertion and such employee shall forfeit his or her entitlements that may be due upon proper disengagement. Failure to show up for work for at least 5 working days without written approval from ERL Telecoms Services Limited may be deemed as the employee having unilaterally withdrawn his/her employment.

A summary dismissal will be exercised by the company in case of grave misconduct, refusal to comply with reasonable order or instructions, disclosure of confidential information or trade secrets, upon conviction of a criminal offence, conduct likely to bring



ERL Telecoms Services Limited name into disrepute; or inability to perform employee's duties satisfactorily.

ERL Telecoms Services Limited is not obliged to state reasons for termination.

8 ANTI-CORRUPTION AND BRIBERY POLICY

A. Introduction and Scope

Offences under various anti-bribery and corruption laws are punishable for individuals, by imprisonment and or an unlimited fine. Committing offences under anti-bribery and corruption laws also means that ERL Telecoms Services Limited would suffer severe damage to its reputation and be precluded from bidding or tendering for certain contracts or even be struck off. ERL Telecoms Services Limited therefore takes her legal responsibilities in this respect very seriously.

The policy extends to those with whom we work, i.e. suppliers, sub-contractors, J.V. partners & associates are similarly expected to observe and adopt appropriate policies that are consistent with this policy in order for us to deal with them.

B. Policy Statement

The policy is to conduct all of our business in an honest and ethical manner as well as in the spirit of law. We take zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business and dealings and relationships wherever we operate and implementing and enforcing effective systems to counter bribery and corruption.

We will uphold laws relevant to countering of bribery and corruption in all the jurisdictions in which we operate but, as a Nigerian registered company we are specifically bound by the laws of the Nigeria, including the Bribery Act 2010.

C. Policy Purpose

The purpose of this policy is to:

- Set out the Company's responsibilities in observing and upholding our position on bribery and corruption.
- Provide information and guidance to those working for us on how to recognise and deal with bribery and corruption issues.

A number of risks associated with our business have been identified as a result of an internal due diligence exercise. To address these risks, we have put in place a range of practical and accessible policies and procedures of which this is one, and will conduct ongoing training of employees to ensure their effective implementation across the



company and in all territories in which the company operates. These policies will be monitored and reviewed on a regular basis.

D. Who is Covered by the Policy?

This policy applies to all employees working at all levels, (in whatever country they are located and whether permanent employees, fixed-term or temporary), consultants, sub-agents, seconded staff and agency staff or any other person associated with us, wherever located (collectively referred to as employees in this policy).

E. What Is Bribery & Corruption?

A bribe is an inducement or reward offered, promised or provided in order to gain any commercial, contractual, regulatory or personal advantage. The acceptance of it results in corruption of both the individuals involved and the companies for whom they act.

F. Bribery of a Foreign Official

A specific offence under the Bribery Act 2010 relates to bribery of foreign officials. Whilst this policy prohibits the offering or receiving of any bribe in any event, for the avoidance of doubt, this policy specifically prohibits the bribing of any foreign official directly or through any third party by giving any financial or other advantage to a foreign official or to another person at a foreign official's request or with a foreign official's assent or acquiescence. For these purposes, a "foreign official" means anyone who holds a legislative, administrative or judicial position of any kind.

9 USE OF COMPANY ASSETS

ERL Telecoms Services Limited prohibits the use of corporate funds, property, or other assets for:

- a. Unlawful or improper payments, gifts, or loans, either directly or indirectly, to government officials, political parties, foreign or domestic governments, or any of ERL's clients, contractors, or suppliers.
- b. Payments, gifts, loans, or any other transfer that is or could be reasonably considered a bribe, kickback, or an illegal or unethical payment.
- c. Personal gain or any other purpose that is not intended to benefit ERL Telecoms Services limited. Specifically, the removal of any Company asset from Company premises is prohibited unless such removal is specifically authorized and is intended to benefit the Company.
- d. Any unlawful purpose.



- e. Issuance of unauthorized references; Employees are prohibited from using ERL Telecoms Services Limited's letterhead to issue personal or professional references to friends, family, previous employees of the group or any third party. ALL requests for official references should be directed to the HR department who will treat as appropriate.

10 ALCOHOL, DRUGS AND WEAPONS

The unauthorized possession or use of drugs, narcotics, alcohol and weapons are not permitted on any Company property. Prior approval is required to serve alcoholic beverages at all social gatherings within ERL Telecoms Services Limited premises.

Those who refuse to participate in, cooperate with, or abide by the rules of this policy or the terms of a rehabilitation program will be terminated from employment in accordance with the law. Employees undergoing rehabilitation or who have completed rehabilitation will be required to undergo periodic tests and abide by all other Company rules and regulations including expected levels of job performance.

This policy covers Company personnel, in company installations and facilities. It also covers employees of any client, contractor, or outside agency at any Company installation or facility.

ERL Telecoms Services Limited reserves the right to impulsively conduct tests in accordance with local law:

- a. When an employee is hired
- b. Where good cause or reasonable suspicion exists to believe that the employee's job performance is or could be adversely affected as a result of being or having been under the influence of drugs or alcohol
- c. Where the personnel is involved in an incident that caused or reasonably could have caused significant injury, damage to the environment or property, especially where action or inaction by the individual may have contributed to the incident.
- d. At random.

All applicants will be subjected to a drug-screening test as part of their pre-employment medical examination and if identified as a present substance abuser will be denied employment.



10.1 SUBSTANCE ABUSE

Substance abuse includes but is not limited to:

- a. Reporting to work or working while under the influence of or while impaired by alcohol or any other drug.
- b. Employee dependence on alcohol or other drugs where job performance or safety of employees is adversely affected.
- c. The use of illegal drugs. The term illegal drugs as used in this policy includes, but is not limited to marijuana, cocaine, heroin, and similar drugs which possession and use are prohibited under state or federal laws in Nigeria, as well as the prescription drugs unless validly prescribed by an employee's physician and endorsed by the Company doctor.

This policy covers other substances which may be abused, whether available legally, over-the-counter medication, or drugs for which an employee does not have a valid prescription)

10.2 SPECIAL CIRCUMSTANCES

The use and possession of firearms by security personnel or alcoholic beverages by employees may be allowed in special instances such as company functions only when approved in advance by management.

10.3 SAFETY

Safety is a joint venture at ERL Telecoms Services Limited. The Company strives to provide a clean, hazard-free, healthy, safe environment in which to work, and we make every effort to comply with all relevant federal, state and local laws of the Federal republic of Nigeria.

As an employee, you have a duty to comply with the safety rules of the Company, and you are expected to take an active part in maintaining this hazard-free environment. You must observe all posted safety rules, adhere to all safety instructions provided by your supervisor, and use safety equipment where required.

Your workspace should be kept neat, clean and orderly. You are required to report any accidents or injuries – including any breaches of safety – and to promptly report any



unsafe equipment, working condition, process or procedure to a supervisor. In addition, if you become ill or get injured while at work, you must notify your manager, and the Human Resources Department immediately.

Failure to abide by the Company's safety and accident rules may result in disciplinary action, up to and including termination.

10.4 FIRE PRECAUTIONS

Fire regulations are posted on the premises and it is the employees' duty to know, understand and comply with these. If an employee causes the fire alarm to be sounded falsely, he is liable to the appropriate disciplinary measure.

10.5 NOTICES

Official Company Notice Boards or electronic notices are utilized for the dissemination of information. No notices, signs, bills or letters may be posted on the Notice Board or company-wide bulk electronic message without first obtaining the Companies' permission.

10.6 MEETING ON COMPANY PREMISES

No unofficial meeting shall be held on the premises of the company or within its precincts unless with express permission.



11 POLICY ON SEXUAL HARASSMENT

ERL Telecoms Services Limited is strongly committed to equal opportunity in employment and to taking affirmative action to ensure that there will be no discrimination against any employee or applicant for employment because of sex, marital status, nationality, religion, disability, ethnic or national origins.

Sexual harassment is defined as unwelcome or unsolicited sexual advances, requests for sexual favours, or other verbal or physical conduct of a sexual nature where:

- a. Submission to such conduct is made explicitly or implicitly a term or condition of employment;
- b. Submission to, or rejection of, the conduct is used as the basis for an employment decision affecting the employee (for example: demotion, promotion, performance appraisal, transfer, compensation, etc.);
- c. Such conduct or speech has the purpose or effect of unreasonably interfering with an individual's work performance, or creating an intimidating, hostile, or offensive working environment (e.g., unwanted sexual jokes, vulgar language, sexual gestures, physical assaults, sexual advances, displaying sexually oriented materials, etc.)

The position of ERL Telecoms Services Limited is that sexual harassment of any employee or prospective employee will not be tolerated in any form. Any employee who believes that he or she has been subjected to sexual harassment should, if feasible, tell the harasser that the conduct is unwelcome and must stop. If this course of action is not feasible or if it is unsuccessful, then the employee should promptly report the incident to his/her line manager. If the line manager is the accused, then the employee should report to the line manager's supervisor.

Do not assume that ERL Telecoms Services Limited is aware of the problem. It is the responsibility of the employee to bring the complaint to management's attention. This will enable the company take positive steps to resolve the situation.

The employee will not be penalized in any way for reporting such conduct.

In order to ensure that the company is promptly informed of any sexual harassment, ensure you contact the Human Resources Manager.



11.1 WORKPLACE HARASSMENT

Harassment based on sex, marital status, nationality, religion, disability, ethnic or national origins will not be tolerated. Other forms of prohibited harassment include, but are not limited to, discriminatory intimidation, insult, and ridicule, offensive comments, jokes, innuendo, offensive objects, pictures, or other graphic material, where:

- a. The conduct has the purpose or effect of creating an intimidating, hostile, or offensive work environment;
- b. The conduct has the purpose or effect of unreasonably interfering with an individual's work performance; or
- c. The conduct otherwise adversely affects an individual's employment opportunities.

Any regular employee, temporary employee, independent contractor or other third-party performing work for ERL Telecoms Services Limited who is found to have violated the Harassment Policy shall be subject to appropriate disciplinary action up to and including dismissal.

Independent contractor will be immediately escorted from the premises and barred from working for the company.

Temporary employees and/or third-party employees will be immediately escorted from the premises, their actions reported to their employer and barred from returning to ERL Telecoms Services Limited and/or Subsidiaries and Affiliates.

If any employee believes that he/she has been the subject of discriminatory harassment, he/she should notify the HR Manager or any Company Director.

11.1.2 THE EMPLOYEE'S RESPONSIBILITIES

Any employee who feels that he or she had been subjected to harassment of any kind or form has the following responsibilities:

- a. Tell the person who is bothering the employee to stop.
- b. Make a record of the incident and any witnesses.
- c. Report the incident immediately to the employee's supervisor, the manager and the HR department.



11.2 WORK PLACE VIOLENCE POLICY

ERL Telecoms Services Limited is committed to preventing workplace violence and to maintaining a safe working environment. Considering the increasing violence in the society in general, ERL has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. It is a violation of established Company policy to participate in fighting, "horseplay," or other conduct that may be dangerous to others.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, marital status, nationality, religion, disability, ethnic or national origins, or any characteristic protected by federal, state, or local law.

ERL Telecoms Services Limited does not permit any employee, former employee, client, or any other person (excluding bona fide law enforcement personnel) to use or possess firearms, weapons and other dangerous or hazardous devices or substances on the company's premises or operations.

11.3 REPORTING CONDUCT

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to the employee's immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, the employee should be as specific and detailed as possible.

ERL Telecoms Services Limited will promptly and thoroughly investigate all threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including dismissal / termination.



12 PRIVACY ISSUES

12.1 PERSONAL PROPERTY SEARCH

ERL Telecoms Services Limited reserve the right, at all times, to approach a court of competent jurisdiction or the relevant law enforcement authority to seek for an order to enable an authorized officer or a law enforcement officer to conduct a reasonable search or inspection on Company property, personal effects, lockers, baggage, vehicles, and quarters of all employees and other personnel for the purpose of determining if any such persons are in possession of any illegal or unauthorized items and to take such/other precautionary measures as may be deemed necessary.

These legally authorized searches may also be sought in cases where the company receives reliable information indicating that reasonable cause exists to conduct a search. When appropriate, such items discovered through these legally authorized searches shall be taken into custody by the law enforcement authorities.

Any employee who refuses to submit to a search or who is found in possession of any such illegal or unauthorized items without an explanation satisfactory to ERL Telecoms Services Limited will be subject to disciplinary action up to and including instant dismissal. Unauthorized items include, but are not limited to, firearms of any type.

12.2 ELECTRONIC MAIL AND TELEPHONE VOICE MAIL

ERL Telecoms Services Limited electronic mail and telephone voice mail systems are not to be used for personal or non-business communications. Employees have no expectation of privacy for communications entered into the e-mail and telephone voice mail systems and the company reserves the right to monitor, intercept and review any message on Company systems.

12.3 ELECTRONIC RECORDING

Employees are prohibited from making any audio, video, or other electronic tape recording of any Company employee without the employee's and Company's express permission, and from making a recording of any person on Company premises without that person's and ERL Telecoms Services Limited permission. Violation of this policy is enough grounds for disciplinary action up to and including dismissal.



12.4 REMOVAL OF COMPANY PROPERTY

No Company property of any sort should be taken out of ERL Telecoms Services Limited premises without a written pass signed by the appropriate Management Staff. This pass must be surrendered at the gate.

12.5 REMOVAL OF DOCUMENTS

No employee shall, except with the express permission of the Management or other authorized officer remove any documents, papers, records, accounts or books relating to ERL Telecoms Services Limited's business, clients or associates.

12.6 PUBLISHING AND PUBLIC UTTERANCES/PRESS STATEMENTS

No employee shall publish information referring to any of the company's interest or affairs without the express permission of ERL Telecoms Services Limited. No employee shall voluntarily allow himself/herself to be interviewed or express any opinion for publication on matters affecting ERL Telecoms Services Limited.



13 USE OF COMPUTERS

13.1 SOFTWARE AND HARDWARE

It is ERL Telecoms Services Limited policy to have a license for every copy of software used. Software will be considered licensed when ERL Telecoms Services Limited is in possession of the original program disks, the original documentation and/or appropriate site license documentation from the vendor. Employees may not load any personal software onto Company computers or use any personal hardware in conjunction with Company computers without specific authorization from the IT department.

Personal use of Company computers and software is allowed, but should be limited to after work hours and approved by the individual's supervisor. Movie streaming, illegal and indecent downloads are prohibited. Company hardware and software may not be removed from Company property without the specific authorization.

It is ERL's policy that employees are expressly prohibited from illegal or improper copying of licensed software. Employees are not to make copies of any Company owned software for themselves, for other employees or for individuals outside the company.

13.2 E-MAIL AND INTERNET

ERL Telecoms Services Limited is obliged to ensure that its computer resources are used within established guidelines. Therefore, ERL Telecoms Services Limited reserves the right, to monitor or record Internet use (including electronic mail), inhibit unauthorized activity, and restrict access to certain Internet sites.

Employees are not authorized to delete official mails.

Users of the company provided Internet access should understand that E-mail is not a secure medium and therefore not private. Internet E-mail is capable of being intercepted, read, modified, deleted, forged, and/or resent. ERL Telecoms Services Limited reserves the right to monitor and/or back-up individual E-mails as possible evidence, should there be any reason to suspect prohibited or unauthorized activity or during exit of staff to ensure that there is no break in the service quality received by clients.

Users of company provided Internet accesses are strongly discouraged from sending access user ID's and passwords, credit card numbers, etc., via Internet E-mail.

Examples of Unauthorized use

- a.** Chain letters or other forms of mass mailings
- b.** Non Company commercial use



- c. Fraudulent messages
- d. Harassing or obscene messages
- e. Attempts to access ERL Telecoms Services Limited or other computer systems without authorization
- f. Damaging the integrity of a computer system or data and programs stored on it
- g. Disrupting the intended use of system or network resources
- h. Creating or attempting to create an unauthorized Internet connection or web page
- i. Using or copying proprietary software and/or information without permission
- j. Sending or retaining defamatory, inaccurate, abusive, obscene, profane, sexually oriented, threatening, offensive, harassing or illegal files, messages or images
- k. Transmitting viruses, worms or other invasive software
- l. Using the Internet resources for personal financial gain
- m. Using the Internet resources for political campaign purposes
- n. Use of the Internet to make degrading statements about ERL Telecoms Services Limited, management or supervision.

Violation of the company's standards for use of computers is enough grounds for disciplinary action, including dismissal.

13.3 PERSONAL PROPERTY

While ERL Telecoms Services Limited will take reasonable precaution to ensure the safety of employee's personal property brought to the company's premises, no responsibility or liability will be accepted by ERL Telecoms Services Limited in respect of loss or damage to employee's personal property.

13.4 TRESPASS

Access to areas marked restricted shall be to authorized personnel only. Contravention of access rights may result in disciplinary action.



13.5 INVALIDATING

In the event of an employee being unable to perform his duties due to serious medical reasons ERL Telecoms Services Limited will at its expense have the employee medically examined by a medical doctor or specialist of its choice.

If as a result of the examination it is evident that the employee will not be able to re-commence his duties properly, ERL Telecoms Services Limited may at its discretion discharge the employee on medical grounds. In addition to all final entitlements, two month's basic salary will be paid along with any other discretionary benefit.

13.6 DEATH-IN-SERVICE

ERL Telecoms Services Limited will pay to the employee's next of kin as appointed by him or as stated in the company's records or under Letters of Administration duly issued by the Court all monies due to a deceased employee who dies intestate, that is without a will.

13.7 Next of Kin

Each employee must give the name of his/her Next-of-kin at the time of joining ERL Telecoms Services Limited. This may be updated at any time by the employee completing the Employee Data form and submission of same to the Human Resources Department and receiving confirmation that the changes sought have been effected.

13.8 RETIREMENT

Retirement age from ERL Telecoms Services Limited for both female and male is 60 years. The employee concerned should give at least three (3) months' notice of retirement before the effective date. This may be extended at company's discretion. On retirement, the employee will receive his/her applicable monthly pay entitlements up to the last day on the job.



13.9 RE-ENGAGEMENT

Employees who are summarily dismissed will never be re-engaged in ERL Telecoms Services Limited.

13.10 CHANGE OF ADDRESS/NAME/EMERGENCY CONTACT

ERL Telecoms Services Limited shall maintain only one address for each personnel to which all personnel matters, benefits, payroll information, pay slips and notices are mailed. It is the responsibility of the employee to notify the Human Resources Department, in writing, of any change of name, mailing address or street address.

A Change of Address Form shall be made available by the Human Resources Department regarding the following changes:

- a. Personal mailing address.
- b. Payroll mailing address.

A Change of Address Form should be filled within 7 days of the change that has occurred.

The company shall not be held responsible for any loss of property/item if form is not completed and forwarded to HR within appropriate timeline.

14 AMMENDMENT TO THE STAFF HANDBOOK

While this Employee Handbook has attempted to spell out the duties, responsibilities, entitlements and working relationships between the employer and the employee, it is important to note that the handbook can not anticipate all circumstances and therefore might be subject to review from time to time.

ERL Telecoms Services Limited reserves the right to amend, add to, delete from any or all these rules. It must be understood that these rules are not intended to be all inclusive and in no way relieve any employee from conducting himself/herself properly regardless of whether a specific point is covered by these rules.



