



**1. Background**

As a professional and successful Information Technology company, The Company has earned respect locally and internationally as a result of commitment, quality of work and excellent client service. Our success has been hard-earned and our future depends on how we tackle the new challenges presented to us.

**2. Purpose**

The purpose of the Company Master Policy is to ensure that all The Company employees, whether permanent staff or contract staff, understand the basic company policies, i.e. the basic parameters needed for success. We encourage a spirit of synergy between employees and value the sharing of knowledge and communication. We treat all employees equally, and reward outstanding performance. In return, we expect loyalty, commitment and dedication.

This document is a general policy document and accompanies the letter of appointment for new employees. Further detailed policies and procedures can be found in the relevant policy documents.

**3. Policies**

- Confidentiality – No information will be revealed to any outside party by any employee with regard to The Company’s projects, particularly in respect of client information. The Company is privy to sensitive information that could harm its clients and the Companies if the information is divulged to a third party.
- Any employee who signs legal binding documents or any document on behalf of the Company without the proper authority will face disciplinary steps. All legal binding documents will only be signed by (a) the CEO, (b) the acting CEO, or (c) with the express written permission of the CEO.
- Under no circumstances will any copyright material be used illegally. Any picture, video clip, text and other electronic form of data, downloaded from the Internet or received via the network should be regarded as copyright unless it specifically states the opposite. Failure to adhere to this will result in disciplinary action.
- Security – No employee will reveal usernames, passwords or IP addresses of systems to any outside party or act in an irresponsible way when dealing with confidential information.
- Source code of applications, scripts and any other information developed by the Company that could assist hackers/crackers must be shredded, once it is no longer in use.
- No pornographic material (electronic or other) will be allowed into the Company offices.
- No racist remarks/comments or any other form of discrimination will be tolerated. Victims of such offences should bring the matter to the attention of the HR Manager.
- If an employee has a grievance, he/she should contact his/her manager/team leader. If the grievance or problem cannot be resolved at that level, he/she may proceed with the grievance to the HR Manager. If there is still no resolution, the HR Manager will escalate the matter to executive level.
- The use of foul or offensive language is discouraged at the office and in the presence of our clients.

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## Master Company Policy– HRPMaster



- The use of alcohol, during work hours, is strictly prohibited. The Company reserves the right to administer a breathalyzer test if an employee is suspected of being under the influence of alcohol.
- Any form of distraction which will affect work performance is **strongly discouraged** including share monitoring, music, private Internet surfing or any other form of entertainment. Any employee indulging in these activities at the expense of The Company will face disciplinary action.
- The Company's dress code is smart casual. Meetings with senior management of other companies, or our clients, will require the appropriate dress code.
- Overt rivalry between competitors, clients or **fellow employees** is strongly discouraged. We expect professional behaviour from employees at all times.
- All the Companies clients must be treated respectfully and professionally, and when occupying client offices, employees must adhere to client policies and procedures.
- Any derogatory remarks/opinions expressed against decisions made, or stances held, by The Company shareholders, the CEO or directors of the company, or fellow employees will be regarded as highly unprofessional and damaging to the future of The Company and its employees. This type of behaviour cannot be tolerated as it has an impact on everyone. Failure to adhere to this will result in disciplinary action. Any of the Companies employee that feels he/she wants to discuss his/her opinion is welcome to make an appointment with the CEO.
- The use of The Company equipment for private use is prohibited unless written permission has been obtained from The Company management.
- Pirating of software is strictly prohibited.
- No employee is allowed to express an opinion on The Company policy, strategy, or products to the press, bulletin boards or any other form of electronic media under the name of The Company without written permission from The Company management.
- Working hours are stipulated in each employee's service contract and should be adhered to, unless otherwise arranged with the relevant manager. Working hours are monitored and security access records will be analysed, if necessary.
- Place of work is stipulated in employee contracts. The employee will be expected to work at client sites if and when the need arises.
- All employees are to use the biometric scanner when entering and exiting the building. In the event of the biometric scanner system not being in operation, an attendance register will be kept at reception. It will be the responsibility of the employee to ensure that the attendance register is signed when entering and exiting the building.
- **The core hours for all employees (with the exception of admin staff) are between 9am and 3.30pm.**
- All employees need to work an 8 hour day (excluding lunch breaks). Half hour lunch breaks, after every 5 hours worked, are compulsory.
- All employees must sign leave forms before going on leave or after a period of sick leave (even one day). A doctor's certificate must be attached, for sick leave for a period of three or more

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working days. The relevant manager must approve the leave form before it is handed in to the HR department.

- No employee may take more than 5 days' leave in arrears. Any leave which is more than 4 days in arrears will be regarded as unpaid leave, unless cleared by a director before the employee goes on leave.
- All non-technical positions to be filled with Previously Disadvantaged Individuals (PDIs). Any digression to this must be approved by the Managing Director (MD), with the necessary motivation, prior to making an offer to a candidate. Every effort must also be made to fill technical positions with PDIs.
- Allowances:
  - An employee's remuneration will include a cellphone allowance, travel allowance and a standby allowance.
- Overtime:
  - Unless otherwise indicated, an employee's contract allows for the provision of 4 hours overtime per month without additional pay. Payment for overtime will only commence if the employee has worked more than 4 hours overtime per month.
- Purchasing/Ordering system
  - Any purchase of more than R100 must be cleared by a director BEFORE the purchase takes place.
  - Obtain a quotation before asking for an order.
  - An order needs to be completed and signed by the director before the order is placed.
  - If the order is placed without authorisation, The Company's will not pay the invoice amount.
  - Any order above R40 000 should be approved by the CEO or acting CEO as well as a director.
  - Any order above R100 000 requires board approval.
  - The Company retains the right to refuse payment if this process has not been adhered to correctly.
  - All procurement is to be done via BEE companies, unless prior approval is obtained from the Managing Director
- All external e-mails must carry the company details.
- Encryption of laptops
  - All laptops being used for work purposes, whether the property of The Company or an employees' personal property, should be encrypted.
  - Employees failing to encrypt their laptops and/or their laptops get lost / stolen will be held liable for the lost of data.
- Employees are advised to familiarise themselves with the Basic Conditions of Employment Act No 11 of 2002. This Act is available under public folders.

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