



Staff Policies Acknowledgment and Receipt

I, understand that all the information contained in this staff policies are very important to the running of the day-to-day activities of MKEL Networks Limited and if there is anything I am not comfortable with, I will discuss with my supervisor.

By reading and signing this, I have agreed to comply with all the policies and that I also understand that there are consequences for non-compliance.

.....
Signature

.....
Name

.....
Date

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1.0 ABOUT MKEL NETWORKS LIMITED

1.1 BRIEF DESCRIPTION OF MKEL NETWORKS LIMITED

MKEL NETWORKS is an information and communications technology company, engaged in the business of International Gateway services, local interconnect exchange services, custom software development, value-added services such as content development and deployment using short-code numbers, interactive voice response, Unstructured Supplementary Service Date (USSD) services, bulk messaging (Short Message Services), etc.

Take note that, as you go through this policy document:

- The information contained here should be treated as confidential. No portion of it should be disclosed to non-employees of MKEL Networks Limited.*
- The company expects that employees will study, understand, and comply with the policies.*
- We expect that employees will discuss with their team heads or human resource manager if they are not comfortable with any of the policies stated here. Policies can be changed or reviewed if it doesn't serve the common interest of the company and staff members.*

1.2 GOVERNANCE AND ORGANIZATION

MKEL Networks was founded in 2017 by Mr. Mikail El-Yakub, who is currently serving as the Pioneer Managing Director and Chief Executive Officer of the Company, driving the strategic goals and objectives of the company.

The highest decision-making body of the company is the Board of Directors, which comprises of vastly experienced professionals from diverse disciplines, skilled in the field corporate governance and administration.

The C-level executives of the company are:

- i. Chief Technical Officer*
- ii. Chief Operations Officer*
- iii. Chief Financial Officer*

The company has broken down its operations for administration purposes as follows:

- i. Information Technology (IT) Department, headed by the Chief Technical Officer and assisted by the Head of IT
- ii. Administration (Admin) Department, headed by the Chief Administrative Officer and assisted by Head of Human Resources
- iii. Finance and Accounts, headed by the Chief Financial Officer and assisted by Head of Finance

STAFF POLICIES

1.0 JOINING OUR ORGANIZATION

1.1 STAFF INDUCTION

Step	Policy	Notes	Who is in charge	Time frame
1.	Before Induction	<ul style="list-style-type: none"> • Inform the employee before their first day where, when and who they should report to and whether they need to bring any documents, tools, or equipment. • Send him/her an offer of employment letter (employment contract) to read, sign and return before a stipulated date. • If the Employee accepts the offer, such Employee will indicate such acceptance as directed in the offer of employment, and the HR Department will share a contract of employment for the Employee's consideration. • Upon the execution of the contract of employment with the Employee, the 	Head of Admin/HR	As soon as employee accepts the Job offer

		Employee will share copies of Identification, credentials and any other document requested by the officer in charge of recruitment and onboarding of new staff.		
2.	Induction	<ul style="list-style-type: none"> • Introduce the new employee to other staff. • Show the new employee the kitchen, toilet facilities and where to store personal items. • Employee should be given copies of relevant company policies or procedures. <p>E.G.</p> <ul style="list-style-type: none"> ➤ Employee policy manual. ➤ Standard operating procedures. ➤ Non-compete agreement form ➤ Non-disclosure agreement form ➤ Bio-data form ➤ Guarantor's form ➤ Organogram ➤ Directory etc. <ul style="list-style-type: none"> • The employee should acknowledge receipt of Staff Handbook and any other policy. 	The CEO/Head of Admin/HR	

		<ul style="list-style-type: none"> • Use the Induction PowerPoint Presentation to discuss the: <ul style="list-style-type: none"> ➤ The company policies ➤ The history of the business ➤ Who the employee will report to ➤ The employee's duties and what training will be provided ➤ Performance expectations; when and how performance will be reviewed ➤ Hours of work and the procedure for recording hours of work ➤ Meal breaks ➤ The payment method and first pay date ➤ Workplace policies and procedures including: <ul style="list-style-type: none"> ○ Dress code (if any) ○ Procedure if the employee is sick or running late. ○ Procedure for applying for leave. ○ Rules regarding personal calls, visitors and/or use of social media at work ○ Any bullying, harassment, and anti-discrimination policies 		
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3	After the Induction	The information that has been provided by the employee, should be used to run a background check on the employee, provide staff identification card and add the new employee to the company data base.		

1.2. JOB DESCRIPTION

Step	Policy	Notes	Who is in charge	Time frame
1	New Employee	All new employees will be provided with a job description of the position to which they have been appointed. Changes may be made to job descriptions overtime in relation to the changing needs of the business and the skills of the staff.		
2	Additional Role/promotion	Employees with additional Job Roles will be given a proper Job description explicitly stating what is now expected of the employees in regard to the new role that has been given to him/her.		

1.3 PROBATION AND CONFIRMATION

Step	Policy	Notes	Who is in charge	Time frame
1	Satisfactory Performance Review	<p>New employees are placed on a six (6) months probationary period to assess their competences and performance on the job as well as their behaviour and attitude to work.</p> <p>Upon satisfactory performance review, employee on probation will be confirmed.</p>	Head of Admin/HR and CEO	
2	Unsatisfactory Performance Review	In cases where an unsatisfactory Review is received either due to poor performance, behavioural or attitudinal issues, the probation might be extended, or employment may be terminated.		

1.4 PERFORMANCES AND SALARY REVIEW

Step	Policy	Notes	Who is in charge	Time frame
1	Performance Appraisals	<p>Performance appraisals are conducted quarterly.</p> <p>Employees will receive a performance review on the established date each year.</p>	Head of Admin/HR	

		<p>The performance appraisal will be discussed, and both the employee and manager will sign the form to ensure that all strengths, areas for improvement and job goals for the next review period have been clearly communicated.</p> <p>Performance evaluation forms will be retained in the employee's personnel file.</p>		
	Salary Review	<p>Merit increase is based on company performance and financials and these are not guaranteed. A performance review does not always result in an automatic salary increase. The employee's overall performance and salary level relative to his/her position responsibilities are evaluated to determine if a salary increase would be warranted.</p>		
	Salary Adjustment	<p>Salary adjustments are occasionally requested or warranted at times other than the</p>		

		<p>employee's scheduled annual salary reviews.</p> <p>Out-of-cycle salary increase must be pre-approved by the department manager, HR and the CEO.</p> <p>Human Resources will review all salary increase/adjustment requests to ensure internal equity and compliance with company policies and guidelines.</p>		
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1.5 STAFF TRAINING AND DEVELOPMENT PROVISION

Step	Policy	Notes	Who is in charge	Time frame
1	Staff Training	<p>MKEL Networks provides support in terms of work hour shuffle for employees to obtain skills from approved training institutions, on premise, within the FCT (for staff at the Head office)/State (for staff at the branches of the company) or outside the country.</p> <p>However, the approval of the support given to individuals largely depends</p>	Head of Admin/HR in consultation with the COO	

		<p>on the operational demands of the department and the approval of the CEO.</p> <p>Training and development support will normally be given Where the course or training is relevant to the role currently being carried out by the individual and Operational requirements permit such assistance to be given.</p>		
2	In-House Training	As staff employment progresses, there is need to further develop their skills. Depending on the skill set required, employees can be trained while on the job. Like in cases of Job Role Reviews.	Head of Admin/HR	
3	External Training	Employees may be sent for external professional training(s) to improve capacity building of the company's workforce	Head of Admin/HR	
4	Identification of Staff Development Needs	An assessment of the performance of individuals during/after performance evaluation may lead to identifying individual needs for training and development as it relates to individual job responsibility.	Head of Admin/HR in consultation with the CTO and COO	

2.0 EMPLOYEMENT

2.1 EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

Step	Policy	Notes	Who is in charge	Time frame
1	Merit	At MKEL Networks, we provide equal employment opportunities to all applicants for employment without regard to race, color, religion, gender, national origin, age, or status. our selection process is focused on transparency and performance.	CEO and Head of Admin/HR	

2.2 EMPLOYEE CLASSIFICATION

Step	Policy	Notes	Who is in charge	Time Frame
1.	Regular, Full Time	Employees who are employed as regular full-time staff are eligible for the full benefits package, subject to the terms, conditions and limitations of each benefits program.	Head of Admin/HR	
2.	Regular, Part Time	Employees who are regularly scheduled to work less than the full-time schedule are eligible for some of the benefits offered by the company subject to the terms, conditions and	Head of Admin/HR	

		limitations of each benefits program.		
3.	Consultants	Professional services may be required by the company to provide specific services which shall be provided based on the terms of engagement agreed between the Parties	Head of Admin/HR	
3.	Contract Workers	Employees who fall under this category are field workers, cleaners and farm hands which can be called in to fill specific gaps at specific times.	Head of Admin/HR	

2.3 BACKGROUND AND REFERENCE CHECKS

Step	Policy	Notes	Who is in charge	Time frame
1	Pre-Employment Background Checks	<p>It is the company's policy to conduct pre-employment background checks on all applicants who accept an offer of employment.</p> <p>Background checks may include verification of any information on the applicant's resume or application and reference forms.</p>	Head of Admin/HR	Background checks are usually carried out within the first three months of acceptance or resumption of duty.

		All offers of employment are conditioned on receipt of a background check report that is acceptable.		
2	False Information	Falsification of information submitted in any of the documentation reviewed in conducting these background checks may constitute grounds for termination of employment.		
3	Background checks on current employees	The Company also reserves the right to conduct a background check for current employees to determine eligibility for promotion or reassignment in the same manner as described above.		

3.0 SEPARATION FROM EMPLOYEMENT

3.1 RESIGNATION

Step	Policy	Notes	Who is in charge	Time frame
1	Resigning Employees	<p>The Company understands that varying circumstances can cause an employee to voluntarily resign from an employment.</p> <p>Unconfirmed Resigning employees are to give two weeks' notice, preferably in writing.</p> <p>Confirmed resigning employees are to give the company one-month notice to facilitate a smooth transition out of the organization.</p>	Head of Admin/HR	Background checks are usually carried out within the first three months of acceptance or resumption of duty.
2	Payment in lieu	If an individual does not give the requisite notice of One month, he or she will be required to pay month's salary in lieu of notice.		
3	Non compliance	If an employee absconds and does not comply with this provision, he or she will be subject to civil action.		

3.2 RETIREMENT

Step	Policy	Notes	Who is in charge	Time frame
1	Eligibility	<p>Employees who have put in years in service and wishes to retire are required to notify their Supervisor and the Admin/Human Resource department in writing at least three (3) months before the planned retirement date.</p> <p>The Company may give special recognition to employees that distinguish themselves at the time of their retirement.</p> <p>The employee must be employed with the Company for at least fifteen (15) years to be eligible for a retirement gift.</p> <p>The amount provided for this compensation is% of staff's gross annual salary.</p>	Head of Admin/HR	At least 3 months before retirement
2				

3.3 JOB ABANDONMENT

Step	Policy	Notes	Who is in charge	Time frame
1	Duration	<p>Employees who fail to report to work or contact their Supervisor for three (3) consecutive workdays shall be considered to have abandoned the job without notice, effective at the end of their normal working hours on the third day.</p> <p>The Supervisor shall notify the Human Resource department at the expiration of the third workday and initiate the paperwork to suspend/terminate the employee.</p>	Head of Admin/HR	
2	Ineligibility	<p>Employees who are abscond are ineligible to receive accrued benefits, compensation and are ineligible for rehire.</p> <p>The employee will also be required to refund their last received salary or face civil action in a court of law.</p>		

3.4 RETURN OF COMPANY PROPERTY

Step	Policy	Notes	Who is in charge	Time frame
1	Exiting Employee	<p>The exiting employee must return all company property to the head office or Human Resource Department two weeks before exit, including official vehicle(s), official documents, Uniforms, mobile Phones, fixed wireless equipment, Keys, computers, Login Details, Password and Identification cards.</p> <p>The Human Resource personnel shall go through the returned properties and items to ensure that they are accurate, complete and in good condition before the separating employee leaves.</p> <p>Failure to do so, and the exiting employee leaves with some company documents or items, the human resource personnel shall be held responsible.</p>	Head of Admin/HR	

2	Non compliance	Failure to return or provide some items may result in deductions from the final paycheck and/or civil action before a court of law.	Head of Admin/HR	
3	Exit interview	<p>The exiting employee shall contact the Human Resource department as soon as notice is given to schedule an exit interview.</p> <p>The interview will be on any date from the employee's last three months of work, or, on another day, as mutually agreed.</p>	Head of Admin/HR	

3.5 REHIRE

Step	Policy	Notes	Who is in charge	Time frame
1	Eligible for Rehire	Former employees who left the company in good standing and were classified as eligible for rehire may be considered for reemployment.	Head of Admin/HR	
2	Process for Rehire	An application must be submitted to the Human Resource department and the applicant must meet all minimum	Head of Admin/HR	

		<p>qualifications and requirements for the position, including any qualifying test or recruitment process, when required.</p> <p>Supervisors must obtain approval from the Human Resource Director or designate prior to rehiring a former employee.</p> <p>Rehired employees begin benefits just as any other new employee.</p>		
3	Previous Tenure	Previous tenure will not be considered in calculating longevity, leave or any other benefits.	Head of Admin/HR	
4	Ineligible for Rehire	An applicant or employee who is terminated for violating policy or who resigned in lieu of termination from employment due to a policy violation will be ineligible for rehire.	Head of Admin/HR	

4.0 COMPENSATION AND SALARY ADMINISTRATION

4.1 RATES AND SALARY

Step	Policy	Notes	Who is in charge	Time frame
1	Salary Rates	<p>The salary rate serves as compensation for the employee's performance of their jobs.</p> <p>The Company strives to provide employees with a competitive total compensation package.</p>	Head of Accounts	
2	Pay Periods and Paydays	<p>All employees are paid monthly.</p> <p>Salaries are paid on the 25th day of every month.</p>	Head of Accounts	

4.2 EMPLOYEE BENEFITS AND DEDUCTIONS

Step	Policy	Notes	Who is in charge	Time frame
1	Pension Plan	<p>The Company will contribute 10% of each employee's annual basic pay for the pension scheme.</p> <p>Similarly, employees will also contribute 8.0% of their annual basic pay. Making it 18% which is in accordance with the Federal Government's pension scheme plan for all employees.</p>	Head of Accounts	

2	Remittance	<p>Remittances for these deductions are made monthly at the end of each month directly into the employee's pension account with a registered Pension Fund Administrator (PFA).</p> <p>Each employee has the right to check and verify contributions made so far with their corresponding PFAs.</p>	Head of Accounts	
3	Pay as you earn (PAYE)	<p>The deductions for PAYE are at the appropriate rates specified by the government. This amount is remitted monthly to the Internal Revenue Department of the state (in this case the FCT).</p>	Head of Accounts	
4	National Health Insurance Scheme (NHIS):	<p>The National Health Insurance scheme is a statutory paid benefit for all persons legally employed. Under the Health Insurance Scheme, you as the staff and your family are entitled to access any medical institution of your choice and within the scheme for the period of your employment with the organization at your cost.</p>	Head of Accounts	

5	Gratuity	The severance/gratuity pay is applicable only to staff who have put in at least ten years continuous service to the organization and will be computed as his/her last gross pay by a maximum period of 10 years.	Head of Accounts	
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4.3 EMPLOYEE WELFARE

Step	Policy	Notes	Who is in charge	Time frame
1.	Birthdays	Employee celebrating his or her birthday, will get refreshments at the cost of the company	Head of Admin/HR	
2.	Weddings	Employees getting married, will be given a wedding gift voucher by the company	Head of Admin/HR	
3.	Deaths	<p>In the unfortunate event of the death of an immediate family member of an employee, the company will provide financial support to assist the family.</p> <p>This support will be given only once a year per staff.</p>	Head of Admin/HR	

4.4 OUT-OF-STATE EXPENSES

Step	Policy	Notes	Who is in charge	Time frame
1	Approved Expenses	<p>From time to time, staff may be required to travel for work purposes. The Company will be responsible for accommodation, feeding and transportation bills.</p> <p>However, there may be exceptions to this policy. The HR will be required to approve any exceptions.</p>	Head of Accounts and Head of Admin/HR	

5.0 ADMINISTRATIVE POLICY

5.1 HOURS OF WORK & BREAK PERIOD

Step	Policy	Notes	Who is in charge	Time frame
1.	Resumption Time	All regular employees are expected to be at work from 8:00 a.m. and close by 5:00 p.m once task are completed and supervisor has been notified of closing. This is Monday through Friday, but weekend work might be required in some situations.	Head of Admin/HR	
2.	Lunch Break	<p>Each employee is entitled to 1 hour lunch break between 12pm and 2:00pm.</p> <p>The lunch break can either be observed within or outside the office premises.</p> <p>Employees are advised to adhere strictly to the stipulated time.</p> <p>Lunch break hours cannot be accumulated for future application towards time off.</p>		
3.	Overtime	Employees that are kept on for extra hours outside the regular working hours shall be entitled to paid	Head of Admin/HR and	

		overtime to be calculated thus: Monthly net salary/180(hours) x the overtime hour(s)	Head of Accounts	
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5.2 ATTENDANCE

Step	Policy	Notes	Who is in charge	Time frame
1.	The use of Time Machine	<p>The company has provided a time machine with the names of all employee registered in it.</p> <p>Employees are expected to clock-in as they resume work in the morning, and clock-out at the close of work.</p> <p><u>Submission of time sheet</u></p> <p>The Time sheet will be submitted to the account department for the necessary deductions before salaries are paid.</p> <p><u>Failure to use the time sheet</u></p> <p>Employees who fail to clock in will be penalized (at the hourly overtime rate of the employee) or be subjected to disciplinary action which</p>	The Head of Admin/HR	<p>7:45 -8:00am in the morning</p> <p>And</p> <p>5:00pm in the evening</p> <p>Last working day of every month</p> <p>If an employee refuses to clock-in and out after several warnings.</p>

		may lead to termination of employment.		
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5.3 POLICIES AND PROCEDURES

Step	Policy	Notes	Who is in charge	Time frame
1.	Expectations	<p>Employees are expected to familiarize themselves with all the policies and processes of the company.</p> <p>Failure to abide by the policies and procedures will result in disciplinary action which may range from a verbal warning to suspension without pay depending on the gravity of the non-compliance offence.</p>	CEO and Head of Admin/HR	
	Alteration	Ignorance of the policies will not be condoned. Whenever a change or alteration is made to the policy, a mail to that effect will be disseminated to all staff.	Head of Admin/HR	
	Progressive Discipline (Continuous Discipline)	If an employee fails to comply with the company's policies, he/she will be exposing his/herself to incremental discipline		

		<p>up to termination of employment.</p> <p>The steps are:</p> <ol style="list-style-type: none"> 1. Verbal warning 2. Written warning 3. Suspension 4. Termination 		
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5.4 EMPLOYEE PERSONNEL FILES

Step	Policy	Notes	Who is in charge	Time frame
1.	Confidentiality	<p>Personnel records of all employees are confidential and kept in the custody of the HR/Administrative officer.</p> <p>Managers and Supervisors may only have access to personnel file information on a need-to-know basis.</p> <p>Personnel files may not be taken outside the Human Resource Department.</p> <p>Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.</p>	Head of Admin/HR	

		days without informing the company, such staff will be considered to have abandoned His/her work and will be subjected to disciplinary actions up to termination.		
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5.6 VISITORS

S/N	Policy	Note	Who is in charge	Time frame
1	Ushering Visitors	<p>All visitors are expected to provide any information requested by the Front Desk Officer and the said officer will take down such information provided in writing. Information that may be requested include the visitor's:</p> <ul style="list-style-type: none"> • Names • Phone number • Address • Who they want to see • Content of parcel/package • Any other relevant information 	The Front Desk Officer	Immediately a visitor walks in.
2.	Personal belongings	All devices i.e Phones, Laptop, Notepad, Computer Equipment	The front desk personnel	Permanently Published

		etc. shall be published at the reception to be at owner's risk		
3.	Confidential information	Employees are not to disclose vital information about the company to visitors.	All employees	At all times
6	No Loitering	Visitors are not allowed to loiter about within the premises or office building. Visitors should be ushered to the waiting room after receiving them and taking the necessary information from the visitors, then, to the office of the receiving Employee requested by such Employee.	Front Desk Officer/All Employees	At all times

6.0 WORKPLACE EXPECTATIONS

6.1 CONFLICTS OF INTEREST

Step	Policy	Notes	Who is in charge	Time frame
1.	Expectations	Employees must avoid any relationship or activity that might impair, or even appear to impair, their ability to make objective and fair decisions when performing their jobs.	All Employees	Always
2.	Types of conflicts	<ul style="list-style-type: none"> • Engaging in any business outside of the company's business, capable of distracting such Employee from discharging his/her duties. • Serving as a board member for an outside company in the same line of business as the company. • Owning or having a substantial interest in a competitor, supplier or contractor. • Accepting gifts, discounts, favors or services from a customer/potential customer, competitor or supplier, unless 		

		equally available to all company employees.		
3.	Disclosure of Conflict of Interest	Every employee is expected to disclose to the Company any potential conflicts of interest or where an inappropriate interest exists.		

6.2 OUTSIDE EMPLOYMENT

Step	Policy	Notes	Who is in charge	Time frame
1.	Expectations	<p>Employees are NOT permitted to engage in outside work or to hold other jobs while working for this company.</p> <p>Employees are prohibited from using company's time and resources for activities that are not for the promotion of the company's interest.</p>		

6.3 ATTIRE AND GROOMING

S/N	Policy	Notes	Who is in charge	Time frame
1.	Expectations	Employees of the company will use their best judgment regarding attire and appearance.	All Employees	

		<p>The management of the company reserves the right to determine appropriateness.</p> <p>Any employee that is improperly dressed will be counseled or may be sent home to change where the situation warrants</p>		
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6.4 DECLARED PUBLIC HOLIDAYS

S/N	Policy	Notes	Who is in charge	Time frame
1	Expectations	<p>All public holidays announced by the Federal Government for Employees at the Head Office in the FCT or by the State Government (in the case of branches of the company in States across Nigeria) shall be observed.</p> <p>On such days, employees are not expected to come to work.</p>	Head of Admin/HR	As soon as possible

6.5 ABSENCE

S/N	Policy	Notes	Who is in charge	Time frame
1	Unplanned Absence	<p>The company expects that if any staff will not make it to the office, he/she should inform his/her supervisor</p> <p><u>State your reasons for absence</u></p> <p>The employee is expected to clearly state his/her reason(s) for being absent and the possible day of resumption.</p> <p><u>The role of the Supervisor</u></p> <p>The Supervisor is expected to refer back to the employee's annual leave records to be sure such employee is eligible for any leave. (i.e annual leave, sick leave, companionate leave, study leave etc.) depending on the reason(s) the employee gave for being absent.</p>	<p>Head of Admin/HR</p> <p>Head of Admin/HR</p> <p>Head of Admin/HR</p>	As soon as possible

		<ul style="list-style-type: none"> • If the company's productivity will be affected, the application will not be approved. • If there is no capable staff to hand over to at the time of application, it may not be approved. 		
3	Salaries and Benefits during the period	<p>Employees of the company are eligible to apply for different types of leave (check Annual leave policy).</p> <p>Depending on the purpose for leave of absence, employee might not be paid for the duration.</p>	Head of Admin/HR	2 working days
4	Expected date of resumption	If an employee fails to resume work after leave of absence and did not contact the operations or human resource manager, it will be assumed that such employee does not want	Head of Admin/HR	After exhausting leave period.

		<p>to work for the company anymore.</p> <p>The company reserves the right to terminate the employee's appointment.</p>		
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6.6 SICK LEAVE

S/N	Policy	Note	Who is in charge	Time frame
1	Leave entitlement	<p>All employees (new and old) of the company are entitled to 6 days sick leave in a year.</p> <p>Sick leave can be taken in separately or at once (provided there is a valid and verifiable report from the health institution).</p>	Head of Admin/HR	As soon as possible
2	Salaries and Benefits	Employees on eligible sick leave will be paid their complete salaries.	The Human resource / Account manager	
3	Leave exhaustion	Employees who have exhausted all the days in their annual sick leave, are no longer eligible for sick leave and if they	The Operations /Human Resource manager	2 working day

		should be absent from work because they are sick, it will be deducted from their salaries.		
4	Expected date of resumption	<p>If an employee fails to resume work after sick leave and fails to contact the operations or human resource manager, it will be assumed that such employee does not want to work with the company anymore.</p> <p>The company reserves the right to terminate the employee's appointment.</p>	The Operations /Human Resource manager	After exhausting leave period.
5.	Hospital Report	<p>Employees are expected to tender their Hospital report if they are absent from work due to illness.</p> <ul style="list-style-type: none"> • Confirmed employees who have been enrolled in the health insurance scheme are to present doctor's report from any of the enlisted hospitals. • New employees who have not been 	The Operations /Human Resource manager	

		confirmed and have not be enrolled in the health insurance scheme, are to present doctor's report from any hospital.		
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6.7 ANNUAL LEAVE

S/N	Policy	Note	Who is in charge	Time frame
1	Leave entitlement	<p>All employees are entitled to a maximum of fourteen (14) working days of annual leave which applies only after the mandatory probation period.</p> <p>Any unused leave days from the previous calendar year cannot be brought forward into the new-year.</p>	The Human resource manager	
2	Approval	<p>This leave requires the approval of the MD/CEO in consultation with the COO/Head of Admin/human resource manager, and/or the employee's Supervisor.</p> <p>A minimum of three weeks must be given before an employee</p>		

		embarks on his/her annual leave		
3	Salaries and Benefits	Employees on eligible annual leave will be paid their complete salaries.		
4	Expected date of resumption	<p>If an employee fails to resume work after exhausting his/her annual leave and did not contact the operations or human resource manager, it will be assumed that such employee does not want to work with the company anymore.</p> <p>The company reserves the right to terminate the employee's appointment.</p>	Head of Admin/HR	
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6.8 COMPASSIONATE LEAVE

S/N	Policy	Note	Who is in charge	Time frame
1	Leave entitlement	Each employee is entitled to a maximum of five (5) days additional leave in order to resolve issues related to accidents or death or	Head of Admin/HR	

		<p>severe illness of a member(s) of the employee's family.</p> <p>Family members may include spouses, children, parents, brothers, sisters etc.</p>		
2	Approval	Employee must seek mandatory approval for this additional leave from the CEO, through the COO/Head of Admin/HR.		
3	Salaries and Benefits	Employees on eligible compassionate leave will be paid their complete salaries.	Head of Admin/HR and Head of Accounts	
4	Expected date of resumption	<p>If an employee fails to resume work after compassionate leave and did not contact the Head of Admin/HR, it will be assumed that such employee does not want to work with the company anymore.</p> <p>The company reserves the right to terminate the employee's appointment.</p>		
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6.9 MEDICAL LEAVE

S/N	Policy	Note	Who is in charge	Time frame
1	Leave entitlement	If an employee becomes ill or gets involved in an accident for a protracted period of time, the company will pay such employee half of his/her monthly basic salary for a maximum period of three months.	Head of Admin/HR	
2	Employment at will Policy	Except as stated otherwise, all employment contract with the Company is "at-will". This means that the Company can, with or without cause, terminate the employment of any employee and any employee can, with or without cause, resign from their employment provided that adequate notice in writing has been furnished in accordance with the provisions of this Handbook. Any promise, covenant, or representations contrary to the tenets of this Handbook made by any officer of the Company shall not be binding except such promises, covenants or representation is made in	Head of Admin/HR	

		writing and duly authorized.		
2.	Re-hire	Former employees who voluntarily resigned or otherwise parted ways with the company may reapply for the role and undergo the full employment process in cases where the role is still available.	Head of Admin/HR	
3	Disclaimer	The Company does not guarantee the employee his/her job after three months of absence from duty due to prolonged illness.	Head of Admin/HR	

6.10 STUDY LEAVE

S/N	Policy	Note	Who is in charge	Time frame
1	Leave entitlement	<p>The Company encourages its staff to undertake personal and professional development.</p> <p>However, the company is at liberty to accept or reject any application for study leave.</p>	Head of Admin/HR	

2	Approval	Employee must seek mandatory approval for this additional leave from the CEO.		
3	Salaries and Benefits	Employees on study leave will not be paid any salaries or benefits for the duration of absence.		
4	Expected date of resumption	<p>If an employee fails to resume work after study leave and did not contact the operations or human resource manager, it will be assumed that such employee does not want to work with the company anymore.</p> <p>The company reserves the right to terminate the employee's appointment.</p>		

6.11 MATERNITY LEAVE

S/N	Policy	Note	Who is in charge	Time frame
1	Leave entitlement	Female employees who have confirmed their pregnancy are expected to notify the office within the first four months of confirmation. Such employee will be excused for the period of her antenatal classes in her registered hospital. Pregnant women are expected to submit a doctor's report stating expected date of delivery.	Head of Admin/HR	Within the first 4 months of confirmation of pregnancy
2	Approval	Employee must seek mandatory approval leave from the CEO through the Head of Admin/HR		
3	Salaries and Benefits	<p>Pregnant employees are entitled to a total of twelve weeks paid maternity leave. Staff can also request for an extra 4 weeks unpaid leave in addition to the twelve weeks.</p> <p>Women with multiple births and premature babies are given up to sixteen weeks paid maternity leave.</p>		

		All nursing staff will also be allowed to resume at 10am and close at 3pm for the first 4 months after they resume from their maternity leave.		
4	Expected date of resumption	<p>If an employee fails to resume work after Maternity leave and did not contact the operations or human resource manager, it will be assumed that such employee does not want to work with the company anymore.</p> <p>The company reserves the right to terminate the employee's appointment.</p>		
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6.12 PHYSICAL DAMAGE OF COMPANY PROPERTY

S/N	Policy	Note	Who is in charge	Time frame
1.	Damage	Employee that causes damage to company property shall inform his or her Supervisor of the	Head of Admin/HR	

		<p>nature and cause of the damage.</p> <p>The Supervisor shall then inform the COO and Head of Admin/HR about the incident, which shall be kept in the Employee's record.</p> <p>Damage caused by negligence shall attract proportionate disciplinary measures.</p>		
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6.13 MARKETING CAMPAIGN

Step	Policy	Notes	Action by	Time Frame
1.	Marketing plan	<p>The Company's marketing plan must contain:</p> <ul style="list-style-type: none"> • Target audience, • Objectives and parameters • Marketing budget • Marketing strategies • Action plan • The offer and channel to promote the product/service. <p>The plan will be submitted for the decision of Management.</p>	Sales and Marketing Manager	

6.14 CLEANING

Step	Policy	Notes	Action by	Time Frame
1.	Expectations	The facility should be kept clean and tidy always.	Cleaners	Every day of the week
2	Non-compliance	Erring staff will be given a warning at the first instance. A repeat of the non-compliance will lead to disciplinary action which may lead to termination of the appointment		

6.15 PAYROLL POLICY

S/N	Policy	Note	Who is in charge	Time frame
1	Expectation	The accountant is expected to check with HR department for staff deductions, pay increase, loans etc. before computing salaries for the month.	The Head of Accounts	Every month
2	Approval	The CEO must approve before salaries are paid.		

6.27 STAFF LOANS

S/N	Policy	Note	Who is in charge	Time frame

1	Confirmed staff	Confirmed employees that have worked with the company for 1 years or more, are eligible for loan the amount of which will be decided on a case-by-case basis.	The Head of Account	
2	Unconfirmed staff	Unconfirmed staff are not eligible for loan		

6.28 OFFICE MEETINGS

Step	Policy	Notes	Who is in charge	Time frame
1.	Office meetings	Attendance at the office meetings is mandatory for all employees		
2	Weekly Meetings	<p>Daily meetings are held every morning before the start of work and its aim is to set the direction for the day.</p> <p>It is an opportunity to update each other on developments in the company and to remind staff of the company policies and procedures.</p> <p>General Office Meetings will be held on Thursday of every week at 11am.</p>		

3.	Strategy meeting	Strategy meetings are to be held on a need basis to discuss strategies for the company's business	CEO	On a need basis

7.0 WORKPLACE SAFETY

7.1 DRUG-FREE WORKPLACE

S/N	Policy	Note	Who is in charge	Time frame
1	Alcohol and Drug Abuse	<p>We are committed to ensuring a drug free workplace.</p> <p>Use of any hard drug, capable of altering the mind of its user(s) is strictly forbidden in the workplace.</p> <p>Any use should be reported to the management of the company.</p>	Head of Admin/HR	Always
2	Consequences	The employment contract of any Employee who use, possess, buy, sell, manufacture or dispense an illegal drug in violation of this policy will be terminated and reported to enforcement agents.	Head of Admin/HR	
3	Doctor's Prescribed Drugs	The Company will not allow any employee to perform their duties while taking prescribed drugs that are adversely affecting the employee's ability to	Head of Admin/HR	Always

		<p>perform their job duties safely and effectively.</p> <p>Employees taking a prescribed medication must carry it in the container labeled by a licensed doctor/pharmacist or be prepared to produce it if asked.</p>		
4.	Smoke-Free Workplace	The Company prohibits smoking on company's premises in order to provide and maintain a safe and healthy work environment for all employees.	Head of Admin/HR	Always

7.3 SAFETY

S/N	Policy	Note	Who is in charge	Time frame
1	Emergency Plan	<p>Each employee has the responsibility to identify and familiarize her/himself with the emergency plan for his/her department/branch.</p> <p>The Company has an emergency plan detailing procedure in handling emergencies such as fire, weather-related events, hazards, and medical crises.</p>	Head of Admin/HR	As soon as possible

		<p>Failure to report such an infraction may result in employee disciplinary action, including termination.</p> <p>Furthermore, management requires that every person in the organization assume the responsibility of individual and organizational safety.</p> <p>Failure to follow company safety and health guidelines or engaging in conduct that places the employee, client or company property at risk can lead to employee disciplinary action or termination.</p>		
2	Expectations	<p>The Employee shall complete an Accident and Incident Report for each safety and health infraction that occurs by an employee or that the employee witnesses.</p> <p>The Head of Operations has the responsibility to develop and implement the safety and health program in the interest of</p>	Head of Admin/HR	

		a safer work environment.		
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8.0 EMPLOYEE CONDUCT

8.1 MORAL CODE

S/N	Policy	Note	Who is in charge	Time frame
1	Emergency Plan	All employees are expected to conduct themselves in a manner that does not violate the professional standards and values of the company.	Operations manager	As soon as possible
2	Consequences	While there is no written contract for all behavioral and ethical standards, any employee who fails to comply with the values in connection with his or her employment with the Company, may be terminated from employment as a result.		

8.2 RESPECT AND DIGNITY POLICY

S/N	Policy	Note	Who is in charge	Time frame
1	Expectations	The employees of the Company are expected to treat each other with respect and dignity at work.	Head of Admin/HR	

		<p>Think before making personal comments to or about others.</p> <ul style="list-style-type: none"> • Treat colleagues with dignity and respect 		
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8.3 PROFESSIONAL CONDUCT IN PERSONAL RELATIONSHIPS

S/N	Policy	Note	Who is in charge	Time frame
1	Expectations	<p>High level of professional integrity is expected from all employees to ensure that our business is conducted properly.</p> <p>It is expected that personal relationships should not affect the work of the individuals involved. The principles of professionalism and equality should always be maintained.</p>	Head of Admin/HR	As soon as possible
2	Personal Relationships	<p>In cases where individuals are in personal relationships, they should generally not be involved in the processes of recruitment, training and developing, promoting, appraising, grading, disciplining, or hearing the grievance of a person they have a</p>		

		personal relationship with.		
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9.0 ANTI-HARASSMENT POLICY AND COMPLIANT PROCEDURE

9.1 ANTI-HARASSMENT POLICY

S/N	Policy	Note	Who is in charge	Time frame
1	Expectations	<p>The company will do all it can to ensure that Employees enjoy working in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment.</p> <p>Therefore, the Company expects that all relationships among persons in the office will be free of bias, prejudice, and harassment.</p>		As soon as possible
2	Complaint Process	<p>Individuals who believe they have been the victims of conduct prohibited by this policy statement or who believe they have witnessed such conduct should discuss their concerns with their immediate Supervisor, Human Resources or any member of management.</p>		

3	Investigations	<p>Any reported allegations of harassment, discrimination or retaliation will be investigated promptly.</p> <p>The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.</p>		
4	Confidentiality	Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.		
5	Consequences	False and malicious complaints of harassment, discrimination or retaliation will be subject to appropriate disciplinary action.		

9.2 WORKPLACE BULLYING

S/N	Policy	Note	Who is in charge	Time frame
1	Expectations	<p>The Company will not tolerate bullying behaviour.</p> <p>Employees found in violation of this policy will face disciplinary action which may lead to termination of employment.</p>	Head of Admin/HR	As soon as possible
2	Types of Bullying	<ul style="list-style-type: none"> • Verbal bullying: Slandering, ridiculing, or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks. • Physical bullying: Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damage to a person's work area or property. • Gesture bullying: Nonverbal threatening gestures or glances that convey threatening messages. 	Head of Admin/HR	

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10.0 ELECTRONIC COMMUNICATION AND INTERNET USE

10.1 POLICY ON INTERNET USE

S/N	Policy	Note	Who is in charge	Time frame
1	Internet	Company-provided equipment (e.g., cell phone, laptops, and computers) and services should not be used for transmitting, retrieving, or storing any communications of a defamatory, discriminatory, harassing, or pornographic nature.	Head of Admin/HR	As soon as possible
2	Expectations	<ul style="list-style-type: none"> • Employees must not use the system in a way that disrupts its use by others. Employees must not send or receive large files that could be saved/transferred via thumb drives. Employees are prohibited from sending or receiving files that are not related to work. • Employees should not open suspicious e-mails, pop-ups or downloads. Where staff has erroneously downloaded a 	Head of Operations	

		<p>spyware or virus, staff must contact IT immediately to reduce the release of viruses or to contain viruses immediately.</p> <ul style="list-style-type: none"> • Internal and external e-mails are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending e-mail within and outside the company. 		
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10.2 RIGHT TO MONITOR

S/N	Policy	Note	Who is in charge	Time frame
1	Ownership	<p>It is the policy of the Company that all company-supplied technology and company-related work records should not be used for personal gain. They solely belong to the company.</p> <p>Staff are not allowed to use company technology such as laptops, flash drives, memory cards, phones,</p>	Head of Operations	As soon as possible

		tablets etc. for personal use. They are also not allowed to use their personal technology for the company use.		
2	Inspections	The company will routinely monitor use of company-supplied technology.	COO and Head of Admin/HR	
3	Consequences	Inappropriate or illegal use or communications may be subject to disciplinary action up to and including termination of employment.		

10.3 SOCIAL MEDIA

S/N	Policy	Note	Who is in charge	Time frame
1	Expectations	Employees are expected to Maintain the confidentiality of the company's trade secrets and private or confidential information. Do not post internal reports, policies, procedures or other internal business-related	Head of Admin/HR	As soon as possible

		confidential communications.		
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