



***EMPLOYEE INDUCTION HANDBOOK***

***POLICIES AND PROCEDURES  
RULES AND REGULATIONS***

**June 2021**






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|  <p>POWER OF ONE</p> | <p>Signa group is entrepreneurial holding company of a group of entities that are dedicated to TRANSFORMATION, EMPOWERMENT and GROWTH.As can be seen from the detail description of entities within our group of companies; all entities are aligned to these objectives through activities that:</p> <ul style="list-style-type: none"> <li>• Support transformation in south Africa</li> <li>• Support business sustainability and new venture creation;</li> <li>• Train disabled people;</li> <li>• Train skills that are relevant to future jobs-Agriculture, Fibre technicians and Artisan;</li> <li>• Support community infrastructure through our deployment of training academics in remote communities; working towards a training solution that will support infrastructure development in townships and offering internet access within townships</li> </ul> <p>The <b>POWER OF ONE</b> believes that through One Person, One Passion, and One Team. we can encourage every person or business owner to make a difference in the life of another. When this person is empowered, they can. in turn. make, a meaningful contribution to someone else's life. In this way. the impact of the POWER OF ONE will be exponential. Through POWER OF ONE and the, SIGNA Values. SIGNA GROUP strives to become the number one impact organisation!</p> |
|                      | <p>Signa Academy (Pty)Ltd Established in 2013, this academy delivers SAQA accredited learnership programmes to employed and unemployed learners. We have a full accredited course offering of 45 learnership programs and 130 Short courses with an emphasis in industries which enables Job creation like Agriculture, wholesale and Retail and call Centre. An important course that signa is driving as a focus area is the new venture creation NQA 2 learners which will enable learners to establish small businesses. An estimated 80% of our 1300 students are disabled. Our major campuses are in Randburg, Bellville and Pinetown with 9 remote sites of delivery in areas like Olifantsfontein. Learners are sponsored by corporate clients and trained on career path to enable future employment. (<a href="http://www.signa.co.za">www.signa.co.za</a>)</p>  |
|                     | <p>Fibre Institute (Pty)Ltd 2015 Signa partnered with an industry leader in the ICT sector (DFA) to establish a fibre optic training academy accredited with the MICT seta. As the fibre industry is relatively new, there is a large shortage of qualified skills for jobs available within this industry. Fibre institute acquired internationally accredited courses for a comprehensive curriculum in fibre optic which will be launched in February 2017.This academy is the second of its nature is south Africa and hope to make a sustainable impact on the training of employable candidates in the ICT sector. The website is under construction, the theoretical and practical training facility has been set up in Pretoria and is available for viewing.</p>  |
|                    | <p>Artisans in motion (AiM) is a MerSETA accredited academy that delivers artisan training. Signa is taking over 60% shareholding and the management of the established entity from 1 March 2017 and is in process of developing a model to service the practical requirement of communities like infrastructure, agriculture and other community related services. It is the objective of AIM to formulate a comprehensive curriculum that will offer skills to be able to either work in the community or establish relevant small businesses within the community. The existing springs facility will be utilized as the 'mother ship 'to deploy practical training to rural communities</p>  |
|                    | <p>12-month Youth Employment Services to prepare the upcoming generation for the workplace through in-house training, sourcing and hosting on behalf of the client</p>   |
|                    | <p>Signa Advisors (PTY)Ltd Established in 2004 that delivers Business consulting to an Estimating 300 corporate clients Per annum. The following services are included in our service offering:</p> <ul style="list-style-type: none"> <li>• Implementation of ownership structures with emphasis of</li> <li>• Black empowerment;</li> <li>• B-BEE compliance consultation;</li> <li>• HR and business compliance services;</li> <li>• Employee sourcing and placement;</li> <li>• Procurement management;</li> <li>• Implementation of Enterprise Development projects;</li> </ul> <p>Business development support. (<a href="http://www.signa.co.za">www.signa.co.za</a>)</p>   |
|                    | <p>B1SA is an established database management business which has partnered with signa in offering preferential procurement solutions to corporate clients. B1SA has a clean database of 160 000 SOUTH AFRICAN businesses on its system (<a href="http://www.b1sa.co.za">www.b1sa.co.za</a>)</p>  |



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|  | <p>invequity is a black female owned fund manager offering bespoke private equity fund solutions to the SA market.</p> <p>We offer:</p> <ul style="list-style-type: none"> <li>• B-BBEE scorecard benefits to investors</li> <li>• Provide financing, access to market, scaled growth and other solutions to SMME's</li> </ul>  |
|  | <p>Bettering business through better connection. IT solutions for all IT challenges. NOVACOM supplies infrastructure, services and support to address all hardware and software requirements of our clients through a single contact point</p>  |
|  | <p>RIOT (Pty) Ltd was established in 2005 through a partnership between Signa and 3 engineers, it is the believe of the partners that internet access should be available to all people as a basic human right. Only if people access to the internet will they be able to remain relevant in future and be included in the future economy. The RIOT initiative has the possibility to create networks which will empower the communities which traditionally were isolated from technology or excluded from technology because of the cost thereof. Signa has invested in RIOT because we believe that we have the existing infrastructure, network and opportunities to deploy and leverage Such a business. Signa is a 40% shareholder in RIOT</p> |
|  | <p>Yobi Code is a software engineering company that specialises in custom software development for web and mobile.</p>  |
|  | <p>The Signa Trust is an NPO set up to support bursary funding for Black female students who wish to further their tertiary education.</p>  |



## 1. WELCOME MESSAGE

Welcome to the SIGNA Group (hereafter referred to as the “Company”). You are a valued member of the team, and although you may know a lot about us already, we have prepared this booklet to help you familiarize yourself with the aspects of the Company. In addition, this booklet forms part and parcel of every new employee’s induction – we welcome you in your role within this Company.

Please read this booklet carefully and make notes of any queries you may have – these should be brought to the attention of your manager who will clarify these points. The term “manager” refers, in all instances, to the person to whom you report to directly.

## 2. STATEMENT ON OUR HUMAN RESOURCES

The Company is committed to building up an excellent working environment and relationship with their employees. In order to ensure that all staff are treated fairly, it is essential that there are procedures and rules and regulations, and furthermore, that they are adhered to and uniformly applied. This Handbook strives to outline the basic procedures, rules and regulations that govern every employee’s employment and ensures conformity to these guidelines. Compliance with these policies and procedures is mandatory. It is the employee’s responsibility to check the Signa Portal for updates of this handbook from time to time particularly when prompted to do so, and also to read the full HR policies to be found on the Signa Portal. Enquiries in this regard should be addressed in writing to the Human Resource Manager.

## 3. BUSINESS EXPENSES

In all cases where the employee incurs expenses at the insistence of the company, and in the execution of the employee’s duties, the company will, in accordance with the company’s policy, pay all reasonable proven expenses. It is the responsibility of the employee to ensure that the employee is familiar with the necessary company policy before incurring any expenses, failing which the employee may be held responsible for payment of the expense incurred.

## 4. BURSARIES

Limited bursaries are available to full time employees with more than one year of service. employees need to submit applications for each academic year as advertised by the company Skills Development Facilitator. Bursaries for tertiary qualifications in line with employees’ role and function will be considered.

The Board of Directors grant bursaries only in January each year. Bursaries are granted on merit. Signa Group only awards 75% of course fee value for job specific qualifications. For qualifications that are not job specific, if a bursary is awarded only 60% of the course fee will be paid by Signa Group. These percentages (%) are at the discretion of the Bursary committee.

## 5. CONFIDENTIALITY

SIGNA is committed to ensuring the highest standards of confidentiality is maintained by SIGNA, its employees or individuals acting on SIGNA’s behalf. Employees are required to keep information regarding the Employer’s business, clients or

suppliers confidential during employment and indefinitely thereafter. Without derogating the generality of this provision, such information will not be divulged to any third party if such information could be damaging to the Employer's business or could benefit other parties to the detriment of the Employer.

Employees must neither use for their own purposes nor disclose to any third party any such information unless authorised to do so. Examples exist in many areas and include personal, technical, marketing, and financial information, inventions, computer programmes, formulae, planning techniques and processes, special equipment and financial, trading and marketing information.

## 6. CONFLICT OF INTEREST

The Company prides itself in conducting its business in an ethical and honest, and even-handed manner and it expects its employees to do likewise. It is in this context that it expects employees not to have any involvement in areas where there may be, or that may lead to, conflicting interests with the Company. Conflicts of interest may include (but are not necessarily limited to):

- i. being involved with or setting up a Company or any other business that competes with the business and the products of the Company;
- ii. being involved with a Company that supplies goods or services to the Company;
- iii. Not divulging to the Company that an immediate family member is involved in a business that supplies goods or services to the Company.

To mitigate any risk of potential / actual conflict of interest, an employee must declare such conflict to the Board of Directors immediately.

The Company's equipment or stationery may not be utilised for personal usage. An employee may be liable for summary dismissal if it is established that he/she has a conflict of interest with the Company or when such conflict of interest has not been divulged.

It is the employee's responsibility to familiarize him/herself with Signa's Business Ethics policy and procedure available on the Signa Portal.

## 7. CHANGE OF PERSONAL DETAILS

Any change should be notified in writing to Human Resources without delay. Any notice sent by the Company shall be deemed to have been delivered if sent to the last address notified by the employee. These details include: Residential and postal address; banking details; dependents; emergency contacts; medical requirements, etc.

## 8. DISCIPLINARY PROCEDURES

Undertaking:

Both parties agree that strict adherence to this procedure will ensure that discipline be maintained and that the employee is treated fairly.

Offences and penalties:

The schedule of offences and possible penalties is set out in the *Disciplinary Code* attached hereto. It is the employees' responsibility to check updates on the disciplinary code from time to time on the Signa portal, and in particular when prompted to do so

Procedure:

Should the Employee commit an offence, the Employee shall be given a warning, or if warranted, will be given a formal notice to appear before a disciplinary enquiry, which will consist of a line manager ( the initiator) and person (who is independent) appointed by the company, who will act as chairperson and a fellow Employee, who will act as a member to be heard.

The date, time and place of the disciplinary enquiry shall be determined by the chairperson. The Employee shall have the right to be represented by a Shop Steward or Co-Employee. Should the Employee refuse or fail to appear before the disciplinary committee, the enquiry may proceed in the Employee’s absence.

Should a disciplinary enquiry be held in the absence of the Employee due to the Employee’s unavailability or refusal/failure to appear, the Employer shall send a copy of the disciplinary report to the Employee if reasonably possible.

Disciplinary Steps

For any offence, which is not a summary dismissal offence, the following corrective disciplinary steps will apply:

| <b>Instrument and Validity Period</b>       | <b>Level of Decision - Issued by:</b> |
|---|---------------------------------------|
| Verbal Warning (Valid for 6 months)         | Management                            |
| First Written Warning (Valid for 9 months)  | Management                            |
| Final Written Warning (Valid for 12 months) | Management and/or chairperson         |
| Possible Dismissal                          | Chairperson/ Nominee                  |

Comprehensive / Consolidated / Blanket / General Final Written Warning

- The comprehensive, consolidated or general final written warning is issued as an alternative to dismissal.
- The comprehensive, consolidated or general final written warning is issued where an employee is found to have a tendency to commit offences at convenient intervals falling outside the period of applicability of the written warnings. The following serves as an example: an employee commits an offence for which the disciplinary codes prescribe a first written warning for the first offence, a final written warning for the second offence and dismissal for the third offence. The employee is issued with a first written warning. After the warning has lapsed, the employee commits the same offence and receives yet another first written warning. This happens a third time. It is suggested that an employer may issue a comprehensive, blanket/consolidated or general final written warning at the point where the employee could have been dismissed, had it not been for the fact that the previous warnings had lapsed.
- The concept of a comprehensive, blanket/consolidated or general final written warning must be explained to the employee. The employee must clearly understand that *any* future transgression will result in dismissal.



## DISHONESTY

Dishonesty includes theft, fraud, forgery, falsification or destruction of records, unauthorized or unlawful possession of Company property belonging to customers, suppliers or other employees.

All cases of theft or suspected theft or any other criminal offences, including assault committed at the Company's premises shall be reported to senior management immediately. Every effort should be made not to disturb or destroy evidence until management has made decisions as to how to follow through.

Stringent disciplinary action will be taken in all cases of dishonesty. This does not preclude the Company from pursuing legal means, such as pressing criminal charges once the internal procedures have been implemented.

## **9. DRESS CODE**

We are a professional company doing business in a very competitive market. The company often receives visitors and therefore it is very important to dress smartly, sensibly and neatly at all times. All employees always need to portray a professional image.

The company expects employees to dress appropriately in business attire. Our work environment for employees encourages employees to dress comfortably for work. Clothing that reveals too much cleavage, your back, your chest, your stomach or your underwear is not appropriate for a place of business. Torn, dirty, or frayed clothing is unacceptable. Employees who wear business attire that is deemed inappropriate in this workplace will be dealt with on an individual basis rather than subjecting all employees to a more stringent dress code for appropriate business attire.

## **10. EMAIL AND INTERNET**

The Company-provided Internet and e-mail access is intended to be used for business reasons only. The company encourages the use of the Internet and e-mail because of its efficiency and effectiveness. However, Internet services and e-mails are company property and their purpose are to facilitate company business. Every staff member has a responsibility to maintain and enhance the company's public image and to use company e-mail and access to the Internet in a productive manner that facilitates company business.

### Unacceptable use of the Internet and company mail

The company e-mail and Internet access may not be used for transmitting, retrieving or storage of any communications of a discriminatory or harassing nature or materials that are obscene or "X-rated". Harassment of any kind is prohibited. No messages with derogatory or inflammatory remarks about an individual's race, age, disability, religion, national origin, physical attributes or sexual preference shall be transmitted.

No abusive, profane or offensive language is to be transmitted through the company's e-mail or Internet system. Electronic media may also not be used for any other purpose that is illegal or against company policy or contrary to the company's best interest. Solicitation of non-company business or any use of the company e-mail or Internet for personal gain is prohibited.

The electronic mail system has been installed by the company to facilitate business communications and the Company has total discretion over the EMPLOYEE access privileges and the nature of public discussions on the company's electronic communications system. Although each employee has an individual password to access the system, the system and information remain the property of the Company and the contents of e-mail communications are to be accessible at all times by management for any business purpose.



### On-Line System Policies

The Company routinely monitors usage patterns for its online communications in order to leverage online productivity as well as for better planning and management of network resources.

All communications over the Company On-Line Systems are the property of the Company. All messages created, sent or retrieved over the Company On-Line Systems are the property of the Company.

The contents of e-mail, properly obtained for legitimate business purposes, may be disclosed within the company without individual permission. Therefore, messages are not necessarily confidential and may be backed up for reference for business and legal reasons.

The system may be subject to periodic unannounced inspections and should be treated like other shared filing systems. All system passwords and encryption keys must be available to management, and passwords which are unknown to management, may not be used. Neither may encryption programmes be used unless management has access to the encryption keys.

To prevent computer viruses from being transmitted through the company's e-mail/Internet system, there will be no unauthorised downloading of any unauthorised software. All software downloaded must be authorized by and registered to the company.

Employees are expressly prohibited from loading their private software onto any of the Company's computers as loading of such software is regarded as an infringement of the software producers' license rulings and is not allowed.

## **11. EMPLOYEE WELLNESS/ASSISTANCE PROGRAMME**

The Company has established an Employee Wellness Programme through ICAS, as a commitment to our employees of wellness in the workplace. It ensures that members of staff have access to counselling, advice, training and support. The explicit aim of the Programme is to improve the quality of life of all employees by providing support and helping to alleviate the impact of everyday work and personal and family problems.

## **12. FIREARMS AND/OR OFFENSIVE WEAPONS**

Unless authorised in writing by a senior manager of the Company, you are not permitted to carry on your person on the Company's premises any firearm or offensive weapon. If you are a licensed holder of a weapon, such weapon must be declared to the Company if you bring it onto the premises. The Company is not responsible for any theft or damage of such weaponry.

## **13. GIFTS**

You are not permitted to accept or give bribes in the course of your duties. Requesting gifts for services rendered or business tendered is considered bribery/extortion and will be subject to strict disciplinary measures, including the possibility of termination of the employment contract. It is the employee's responsibility to familiarize himself with company's Business Code of Ethics policy and what is considered generally acceptable and unacceptable gifts.

## 14. GRIEVANCE PROCEDURE

### Purpose

The purpose of the grievance procedure is to resolve any dissatisfaction or feelings of injustice about an employee's work or employment situation. Employees and/or their representatives will not suffer any prejudice because of lodging a grievance in terms of this procedure.

A grievance should be settled without delay at the lowest level possible.

The aggrieved employee must raise the grievance within three (3) working days after the situation where the employee perceived that a grievance must be raised. An aggrieved employee may take any step to seek the assistance of a colleague from the workforce in invoking the grievance procedure (see *Grievance Form*).

### Steps in the grievance procedure:

#### Step 1:

- The aggrieved employee should notify his / her immediate supervisor of the grievance in writing by using the Grievance Form. The employee is to keep a copy of the form and hand the original to his / her supervisor, who should attend to the matter and attempt to resolve it within three (3) working days.
- If the grievance is not resolved in this step, proceed to step 2.
- In the event of an employee having a complaint about his immediate superior, he may, with his representative, approach the next reporting level to his immediate superior directly for the purpose of resolving his grievance.

#### Step 2:

- If the grievance is unresolved after (3) working days, the grievance must be submitted to the employee's immediate supervisor's manager.
- This manager should attempt to resolve the matter through investigation within four (4) working days after submission of the grievance form.
- If the grievance is not resolved in this step, proceed to step 3.

#### Step 3:

- If the grievance is unresolved after four (4) working days, the grievance must be submitted to a director of the company.
- The director should attempt to resolve the grievance within five (5) working days after submission of the grievance form.
- If the grievance is not resolved at this stage the aggrieved employee may seek appropriate action in terms of the Labour Relations Act.

## 15. INTERNAL COMMUNICATION

- All problems and queries should always be taken up with immediate line managers and or relevant Manager verbally and when necessary, in writing.
- All queries and problems not reported directly to line managers should be brought to their attention once resolved.
- All correspondence should be placed on file for either party's reference purposes.
- Any correspondence should be filed chronologically in date order and in clear categories.
- All internal written communication must be in memo format.
- The employee shall render to the company periodically such information and reports regarding the operation and activities of the company which fall within the scope of his/her duties as may reasonably be required of him/her from time to time.

## 16. INSUBORDINATION

Insubordination may be described as:

- Resistance to, or defiance of authority or disobedience, or
- The refusal or failure to obey reasonable and lawful instructions or
- Insolence, cheekiness, rudeness, bringing the name of the company into disrepute, or
- Rebellious or mutinous behaviour resulting in an actual work stoppage.

The characteristics present in insubordination would be one, some of or all the following:

- A verbal refusal of instructions, or
- Disregard of management authority, or
- Disrespect, rudeness, rebellious or disobedient gestures, manners or attitude, or
- Dismissive gestures, walking away, abusive language, knocking the written instruction or notification of inquiry from the manager's hand, or taking it and discarding it, or
- Addressing a supervisor, manager or director in a disrespectful manner.

Disciplinary sanctions for insubordination can include a written warning, final written warning or even dismissal, depending on the severity of the offense.

Every employee has the duty to obey all reasonable and lawful instructions and not to misconduct him/herself in the workplace.

## 17. LEAVE

### 17.1 ANNUAL LEAVE

- The number of days' leave will depend on the employee's position and seniority but will meet the provisions as defined in the BCEA.
- Annual Leave shall be taken at a time mutually convenient to the employee and the Company and at Management's discretion.
- Leave will not be granted concurrently with any other period of sick leave granted.
- Leave will normally not be granted within the notice period regarding termination of service.
- A maximum of 50% of the leave allocated from the previous leave cycle may accrue to a maximum of six (6) months after the employee's anniversary. Leave in excess of this provision will be forfeited.
- Leave must be requested at least 2 weeks in advance, unless exceptional circumstances warrant urgent leave.
- Leave will normally be taken during the company's annual closure period during the festive season where relevant employees will be informed of such dates. Employees are advised to ensure that they have sufficient annual paid leave accrued (for the shut down – negative leave is not permitted).
- The employee undertakes not to perform or engage in work for remuneration outside the service of the Company during leave, during working hours and outside normal working hours without the written permission from the Directors.
- Annual leave is not paid out in lieu of leave not taken while in the employ of the Company.
- An application for leave needs to be completed prior to leave being granted using the standard online system or leave application form.

### 17.2 SICK LEAVE

Whenever an employee is absent from work through sickness or injury (other than sickness or



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injury caused by his own misconduct) the Company shall grant him or her sick leave calculated as follows:

- 30 working days for each period of 36 consecutive months of employment (the sick leave cycle);
- After every 36 months, a new leave cycle begins;
- However, during the first six (6) months of employment an employee is entitled to one (1) day paid sick leave for every 26 days worked.

Notwithstanding the above, a medical certificate will be required in all cases of illness. It is the responsibility of the employee to inform the manager to whom the employee reports, of the duration of the sick leave within two days of absence. A medical certificate must be submitted to the responsible unit manager within one day of the employee returning to work.

Medical certificates will only be accepted by the company if it is:

- Signed by a practitioner that is registered with the Medical and Dental Council, and
- The letter has the designation and contact details of the person writing the letter

Where legitimate, an employee will be entitled to pay during periods of sick leave. However, no employee shall be entitled to paid sick leave in respect of such periods of absence from work for which compensation is payable in terms of the Compensation for Occupational Injuries and Diseases Act of 1993.

A sick leave application needs to be completed immediately upon return to work using the standard *online system* or leave application form

In an instance where an employee is absent for a prolonged period of time, that employee shall be entitled to their sick leave, once that has been exhausted they will then utilise their annual leave, then finally the employee shall be entitled to 30 days' unpaid leave where after the company has the right to institute formal proceedings. The employee must provide a certificate indicating the length of time that he/she will be away from work to afford the company the opportunity to make necessary arrangements. This process is for employees that are sick for a prolonged period but who will be able to return to work.

The company will monitor sick leave taken and where they feel that the employee has been away from work for too long or if he/she is off sick on a regular basis, the company may request the employee to undergo a medical evaluation.

### 17.3 SPECIAL SICK LEAVE

17.3.1. Vulnerable employees can be described as employees with disabilities/clinically diagnosed chronic conditions/disabilities, and in the case of COVID 19, have been tested positive( this may include vulnerable employees with known or disclosed health issues or comorbidities, or employees with any conditions which may place such employees at a higher risk of complications or death if they are infected with Covid-19, or employees above the age of 60 who are at a higher risk of complications or death if they are infected with Covid-19.

17.3.2. The special sick leave will be treated as reasonable accommodation and not an entitlement on a case-by-case basis on submission of a valid doctor's note to a maximum of 15 days in a three-year cycle once all other leave types have been depleted, i.e. sick leave, annual leave. In the case of a condition diagnosed as a disability an EEA1 form has to be completed/updated at the time the disability is confirmed by a specialist/ registered medical practitioner qualified to make such a diagnoses

17.3.3. Where the special sick leave has been depleted, such absence will be unpaid leave. Alternatively, if treating doctor /occupational medical practitioner motivates the employee's

absence as 'temporary incapacity', the employee may be able to claim UIF 'illness benefits according to the UIF provisions

- 17.3.4 Whilst the company will not unreasonably deny special sick leave, it is not an entitlement and will approve up to the full amount as per item 5.8.2 as each case is assessed. Where there is an existing pattern of sick leave abuse, the special sick leave may not be granted, and the company reserves the right to decline approval of special leave as it is a discretionary reasonable accommodation and not an entitlement. The special leave is afforded in each case where an employee could not have been reasonably expected to have maintained a positive sick leave balance.

#### 17.4. **MATERNITY LEAVE**

##### Application

- A female employee is entitled to at least 4 (four) month's consecutive maternity leave. This leave may begin up to 4 (four) weeks before the expected date of birth.
- Employees are required to notify the Company in writing of the date on which the employee intends to commence maternity leave; and return to work after maternity leave.
- An employee may commence maternity leave at any time from four weeks before the expected date of birth, unless otherwise agreed; or on a date from which a medical practitioner or midwife certifies that it is necessary for the employee's health or that of her unborn child. No employee may work for six weeks immediately after the birth of her child, unless a medical practitioner or midwife certifies that she is fit to do so.
- The employee shall provide the Company with a certificate confirming her pregnancy. Such certificate must be issued by a registered medical practitioner and include confirmation of the expected date of confinement.
- Application for maternity leave must be made on the online system. A doctor's certificate confirming the pregnancy must be attached thereto.

##### Maternity Benefits and Conditions

- Employees who have worked for the Company for 2 years will receive 75% of her gross monthly remuneration which will be paid on the normal pay day on a monthly basis during the period of maternity leave.
- Employees who have received remuneration during maternity leave will be required to work for at least 8 months following their return to work. If the employee leaves before the 8 months following her return, the remuneration received during maternity leave will be required to be paid back on a pro rata basis.
- On return from maternity leave the employee is entitled to the same or equivalent position that she enjoyed prior to going on maternity leave.
- On commencement of maternity leave, employees contributing to the Unemployment Insurance Fund will be provided with documentation necessary to permit them to claim benefits as defined under the provisions of the UIF Act.
- Employees may take reasonable sick leave for monthly / weekly routine check-ups during pregnancy.
- Any time off for medical check-ups for whatever reason including pregnancy shall be recorded as sick leave. In general, if an employee is not at work to consult/visit a medical practitioner/clinic and does not report for duty before 11h00, or leaves work before 14h00, such time off is recorded as leave. It is the company's discretion to apply reasonable

accommodation on a case by case basis should an employee be away for only a few hours at the beginning or end of a workday as long as there is a prior arrangement with his manager/supervisor for the employee to catch-up on his/her work/responsibilities for that day. HR should be consulted where such time off is recurring.

#### Miscarriages

- An employee who has a miscarriage during the third trimester of pregnancy or bears a stillborn child is entitled to maternity leave for six weeks after the miscarriage or stillbirth, whether or not the employee had commenced maternity leave at the time of the miscarriage or still birth.

### 17.5. FAMILY RESPONSIBILITY LEAVE

Employees are entitled to family responsibility leave in terms of the applicable legislation. The implications are as follows:

- During each leave cycle an employee is entitled to a total of three days paid leave of absence on full pay, which may be taken on an hourly basis which relates to: -
  - When the employee's child or spouse is sick;
  - In the event of the death of a member of the employee's immediate family; or
- The Company reserves the right to request the employee to provide reasonable proof of an event contemplated above.
- Family responsibility leave applies only to employees who have been in the Company's employ for at least four months. Family responsibility leave may not be accrued.
- For the purpose of this section, an employee's immediate family means: -
  - The employee's spouse or any other person who cohabits with the employee; and
  - The employee's parent, adoptive parent, grandparent, child, adopted child, grandchild or sibling. It is the employee's responsibility to update the company on his immediate family/next of kin details
- An application for leave needs to be completed prior to leave being granted using the standard Leave Application Form.

### 17.6 STUDY LEAVE AND STUDY ASSISTANCE

An employee may apply for study leave to prepare and write exams. Approval of study leave is at the sole discretion of the employer.

- The company will allow a maximum of 2 days' study leave per module to a maximum of 5 exams per year (which is equivalent to 10 days per annum).
- The employer considers the following when approving study leave:
  - Applicability of studies to the company/work environment
  - Effect that the absence of the employee will have on the workload of the employee
- Study leave will not be granted for the rewrite of a failed examination.

### 17.7. LEAVE WITHOUT REMUNERATION (UNPAID LEAVE)

Leave without remuneration may be granted when: -

- The temporary employee's sick leave credits are insufficient or have been depleted; or,
- The application for sick leave cannot be reasonably substantiated; or
- Family responsibility leave credits are insufficient or have been depleted and no vacation/annual leave credits are available.
- If the temporary employee is absent from duty without prior arrangement or permission, the employer may regard any period of such absence as leave without remuneration. This

does not preclude the employer from taking disciplinary measures against the temporary employee in terms of this contract.

- Leave without remuneration will affect the accumulation of vacation /annual leave credits on a pro-rata basis.
- Leave without remuneration may affect the calculation of any bonus or reward that the employer may contemplate.

#### 17.8. PARENTAL LEAVE

- An employee who is a parent of a child, is entitled to at least **ten consecutive days** parental leave
- An employee may commence parental leave on:
  - the day the employee's child is born, or
  - the date that the adoption order is granted OR the child is placed in the care of a prospective adoptive parent by a competent court, pending the finalisation of an adoption order in respect of that child (whichever date occurs first).
- An employee must notify an employer in writing, unless the employee is unable to do so, of the date on which the employee intends to:
  - commence parental leave; and
  - return to work after parental leave.
  - notification must be given:
    - (a) at least one month before the employee's child is expected to be born; or date referred to in subsection above; or
    - (b) if it is not reasonably practicable to do so, as soon as is reasonably practicable.
- An employee who has completed two full years of continuous employment with Signa will be paid 100% of monthly salary for 6 days only, out of 10 days during their parental
- An employee who has not completed two full years of continuous employment with Signa Group will be entitled to parental leave without pay.

#### 17.9 ADOPTION LEAVE

- An employee who is an adoptive parent of a child who is below the age of two, is entitled to:
  - adoption leave of at least 10 weeks consecutively; or
  - parental leave referred to above (*both parents cannot claim adoption leave*), one can claim adoption leave, and the other parental leave
- An employee may commence adoption leave on the date:
  - that the adoption order is granted; or
  - the child is placed in the care of a prospective adoptive parent by a competent court, pending the finalisation of an adoption order in respect of that child (whichever date occurs first).
- An employee must notify an employer in writing, unless the employee is unable to do so, of the date on which the employee intends to:
  - commence adoption leave; and
  - return to work after adoption leave.
- Notification must be given—
  - at least one month before the date referred to above; or
  - if it is not reasonably practicable to do so, as soon as is reasonably practicable.

- An employee who has completed two full years of continuous employment with Signa will be paid 75% of the basic salary per month during their adoption leave
- An employee who has not completed two full years of continuous employment with Signa will be entitled to adoption leave without pay. Signa will provide such an employee with information and will assist with the submission of an application to the Unemployment Insurance Fund (UIF) which provides for payment of a portion of an employee's salary during adoption leave.

#### 17.10. **COMMISSIONING PARENTAL LEAVE**

- An employee, who is a commissioning parent in a surrogate motherhood agreement is entitled to:
  - commissioning parental leave of at least 10 weeks consecutively; or
  - the parental leave referred to above
- Both parents cannot claim commissioning parental leave - one can claim commissioning parental leave, and the other parental leave
- An employee may commence commissioning parental leave on the date:
  - that the child is born as a result of a surrogate motherhood agreement
- An employee must notify an employer in writing, unless the employee is unable to do so, of the date on which the employee intends to:
  - commence commissioning parental leave; and
  - return to work after commissioning parental leave.
- Notification must be given—
  - at least one month before a child is expected to be born as a result of a surrogate motherhood agreement; or
  - if it is not reasonably practicable to do so, as soon as is reasonably practicable.
- An employee who has completed two full years of continuous employment with Signa will be paid 75% of the basic salary per month during their commissioning parental leave
- An employee who has not completed two full years of continuous employment with Signa will be entitled to commissioning parental leave without pay. Signa will provide such an employee with information and will assist with the submission of an application to the Unemployment Insurance Fund (UIF) which provides for payment of a portion of an employee's salary during commissioning parental leave.

## 18. MEDICAL EXAMINATIONS

The Company also reserves the right to ask any employee to undergo a confidential medical examination during employment. Such examination will be carried out by a Medical Practitioner appointed by the Company and at the cost of the Company.

## 19. PERSONAL PROPERTY

Your personal property is left on Company premises entirely at your risk and the Company does not accept any responsibility for loss or damage to property, clothing or vehicles. Nevertheless, in the event of loss of any article you should report it to your Manager.

## 20. POLITICAL AFFILIATION

The Company accepts the personal participation of its staff in the political process and respects the



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rights to absolute privacy to their personal political activity. The Company's facilities, funds, goods, or services may not be used as contributions to political parties or their candidates.

## 21. POOR WORK PERFORMANCE POLICY

- Poor Work Performance is a failure by the employee to reach the employer's required standards of quality and quantity of work. It has nothing to do with the employee's behaviour at work.
- In the context of poor work performance, the question is whether or not the employee has failed to meet a required performance standard.
- An employer is entitled to monitor the performance of an employee and assess whether the standards have been met.
- Poor work performance is not a misconduct.
- Instead the employee should be counselled. This counselling session must be documented and signed by all parties involved.
- If the work performance does not improve after one month, another counselling session should be held. This counselling session must be documented and signed by all parties involved.
- If there is still no improvement in work performance the employee will face a formal incapacity enquiry.

## 22. PRIVATE WORK

You may not undertake any private work whilst on Company premises, during official company hours and/or utilizing Company equipment or material of any nature whatsoever.

## 23. PUBLIC HOLIDAY

Public holiday means any day that is a public holiday in terms of the Public Holidays Act 36 of 1994, and the Employee is entitled to leave with full pay on these Public Holidays.

The employee shall be entitled to the following paid public holidays and the Employer does not ordinarily require the Employee to perform any duties on a Public Holiday, however, should the Employer require the Employee to work on a particular Public Holiday, the parties agree as follows:

- The Employee undertakes not to perform any duties on his/her own initiative without the knowledge and approval of the Employer on a Public Holiday.
- Should the Employee perform any work on a Public Holiday without the knowledge and approval of the Employer, the Employer will not be liable or obliged to remunerate the Employee for such work done.
- The Employer undertakes to pay the Employee, in addition to his/her normal remuneration for such day, his/her normal daily salary in terms of clause 11, hereunder, for work done on that Public Holiday.

The Employee undertakes to work on public holidays at normal wage rate, if agreed, to exchange the public holiday for another day off, on full pay.

## 24. RETIREMENT AGE

Employment with the company will continue until the end of the month in which the



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employee turns 65 years of age, unless terminated earlier in accordance with the terms of standard contract of employment or for any other reason whatsoever.

## 25. SAFETY AND QUALITY

The Management and employees of the Company are mutually committed to promote a safe and healthy working environment for all those employed or affected by our Company.

The company will:

- Encourage and facilitate all employees to develop a culture of Health and Safety awareness in the workplace and at home.
- Comply with all relevant and future Health and Safety legislation and take any additional measures considered necessary.
- Train employees to perform their tasks in accordance with the established Health and Safety procedures.
- Identify the impact from existing and future operations by means of risk assessment and where reasonably practicable strive to reduce or eliminate these risks or any foreseeable risks which has the potential to cause personal injury, illness, fires, security losses, damage to assets and the environment with resulting disruption to processes.
- Measure by means of a formal evaluation system the extent to which the Health and Safety objectives and targets have been achieved.
- Annually review the Company's Health and Safety performance against, national, international standards and guidelines.

## 26. SALARIES

Salaries are dependent on the nature of the job and are strictly confidential. Unless there is an alternative arrangement, salaries are paid monthly, by no later than the last working day of the month. Payment is made by means of a bank transfer.

Salaries are reviewed annually during March of each year and are dependent on the performance of the company and the performance of the individual concerned influences participation in the company's discretionary performance bonus or incentives whichever is applicable. Increases are determined at the discretion of the Management of the Company.

Full time Staff are remunerated on a total cost to company (TCTC) basis. Pay date is the 25<sup>th</sup> of each month.

## 27. SECURITY AND SECURITY CLEARANCE

All employees agree to be searched when requested by a duly authorised person. A search may include bags/parcels and vehicles, on entering or leaving the Employer's premises.

Depending on the nature of an employee's work, an employee may be required to undergo a security clearance. Such security clearance may be done during recruitment, after appointment or at any stage during employment if the operational circumstances are such that it is desirable to do so.

## 28. SEXUAL HARASSMENT

Definition:

*"The unwelcome or unwanted attention of a sexual nature that causes discomfort, humiliation, offence or distress, and/or interference with the job. This includes all such*

*actions and practices of a sexual nature by a person or a group directed at one or more staff members. Sexual harassment may take verbal or physical form, a written form in any format, or may be by means of pictures, photographs, jokes, innuendos, etc.”*

Sexual Harassment is unacceptable and unwarranted and will not be tolerated under any circumstances and the aggressor will, in every instance where guilt has been proved, be dismissed.

All employees have the right to work in an environment that is free of sexual harassment, victimisation and unfair discrimination and to be treated with dignity and respect.

The company ensures that all reports of sexual harassment will be treated seriously and that all investigations will be carried out confidentially. Any employee who wishes to report sexual harassment must do so promptly to either their direct line manager, the Managing Director or to Human Resources. The grievance procedure may be used.

Anonymous complaints cannot be addressed as the complainant will be unknown and without a complainant there is no case to answer.

Disciplinary action will be taken against any employee, without exception and irrespective of position held in the company, who is alleged to have sexually harassed any employee in the company. Should the alleged harasser be found guilty, he/she will be dismissed.

The sanction of dismissal is not negotiable and shall be applied in every case where an employee is found to be guilty.

The following issues are of importance:

- Anonymous complaints will be disregarded,
- The rights of both complainants and those against whom a complaint is made will be protected,
- False accusations will be viewed in a serious light, and may result in disciplinary action
- It is a condition of employment, whether written into the employment contract or not, that all employees without exception or irrespective of position held in the company, are required to refrain from committing any act or acts of sexual harassment against any other employee.

Upon been proven guilty of having violated this condition of employment, the guilty party shall be immediately dismissed from employment.

## **29. SMOKING**

By virtue of the provisions of the Tobacco Product Control Act, the employer is obliged to implement and maintain a no-smoking policy at its workplace. Accordingly, no smoking will be allowed in enclosed workplaces except in the designated smoking areas.

The workplace includes the business premises of the employer, including any corridor, lobby, stairwell, elevator, cafeteria, washroom or other common area frequented by employees during the course of their employment with the employer as well as any indoor or enclosed area in which employees perform the duties of their employment.

This definition will accordingly include any private office of the employee.

The company may have designated certain areas and rooms as smoking rooms and the employees are welcome to use these smoking rooms provided this does not unreasonably interfere with the employee's work. Suitable ventilation will be provided for these smoking rooms.

The employer will provide those employees that seek to break the smoking habit with the necessary reasonable support determined at the employer's discretion, to assist the employees to do this.

Any employee who fails to abide by the policy may be subjected to disciplinary action.

## 30. SOCIAL MEDIA

### Definitions

“Social media” refers to the means of interaction among people in which they create, share and exchange information and ideas in virtual communities and networks.

“Social media platforms” refer to blogs, micro-blogs, wikis, social networks, social bookmarking services, user rating services and any other online collaboration, sharing or publishing platform, whether accessed via the web, a mobile device, text messaging or any other existing and/or future communication mediums.

### Application of Policy

Only Employees who are authorised by the Company (“Authorised Employees” are defined as those appointed by the Managing Director for the specific purpose) may engage in social media on behalf of the Company. Only Authorised Employees may comment on any aspect of the Company’s business or and/or policy issue in which the Company is involved. When making such comment, the Employee must identify himself/herself as an Employee of the Company.

When using social media platforms on behalf of the Company, Employees shall not:

- post any illegal, unethical and/or disrespectful content;
- engage in online communication or social media activities which could bring the Company into disrepute;
- disclose personal details of other Employees;
- disclose any confidential information; and
- provide any information that is inaccurate and unapproved.

### Participating in Social Media in A Personal Capacity

- Employees shall not use the Company’s name or logo in their personal profiles. As such, Employees should not include any of the Company’s brand symbols, logos and/or trade dress in their personal postings.
- Employees shall not communicate any information pertaining to the Company, colleagues and/or managers when engaging in social media in their personal capacity.
- Only Authorised Employees can use social media platforms to speak on behalf of the Company in an official capacity. Unless otherwise authorised by the Company to do so, an Employee shall not speak on behalf of the Company and shall not represent himself/herself as an Authorised Employee.
- Employees are responsible for ensuring that their online activities do not interfere with their ability to fulfil their job requirements or their commitments to the Company. Employees owe a duty of good faith towards the Company and must always act in the best interests of the Company.
- To the extent that it is necessary for Employees to advise social media users that they are employed by the Company, or if their affiliation to the Company can be determined by other social media users, they should make it clear that their postings, communications and/or submissions are representative of their own views and opinions and not those of the Company. In such event, Employees’ personal postings should include the following standard disclaimer: “The postings on the site are my own and do not represent the position, strategy or opinion of my employer.”
- Employees are legally responsible for their postings, communications and/or submissions, and may be held liable if their posts are found to be defamatory, libellous or in violation of any law. Employees may also be held liable if they post any material belonging to a third



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party that is of a confidential nature or is subject to copyright including, but not limited to, music, videos and text.

#### Failure to Comply with This Policy

Failure to comply with this policy may result in disciplinary action being taken against the relevant Employee. Employees should note that certain instances of non-compliance of this policy may lead to summary dismissal.

### **31. SUBSTANCE ABUSE**

The Management and employees of the Company are mutually committed to promote a working environment free of Liquor, Drugs and habit-forming substances not prescribed by a medical practitioner, for all those employed or affected by our operations.

### **32. TAX**

Under paragraph 2 (two) of Part II of the Fourth Schedule in the Income Tax Act 58 of 1962 the Employer is obliged to deduct the amount for which an Employee is liable by way of tax before paying the Employee his/her remuneration.

### **33. TERMINATION OF EMPLOYMENT**

Notwithstanding anything to the contrary and subject to the provisions of the Labour Relations Act of 1995, an employee's contract of employment may be terminated:

- by written notice from the employee to the Company or vice versa, in which event the notice period will be as follows:
  - one (1) week during the first six months of employment,
  - two (2) weeks after the first six months of employment but less than one year, and
  - four (4) weeks thereafter;
- at the end of the month in which the employee reaches retirement age in accordance with the Company's policy, at the discretion of the directors, which is 65 years;
- summarily, if the Employee is found guilty of a serious disciplinary transgression; and
- for any other reason recognised by law as sufficient.

### **34. TRADE UNIONS**

Should the Employee join a trade union, the Employee will notify the Employer within 7 (seven) days of such membership.

### **35. VEHICLES**

Private vehicles parked on Company premises are not the responsibility of the Company and remain the property of the owner. The Company will not be held responsible for the theft or damage of any such vehicles or equipment from or with the company property. Employees should park their personal vehicles in accordance with company rules for allocation of parking bays where they exist. Payment of any and all traffic fines incurred by the employee while in the employment of the company will be for the employee's own account.



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## 36. WORKING HOURS AND OVERTIME

Employees may be required to work a maximum of 45 ordinary working hours per week Monday to Friday.

Lunch breaks are 60 minutes/ 1 hour. Smoke breaks will be taken during either lunch breaks, there will be no separate time allocated to smoking.

Should an employee, for one reason or another, need to take the lunch break outside of these hours, prior consent must be obtained from the applicable manager/ director. All manager/ directors are to ensure that lunch is taken at different times in order to ensure continuity in the office between 12h00 and 14h00. Lunch hours, if not taken, may not be accumulated.

### Overtime

Overtime payment is as per the provisions of the BCEA and only after the allocated 45 hours per week have been met by the employee. The BCEA (labour law) provision apply

### Sundays & Public Holidays

It does not often happen that an employee is required to work on a Sunday or public holiday.

However, where it does happen that an employee is required to work on a Sunday or public holiday, the provisions of the BCEA will apply.

## 37. DISCIPLINARY CODE

The purpose of this disciplinary code is to bring to the attention of all employees the standards of behaviour expected of them in the workplace, and what action may be taken against employees who are proven, by means of a fair procedure, to have transgressed against any part of this code. The list of offenses is not exhaustive; and Law of custom and practice maybe applied. It is the employees' responsibility to familiarise themselves with these guideline and check updates on the Signa Portal

### MINOR / MODERATE OFFENCES & SANCTIONS (GUIDELINE)

| DESCRIPTION   | 1 <sup>st</sup> OFFENCE | 2 <sup>nd</sup> OFFENCE | 3 <sup>rd</sup> OFFENCE | 4 <sup>th</sup> OFFENCE |
|---|-------------------------|-------------------------|-------------------------|-------------------------|
| ● Unsatisfactory attitude towards work, colleagues, manager or customer | Verbal Warning          | Written Warning         | Final Written Warning   | Dismissal               |



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|  |                 |                       |                       |           |
|--|-----------------|-----------------------|-----------------------|-----------|
| <ul style="list-style-type: none"> <li>Poor attendance / Poor timekeeping:</li> <li>Arriving late for work at beginning of the day or after meal interval/extended breaks without permission, or Leaving work early at the end of the day or before meal interval without permission, or Sleeping on duty</li> </ul> | Verbal Warning  | Written Warning       | Final Written Warning | Dismissal |
| <ul style="list-style-type: none"> <li>Disorderly behaviour</li> </ul>   | Written Warning | Final Written Warning | Dismissal             |           |
| <ul style="list-style-type: none"> <li>Abuse of telephone</li> </ul>   | Written Warning | Final Written Warning | Dismissal             |           |
| <ul style="list-style-type: none"> <li>Poor maintenance or neglect of equipment, machine, material or any other company property for which the employee is responsible in the course of his/her employment</li> </ul>  | Written Warning | Final Written Warning | Dismissal             |           |
| <ul style="list-style-type: none"> <li>Neglect of duty/ Dereliction of duty</li> </ul>   | Written Warning | Final Written Warning | Dismissal             |           |
| <ul style="list-style-type: none"> <li>Failure to comply with safety rules</li> </ul>  | Written Warning | Final Written Warning | Dismissal             |           |
| <ul style="list-style-type: none"> <li>Smoking in non-designated area</li> </ul>   | Verbal Warning  | Written Warning       | Final Written Warning | Dismissal |
| <ul style="list-style-type: none"> <li>Poor communication with clients/management/colleagues (third parties)</li> </ul>  | Written Warning | Final Written Warning | Dismissal             |           |
| <ul style="list-style-type: none"> <li>Abuse of leave in any form</li> </ul>   | Written Warning | Final Written Warning | Dismissal             |           |
| <p>Absenteeism:</p> <ul style="list-style-type: none"> <li>Less than 3 working days</li> <li>Recurring absence and habitual pattern of poor time keeping</li> <li>Extended breaks, late arrival or early departure</li> </ul>  | Written Warning | Final Written Warning | Dismissal             |           |



|  |                 |                       |           |  |
|--|-----------------|-----------------------|-----------|--|
| <ul style="list-style-type: none"> <li>• Contravention of traffic laws with company vehicle</li> </ul> | Written Warning | Final Written Warning | Dismissal |  |
|--|-----------------|-----------------------|-----------|--|

## SERIOUS OFFENCES

| DESCRIPTION   | 1 <sup>st</sup> OFFENCE | 2 <sup>nd</sup> OFFENCE | 3 <sup>rd</sup> OFFENCE | 4 <sup>th</sup> OFFENCE |
|---|-------------------------|-------------------------|-------------------------|-------------------------|
| Absenteeism: <ul style="list-style-type: none"> <li>• More than <u>3</u> working days without notification, refusal to work/return to work and / or abandoning the job</li> </ul>   | Dismissal               |                         |                         |                         |
| <ul style="list-style-type: none"> <li>• Alcohol or Drug Abuse in the workplace, or being under the influence of alcohol / drugs /narcotic(s) intoxicating substance in the workplace or during working hours</li> </ul>                | Dismissal               |                         |                         |                         |
| <ul style="list-style-type: none"> <li>• Insolence or using abusive / insulting language to managers, supervisors or co-workers</li> </ul>  | Final Written Warning   | Dismissal               |                         |                         |
| <ul style="list-style-type: none"> <li>• Wilful intimidation/ Using intimidating, abusive, insulting or offensive/vulgar language in the workplace, to clients/customers and suppliers (third parties)</li> </ul>                       | Final Written Warning   | Dismissal               |                         |                         |
| <ul style="list-style-type: none"> <li>• Continued intimidation/ Using intimidating, abusive, insulting or offensive/vulgar language in the workplace, to clients/customers and suppliers (third parties)</li> </ul>                    | Written Warning         | Final Written Warning   | Dismissal               |                         |
| <ul style="list-style-type: none"> <li>• Insubordination/ Refusing to execute any reasonable and lawful instruction(s) given by a superior or Inciting other employees to refuse/Failure to carry out reasonable instruction</li> </ul> | Dismissal               |                         |                         |                         |



|  |                       |           |  |  |
|--|-----------------------|-----------|--|--|
| ● Dishonesty   | Dismissal             |           |  |  |
| ● Threat of assault  | Final Written Warning | Dismissal |  |  |
| ● Disorderly behaviour (while representing the company at a function / seminar / training or gathering)  | Final Written Warning | Dismissal |  |  |
| ● Disclose another employee's confidential information   | Final Written Warning | Dismissal |  |  |
| ● Undermining management's authority   | Dismissal             |           |  |  |
| ● Disruption of employer's operations/activities/colleagues  | Dismissal             |           |  |  |
| ● Falsification of records, Participation in bribery or corruption or unethical practices (falsification of a Doctor/medical certificate/note) | Dismissal             |           |  |  |
| ● Performing unauthorised private work during working hours  | Final Written Warning | Dismissal |  |  |
| ● Unauthorised possession or removal of company property or property of co-workers   | Dismissal             |           |  |  |
| ● Abuse of leave in any form   | Final Written Warning | Dismissal |  |  |
| ● Unauthorised disclosure of company/client/third party information  | Dismissal             |           |  |  |
| ● Undeclared money(s) or gifts from clients or suppliers   | Final Written Warning | Dismissal |  |  |



|   |                       |           |  |  |
|---|-----------------------|-----------|--|--|
| <ul style="list-style-type: none"> <li>Altering, falsifying or misrepresenting official company documents/Information with the intent to defraud or try to defraud</li> </ul> | Dismissal             |           |  |  |
| <ul style="list-style-type: none"> <li>Falsification or alteration of medical/Doctor's note/clinic note</li> </ul>  | Dismissal             |           |  |  |
| <ul style="list-style-type: none"> <li>Plagiarism /attempt to claim other people's work as your own</li> </ul>  | Dismissal             |           |  |  |
| <ul style="list-style-type: none"> <li>Misuse of company property for personal or another person's gain</li> </ul>  | Dismissal             |           |  |  |
| <ul style="list-style-type: none"> <li>Gross dishonesty</li> </ul>  | Dismissal             |           |  |  |
| <ul style="list-style-type: none"> <li>Failure/refusal to report another employee's/client/supplier's act of dishonesty</li> </ul>  | Final Written Warning | Dismissal |  |  |
| <ul style="list-style-type: none"> <li>Loading illegal software/hardware or offensive material onto a company computer/phone/printer without authorisation</li> </ul>         | Final Written Warning | Dismissal |  |  |
| <ul style="list-style-type: none"> <li>Wilful/negligent introduction of viruses into a company computer/phone/printer</li> </ul>  | Dismissal             |           |  |  |
| <ul style="list-style-type: none"> <li>Unauthorised divulging of allocated usernames/email addresses and / or passwords to other employees or third parties</li> </ul>        | Final Written Warning | Dismissal |  |  |



|  |                       |           |  |  |
|--|-----------------------|-----------|--|--|
| <ul style="list-style-type: none"> <li>Accessing to pornographic/discriminatory material, viewing, copying, storing, distributing on the company's phone, systems/equipment</li> </ul>   | Dismissal             |           |  |  |
| <ul style="list-style-type: none"> <li>Use of company mail/online services/worldwide web for unlawful/malicious activities</li> </ul>  | Dismissal             |           |  |  |
| <ul style="list-style-type: none"> <li>Activity that causes congestion and disruption of the company's network and systems (large email attachment/chain letters/graphics/advertising services (especially non-work related or without permission))</li> </ul> | Dismissal             |           |  |  |
| <ul style="list-style-type: none"> <li>Hacking into systems, use of other employee's login details; breaching networks/phone security measures</li> </ul>  | Dismissal             |           |  |  |
| <ul style="list-style-type: none"> <li>Spending extensive time on the internet/phone/emails or other communication systems for non-business purposes</li> </ul>  | Final Written Warning | Dismissal |  |  |
| <ul style="list-style-type: none"> <li>Intentional /wilful damage to/ wilful neglect of or destruction of company, customer's or supplier's (third party's) property, equipment, tools, machinery etc</li> </ul>   | Dismissal             |           |  |  |
| <ul style="list-style-type: none"> <li>Negligent damage to company products/equipment, property etc</li> </ul>   | Final Written Warning | Dismissal |  |  |
| <ul style="list-style-type: none"> <li>Obstinate and intentional failure to comply with safety rules, including but not limited to refusal to be searched. Disregard of safety/security rules</li> </ul>   | Final Written Warning | Dismissal |  |  |
| <ul style="list-style-type: none"> <li>Failure to report an incident or injury on duty immediately</li> </ul>  | Final Written Warning | Dismissal |  |  |



|   |                       |           |  |  |
|---|-----------------------|-----------|--|--|
| <ul style="list-style-type: none"> <li>• Unauthorised possession of a weapon on company premises, or threaten use by such weapon</li> </ul>   | Dismissal             |           |  |  |
| <ul style="list-style-type: none"> <li>• Non-compliance with company process/procedure or conditions of employment</li> </ul>   | Final Written Warning | Dismissal |  |  |
| <ul style="list-style-type: none"> <li>• Failure to renew public driving permit or any certification/license/accreditation required to perform one's job</li> </ul>                         | Final Written Warning | Dismissal |  |  |
| <ul style="list-style-type: none"> <li>• Unauthorised use of company property/Use of company time/ information/ equipment/ material/ supplies without permission</li> </ul>                 | Final Written Warning | Dismissal |  |  |
| <ul style="list-style-type: none"> <li>• Divulging company information</li> </ul>   | Dismissal             |           |  |  |
| <ul style="list-style-type: none"> <li>• Failure to disclose (relationships with suppliers / other employee(s)/gifts</li> </ul>   | Dismissal             |           |  |  |
| <ul style="list-style-type: none"> <li>• Negligence</li> </ul>  | Final Written Warning | Dismissal |  |  |
| <ul style="list-style-type: none"> <li>• Bringing the company into disrepute/Behaviour by employee/conduct of an employee which impacts negatively against customer or suppliers</li> </ul> | Final Written Warning | Dismissal |  |  |
| <ul style="list-style-type: none"> <li>• Negligent behaviour resulting in loss to the company/customer/supplier</li> </ul>  | Final Written Warning | Dismissal |  |  |
| <ul style="list-style-type: none"> <li>• Private transporting of unauthorised passengers in company vehicle</li> </ul>  | Dismissal             |           |  |  |



|   |                       |           |  |  |
|---|-----------------------|-----------|--|--|
| • Contravention of traffic laws with company vehicle  | Final Written Warning | Dismissal |  |  |
| • Using company vehicle on an unauthorised trip or deviating from allocated route   | Final Written Warning | Dismissal |  |  |
| • Misappropriation (Fraud/from the company, a customer, supplier or colleague)  | Dismissal             |           |  |  |
| • Gross negligence/Gross insubordination/Gross dishonesty   | Dismissal             |           |  |  |
| • Intimidation/threatening violence/harassment  | Dismissal             |           |  |  |
| • Victimization or Incitement/stirring/deliberate action to cause disharmony, mistrust and divisions within the team/company  | Final Written Warning | Dismissal |  |  |
| • Fighting (physical assault) or Assault (or any violent act)   | Dismissal             |           |  |  |
| • Gambling or money lending during working hours on company premises  | Final Written Warning | Dismissal |  |  |
| • Breach of contract of employment / Breach of company rules/procedure that could result in loss of revenue for the company or its clients/customers or suppliers                                 | Dismissal             |           |  |  |
| • Bringing the company into disrepute /Adversely affecting the image /business of the company through comments, statements or allegations made to its clients/customers, suppliers and the public | Final Written Warning | Dismissal |  |  |



|  |                          |           |  |  |
|--|--------------------------|-----------|--|--|
| at large/ on social media  |                          |           |  |  |
| • Dealing in any illegal transactions  | Dismissal                |           |  |  |
| • Participation in a non-procedural/<br>unprotected strike action  | Dismissal                |           |  |  |
| • Negligent and dangerous driving while on<br>duty/ or in company vehicle  | Final Written<br>Warning | Dismissal |  |  |
| • Driving company vehicle without<br>permission or without a license   | Dismissal                |           |  |  |
| • Deliberately giving untrue or erroneous or<br>misleading information/testimony whether<br>verbally or in writing   | Dismissal                |           |  |  |
| • Sexual or any other form of harassment   | Dismissal                |           |  |  |
| • Acting in conflict with the company's<br>interest  | Dismissal                |           |  |  |
| • Unauthorised private work on company<br>premises   | Final Written<br>Warning | Dismissal |  |  |
| • Moonlighting   | Final Written<br>Warning | Dismissal |  |  |
| • Discriminatory behaviour/Action or<br>Prompting / engaging in racist ridicule,<br>racial incitement, or being racially abusive,<br>or engaging in discriminatory behaviour<br>based on gender, race, religion, political<br>beliefs, sexual orientation including<br>statements disguised as jokes | Dismissal                |           |  |  |



|   |           |  |  |  |
|---|-----------|--|--|--|
| <ul style="list-style-type: none"> <li>• Misrepresentation on employment or Inflating qualifications/level of experience on CV</li> </ul>   | Dismissal |  |  |  |
| <ul style="list-style-type: none"> <li>• Inflating one's position/title and authority on CV/personal profile in communication whether internally or externally /on social media</li> </ul>  | Dismissal |  |  |  |
| <ul style="list-style-type: none"> <li>• Breach of company copyright in any form</li> </ul>   | Dismissal |  |  |  |
| <ul style="list-style-type: none"> <li>• Solicitation/enticing, eliciting of Bribery, including attempt to bribe or accepting bribes</li> </ul>   | Dismissal |  |  |  |
| <ul style="list-style-type: none"> <li>• Refusal to work</li> </ul>   | Dismissal |  |  |  |
| <ul style="list-style-type: none"> <li>• Wilful damage to company, client /supplier property</li> </ul>   | Dismissal |  |  |  |
| <ul style="list-style-type: none"> <li>• Prison sentence for criminal activity resulting in absence from work</li> </ul>  | Dismissal |  |  |  |
| <ul style="list-style-type: none"> <li>• Committing illegal act/inciting others to commit illegal act</li> </ul>  | Dismissal |  |  |  |
| <ul style="list-style-type: none"> <li>• Pawning, selling company property/ equipment/ assets/ documents/supplies/information; or allowing access to unauthorised persons to company trade secrets, information, equipment etc</li> </ul> | Dismissal |  |  |  |



|  |                       |           |  |  |
|--|-----------------------|-----------|--|--|
| <ul style="list-style-type: none"> <li>• Serious or repeated breach of employer's rules/regulations/procedures or policies (persistent failure to follow company rules)</li> </ul>   | Dismissal             |           |  |  |
| <ul style="list-style-type: none"> <li>• Theft</li> </ul>  | Dismissal             |           |  |  |
| <ul style="list-style-type: none"> <li>• Time Keeping: <ul style="list-style-type: none"> <li>· Clocking / recording other employees' time or allowing the clocking / recording of own time by other employees</li> <li>· Clocking / recording time and not reporting to work or Claiming unauthorized overtime or Inflating the number of overtime hours</li> </ul> </li> </ul> | Final Written Warning | Dismissal |  |  |

Note: Whether or not an offence justifies summary dismissal is largely situational and dependent on the surrounding circumstances. It is not possible to provide a comprehensive list of such offences. The essence of the matter is that any serious breach of the employment contract/ relationship constitutes a possible ground for summary dismissal. Where dismissal is a possibility, a formal disciplinary enquiry will be held.

### 38. CODE OF CONDUCT

The rules (or code of conduct expected by the Company) referred to below only lay a basis and that there are other rules, customs and day-to-day instructions as handed down by management from time to time (all not necessarily covered here) that have to be adhered to.

#### Required Behaviour

Every employee shall:

- Behave in a dignified manner and treat fellow employees and clients with respect;
- always act/ behave in a manner that will serve the best interest of clients and the company;
- not bring onto the premises or be in possession of any dangerous weapon;
- wear clothing and behave in such a manner that will enhance the professional image of the Company;
- not incite, encourage or participate in any unlawful or non-procedural industrial action (e.g. strike, go-slow, overtime ban or any other action which may obstruct or retard work); and
- not consume or be in possession of intoxicating substance or drugs on business premises or be under the influence of any such substances at work or when reporting for work.

#### Attendance and timekeeping

Every employee shall:

- report for work on time and not leave work early;
- not be absent without permission;





- adhere strictly to the time allowed for lunch breaks;
- not be absent without permission;
- immediately report to his/her Director when it becomes apparent that he/she may be absent from work due to sickness, injury or whatever other reason;
- Observe the conditions of employment regarding sick absence.

### Employment relationship

Every employee shall:

- be honest and act lawfully and in accordance with the company values and Business code of Ethics policy and procedure in all aspects of the employment relationship;
- obey any lawful and reasonable instructions by superiors;
- accept the authority of superiors and treat them with respect;
- not do any private work or be occupied with other private matters during working hours;
- be loyal to the business and refrain from getting involved in anything that may lead to a conflict of interest with the Company; and
- Immediately report any dishonest, irregular or illegal behaviour of any other employee to his/her Director.

### Company Values:

Signa's values speak to the standards to which we hold ourselves and to the way we treat each other. These values are to be lived in-order to build sustainable and impactful businesses that are great places to work.: 3G- LTE-RPM (It is the employee's responsibility to familiarise him/herself with the company's Business Code of Ethics policy and procedure available on the Signa Portal.

### Company property

Every employee shall:

- treat vehicles, machinery, equipment and any other Company property with care, and ensure that such property is not damaged through any malicious act or carelessness;
- report any employee who has in any way damaged or abused, or threatened to damage or abuse any vehicle, machinery, equipment or other property;
- adhere to company policy in respect of company vehicles, if applicable;
- not permit any unauthorised person to use or be in possession of property belonging to the Company; and
- not be in possession of or remove any property of the Company from the premises without having authorisation to do so.

### Health and Safety

Every employee shall:

- not use any equipment or materials which the employee has not been properly trained to use;
- immediately report any incident or state which may cause a threat to the health or safety of any person, and follow any procedures which have been laid down; and
- Observe the applicable safety rules that may be issued from time to time.

### General

- Should an employee be absent for a period of 3 working days or more without effectively communicating the reason for such absence to the employer, it will be regarded as desertion and the services of such employee will be terminated in his/her absence.



**POWER<sub>of</sub>ONE**



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