



EMPLOYEE HANDBOOK 2018

Employee Manual

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INTRODUCTION

This employee handbook is a summary of policies, procedures and practices related to human resource management at Lighthouse Consulting Ltd.

The Managing Director is accountable for leading an effective staff team and is thereby accountable for the development and implementation of the policies outlined in this manual. Managers are responsible for human resource management within their own staff teams and should reference this manual to ensure organizational consistency in the application of these practices.

The Managing Director with the support of his supervisors is responsible for the maintaining the procedures and systems which support human resource management for the organization and is available to answer any questions or provide clarification on any content of this manual.

STATEMENT OF PHILOSOPHY

Lighthouse Consulting Ltd wishes to maintain a work environment that fosters personal and professional growth for all employees. Maintaining such an environment is the responsibility of every staff person. Because of their role, managers and supervisors have the additional responsibility to lead in a manner which fosters an environment of respect for each person.

It is the responsibility of all staff to:

- Foster cooperation and communication among each other.
- Treat each other in a fair manner, with dignity and respect.
- Promote harmony and teamwork in all relationships.
- Strive for mutual understanding of standards for performance expectations, and communicate routinely to reinforce that understanding.
- Encourage and consider opinions of other employees or members, and invite their participation in decisions that affect their work and their careers.
- Encourage growth and development of employees by helping them achieve their personal goals at the organization and beyond.
- Seek to avoid workplace conflict, and if it occurs, respond fairly and quickly to provide the means to resolve it.
- Administer all policies equitably and fairly, recognizing that jobs are different but each is important; that individual performance should be recognized and measured

against predetermined standards, and that each employee has the right to fair treatment.

- Recognize that employees in their personal lives may experience crisis and show compassion and understanding.

WHO WE ARE

Lighthouse Consulting Jamaica helps collection agencies in the US open their own office in Jamaica.

EMPLOYMENT AT GLOBAL LIGHTHOUSE CONSULTING & BPO LTD

Employment Equity

Lighthouse Consulting is an equal opportunity employer and employs personnel without regard to race, ancestry, place of origin, colour, ethnic origin, language, citizenship, creed, religion, gender, sexual orientation, age, marital status, physical and/or mental handicap or financial ability. We aim to remain alert and sensitive to the issue of fair and equitable treatment for all.

Recruitment and Selection

Applications are encouraged from current employees but will be screened in the same manner as applications received from outside applicants.

Applicants are invited to submit their application, along with a current résumé, demonstrating that they meet the minimum criteria for the position being sought. At the closing date, all applications are screened, and candidates selected for interview are contacted. If the interview is positive, references will be contacted. Depending on the feedback provided, a position may be offered to the applicant.

Orientation

All new employees shall receive an orientation session, which will encompass an overview of general policies, procedures and operations. This will also provide employees an opportunity to learn the performance expectations Management has, as regards the position in question. They will be given a copy of this Employee Handbook and will be expected to learn its contents. They will also be made aware of policies such as, Code of Ethics, and asked to sign off on their adherence to same.

Employee Classifications

Each position at Lighthouse Consulting shall be classified as either Administrative\Manual or Management in nature, as determined by the Managing Director. This decision will be based on the duties assigned and qualifications required for each position. It should be noted that the *Hours of Work* and *Overtime* provisions of the employment standards are not applicable to management positions.

Employee Duties

Attached to an Offer of Employment, is a description of the job and the associated responsibilities, along with any additional tasks possibly required. This document will be used to evaluate performance both during the probation period and after. If an employee is unsure of its contents, they should not hesitate to ask for clarification.

From time to time, it may be necessary to amend an employee's job description. These amendments will be discussed with the employee in advance. However, management will make the final decision on implementation.

Personnel File

Lighthouse consulting Ltd collects personal information for personnel files. This information is available to the employee and the Managing Director. This information is kept in a secure location, and is not shared with other members of staff. Information which is contained in an employee's personnel file includes the following: résumé, letter of offer, performance reviews, amendments to job descriptions, disciplinary notices, tax forms, copies of enrolment forms for benefits and approved leave requests.

Probation

The first three (3) months of employment are probationary. During this time both parties may assess suitability for employment with the Employer. This also provides management an opportunity to assess skill levels and address areas of potential concern. During the first ninety (90) days of the probationary period, employment may be terminated by either party for any reason whatsoever, with or without cause, and without notice or payment in lieu of notice. At the completion of the probation period, the employee and employer shall meet and review progress to date. At this time one of three things will occur:

- i. Probation will end.
- ii. Probation may be extended for an additional three months.
- iii. Employment will end.

Annual Salary

The Managing Director, based on budget considerations and commensurate with the experience of the successful candidate, shall determine salaries. The organization shall pay employees on a fortnightly/ monthly basis, less statutory deductions and other deductions payable in accordance with the Employer's standard payroll practices. These payroll practices may be changed from time to time at the Employer's sole discretion.

Performance Appraisals

The performance review document will be a living document for each employee. Each Supervisor will be responsible for developing their respective workplan for the year. This plan will be reviewed by Management and amended as necessary. At the time of the performance appraisal, the employer and employee will review the objectives and the results achieved. Throughout the year, the employee and employer may refer to this document to track progress made toward objectives, highlight areas of concern and indicate challenges identified along the way.

Performance reviews, for all employees, will occur bi-annually. Employees should prepare for this meeting by preparing a draft work plan for the coming year. This meeting is to review successes and challenges from the preceding quarters, and to establish the objectives for the coming quarters. This would also be the opportunity for either party to identify and recommend professional development opportunities which may assist the employee in their day to day work or to grow within the organization. Once complete, both parties shall sign off on the final document and it shall be added to the employee's personnel file.

Bonus

Bonus will be calculated based on one's performance rating. As such employees with a rating below 70% would be ineligible for a bonus. *(Note. A bonus is subjected to the organization financial performance and should not be viewed as a right or entitlement)*

Professionalism

When representing Lighthouse consulting Ltd staff should dress and behave appropriately. Employees should choose to dress in a manner which presents a professional image to the public and is respectful of others. Excessive use of profanity is neither professional nor respectful to co-workers and will not be tolerated.

Dress Code:**Ladies:**

- Required to wear black pants or skirts and an oxford shirt such as Sun Island.
- Hemlines (skirts or dresses) should be moderate (not more than 3" above the knee).
- Splits should not be more than 4" above the knee.
- Upper torso should be adequately covered and attire needs to be modest. For e.g. these should be no:
 - i. Midriff blouses or show of undergarments.
 - ii. Tight-fitting clothes.
 - iii. Sleeveless or spaghetti strap tops without jackets.
 - iv. Shirts or blouses with openings exposing cleavage or other body parts.
 - v. Tight-fitting pants, shirts, skirts or dress.
- Shoes should be either flat loafer type or formal high-heeled shoes. No flip-flops and sandals will be allowed. (Sandals and slippers may only be worn when a medical condition necessitates wearing them).
- Hairstyles should be conservative. Braids and extensions must be modest in length, tone and style. Hair color should be the employee's natural tone.
- Manicured nails should not be excessively decorative and preferably polished in one solid color or in a traditional French manicure.
- Pants should be formal cut and styled. For e.g., there should be no wearing of decorative, tight or 'hipster' jeans pant.
- Jewelry and other accessories should be modest in amount and type; for e.g., there should be no wearing of excessive bangles and earrings, oversized earrings, or outrageous body piercing.

Gentlemen

- Gentlemen must wear black pants and a oxford shirt similar to Sun Island.

- Pant must be worn with belt and firmly fitted to one's waist.
- Sandals and slippers may only be worn when a medical condition necessitates wearing them
- Facial hair should be closely trimmed and well groomed. Haircuts are to be kept low, neat and modest; i.e. no braids or pattern cuts (Admin).
- For members of the warehouse team who opt to grow their hair, same must be combed and neat at all times.

In addition (applicable to all):

- Garments should not be transparent, excessively shiny or close fitting.
- Track shoes or other casual gym-type footwear are not allowed.
- In addition to being suitably dressed and well groomed, employees should maintain at all times, the highest standards of personal hygiene.
- Should an employee arrive at the workplace inappropriately dressed, the following disciplinary action will result:
 - The employee will be sent home to change into appropriate wear and return to work within three (3) hours. If the employee fails to return to work within the specified timeline, his/his salary will be adjusted to reflect no pay leave for that day. The employee will also receive a verbal warning from his/her supervisor.
 - On the second occurrence, in addition to the above, the supervisor will be required to provide the employee with a written warning, which is to be copied on the employee's file.
 - Employees who have been verbally warned and who have received written warnings on more than 3 occasions will be dismissed.

NB. The company reserves the right to amend the above list whenever they deem it necessary.

Discipline

Discipline at Lighthouse consulting Ltd shall be progressive, depending on the nature of the problem. Its purpose is to identify unsatisfactory performance and / or unacceptable behaviour. The stages may be:

- i. Verbal reprimand
- ii. Written reprimand

- iii. Suspension (Without pay)
- iv. Dismissal

Some circumstances may be serious enough that all three steps are not used. Some examples of these types of situations are theft, assault or wilful neglect of duty. In all cases, documentation will be included in the employees personnel file.

Hours of Work

The regular office hours for Lighthouse consulting Ltd are 9:00 a.m. to 5:00 p.m. Monday through Friday and 9:00am-4:00pm on Saturdays. It is expected that most staff will be available. All employees are expected to work 8 hours per day, exclusive of an unpaid eating break of one (1) hour. Employees may also be expected to work other hours as may be requested or required, from time to time. Employees hired on a part time basis will have schedules determined on a case by case basis.

Employees are required to notify their supervisor, in advance, of planned days away from the office.

- Employees must notify their Supervisor two (2) hours before the beginning of their work, if they will be late or absent.
- Unplanned absences from the office should be reported to the employee's supervisor as soon as could reasonably be expected.
- Upon return employee should complete a leave request form that will deduct from their vacation or sick leave entitlement.

Overtime

All overtime must be pre-authorized by the Managing Director/ Operations Manager in advance. Overtime will be compensated in the following format:

- Time and half.
- Double time-(Holidays and on days off).

Statutory Holidays

The following statutory holidays shall be observed as recognized Public Holidays:

- Ash Wednesday
- Good Friday
- Easter Monday
- Labour Day
- Emancipation Day

- Independence Day
- National Hisoes' Day
- Christmas Day
- Boxing Day
- New Year's Day

TIME AWAY FROM WORK

Vacation Leave

Employees are entitled to Vacation Leave that has been accrued after 110 days (approximately six (6) months) worked during the contract period.

If in the qualifying year an employee has worked 110 to 220 days, s/he is entitled to vacation leave on the basis of one day after every 22 days worked.

In determining vacation leave accruals for period of service less than twelve (12) months, the following computation will apply:

- Fractions of one-half month or greater of active service will be counted as a full month.
- Periods less than one-half month will be pro-rated based on the number of working days completed.
- Public holidays, vacation leave and paid sick leave falling within a worker's period of employment will count as days worked for the purpose of assessment of his/his qualification for vacation with pay:
 - i. To qualify for paid holidays, the employee should have worked the day before and the day after the public holidays, unless officially preauthorised to be absent.
 - ii. A Public Holiday falling during the vacation leave will not count as a vacation day.
- Terminated employees, any employee leaving the company, regardless of reason, shall be paid for accrued vacation leave if they have worked for a period of 110 days or more in their current contract.
- The company may exercise its discretion to grant the employee vacation days accrued.

- While employees' preferences will be considered, vacation leave will be scheduled by the Supervisor/ Manager based on the workload demands of the unit/department, to ensure continuity of the operations. Before proceeding on Vacation Leave, an employee must receive formal approval well in advance of the period of absence.
- Vacation Leave is not cumulative and cannot be carried over from one year to another. The entitlement for Vacation Leave- based on the category of worker- is outlined as follows:

CATEGORY	VACATION LEAVE ENTITLEMENT
Non-Management	2 Weeks
Management	3 Weeks
Directors	4weeks

Time Off For Civic Duty

As a responsible member of the Jamaican community, the company encourages employees to fulfil their civic duties. Employees will therefore be granted time off from their jobs in such circumstances. Civic Duty applies to duties in line with statutory requirements and includes:

- i. Court/Jury Duties
- ii. Jamaica Defence Force Reserve duties
- iii. Hours on a polling day to vote.

Representing Jamaica at National or International events may be considered at the discretion and approval of the Managing Directors.

Leave for Jury Duty

- When a regular employee is called for service as a juror, his/his necessary absence will be treated as special leave with pay. The Summons for Jury Duty must be presented as proof for the entitlement of the leave of absence.
- Employees must ensure that their supervisor is notified weeks in advance of requested trial dates.
- In a similar fashion, legal summons to attend court must be presented as justification of absence.
- Payment for these absences shall be determined on an individual basis, and such employee may be paid the difference between the fee s/he receives for such services (if any) and the amount of normal pay for the period of absence.

- Employees will need to make a formal request before the date and provide evidence to support their request, except in the case of voting.

Jamaica Defence Force Reserve Duties

- Members of the Jamaica Defence National Reserve, upon the request of the respective divisions of the Jamaica Defence Force, are entitled to two (2) weeks paid absence to fulfil training requirements of that entity.

Voting

- Employees who are eligible to vote are entitled to three (3) hours between 7 am and 5 pm, plus their lunchtime, in accordance with the **representation of People Act 1944**, to record their vote.
- The Company does not allow time-off with pay for services - aside from voting- on Election Day.

Compassionate Leave

- Paid Compassionate Leave of up to two (2) days per applicable family member will be granted, upon application, in the event of the death or serious illness of a member of an employee's immediate family.
- Immediate family is considered to be mother, father, guardian, brother, sister, child or spouse.
- Time-off for other relatives or non-family members will be treated as no-pay leave or the employee may elect to use portion(s) of his/his vacation leave. Requests for Compassionate Leave should be made to the Employee's immediate supervisor, who would then refer any requests to their HR representative who will review the application and acquire the necessary approvals. Once approval is acquired, the decision will be communicated to the employee as well as the employee's Supervisor.

Sick Leave

Regular Sick Leave

Sick leave is based on the entitlement by law.

- Paid Sick Leave will be granted only in cases of genuine illness and such absences are not considered as earned time-off. The number of days of illness for which payment will be made is subject to the maximum number of days per year applicable to the employee under the individual contract of service.
- Absence due to illness will be effective on the first day of absence from the employee's regular work schedule. The employee's Supervisor

should be notified within two (2) hours of the normal starting time on the first and subsequent day(s) of absence due to illness.

- Illness in excess of two (2) consecutive working days at any one time should be confirmed by a medical certificate.

Sick Leave (Injury on the job)

All work-related accidents shall be appropriately recorded at the work location, and the appropriate procedure should be followed.

A company Personal Accident Report should also be completed and forwarded to the Supervisor on duty. The Report must then be submitted to the insurance brokers for processing.

- An employee injured while on the job will be entitled to full pay for the period covered under the company's Personal Accident and Liability Insurance. Illness due to injury on the job must be certified by a medical practitioner.
- Personal Accident Insurance is provided for protection of employees on their way to or from work, and during the course of the workday.

Extended Sick Leave

If employees are sick for longer than their sick leave entitlement of 10 working days in any calendar year, any additional leave will be treated as follows:

- The second 10 working days will be taken from vacation leave entitlements
- Any further absences (paid or unpaid) will be at the discretion of the Directors
- Progress reports from a registered medical practitioner should be submitted throughout the employee's prolonged illness/incapacity to determine whether the employee will be able to return to work within a reasonable time.

Leave of Absence during Pregnancy

Employees become eligible for maternity leave after fifty-two (52) weeks of continuous employment. Employees are entitled to 12 weeks maternity leave which is broken-down as follows:

- 8 weeks with pay.
- 4 weeks without pay.

It should be noted that the employee can request extra time off with their doctor's approval in writing.

BENEFITS

Professional Development

At the discretion of the Directors, employees may be able to attend conferences, courses, seminars and meetings, identified through annual work plans and performance reviews, which may be beneficial to the employee's professional development. If these opportunities are directly related to the employee's position, or are suggested by the Managing Director, then Lighthouse consulting Ltd will cover the cost of registration, course materials and some travel expenses.

- If Lighthouse consulting Ltd has agreed to pay for a course the fees will be paid on evidence of successful completion.
- If Lighthouse consulting Ltd sponsors a course (or courses) and the employee departs within a year of completion, the course fees will become repayable in full.

Branded Shirts

- Employees will receive four (4) shirts per calendar year. Management during the year will distribute shirts; all 4 shirts will not be given at one time.

DEPARTURE

Termination for Cause

The employer may terminate an employment contract at any time for cause, without notice or payment in lieu of notice or severance pay whatsoever, except payment of outstanding wages, overtime and vacation pay to the date of termination. Cause includes, but is not limited to, any act of dishonesty, conflict of interest, breach of confidentiality, harassment, insubordination, or careless, negligent or documented poor work performance.

Resignation

After completion of the first ninety (90) days of the probationary period, employees must give the employer two (2) weeks' notice of resignation. The Employer may waive the resignation notice period in whole or in part at any time by providing payment of regular wages for the period so waived.

Layoff

Operation requirements are subject to change based on workload. All efforts will be made to keep staff in a position similar, in scope and salary, to that which they have become accustomed to. If the organization is unable to do this, then employees will be laid off. Should this period exceed 120 days and the employee has been in our employ over five (5) years then we will make that individual redundant.

Employer Property

Upon termination of employment for any reason, all items of any kind created or used pursuant to the employee's service or furnished by the Employer including but not limited to computers, reports, files, diskettes, manuals, literature, confidential information, or other materials shall remain and be considered the exclusive property of the employer at all times, and shall be surrendered to the Managing Director, in good condition, promptly and without being requested to do so.

CONFIDENTIAL INFORMATION AND INTELLECTUAL PROPERTY

Confidential Information

From time to time, employees of Lighthouse Consulting Ltd may come into contact with confidential information, including but not limited to information about our members, suppliers, finances and business plans. Employees are required to keep any such matters that may be disclosed to them or learned by them confidential.

Furthermore, an employee for personal gain or to further an outside enterprise must not use any such confidential information, obtained through employment with us.

Intellectual Property

Any intellectual property, such as trademarks, copyrights and patents, and any work created by an employee in the course of employment at Lighthouse consulting Ltd shall be the property of Lighthouse consulting Ltd and the employee is deemed to have waived all rights in favour of Lighthouse Consulting Ltd. Work, for the purpose of this policy refers to written or creative work. All source material used in presentation or written documents must be acknowledged.

IT Information Storage and Security

Any storage devices (CD's, USB's, Discs) used by employees acknowledge that these devices and their contents are the property of Lighthouse consulting Ltd. Furthermore, it

should be understood by employees, that company equipment should be used for company business only during normal working hours. Downloading of personal materials on company equipment can be harmful to said equipment and should not be done.

HEALTH AND SAFETY

Lighthouse consulting Ltd along with its employees must take reasonable precautions to ensure that the workplace is safe. The organization complies with all requirements for creating a healthy and safe workplace in accordance with the Occupational Health and Safety Act of Jamaica.

Employees who have health and safety concerns or identify potential hazards should contact the Managing Director/ Operations Manager.

Alcohol Consumption

Alcohol consumption or illegal drug use is not permitted during work hours on the premises. From time to time, with the Director's permission, alcohol may be used to celebrate an occasion/event.

Smoke Free Environment

Effective July 15, 2013, Jamaica banned smoking in workplaces. As such, smoking in the offices / premises of Lighthouse consulting Ltd is not permitted at any time. (An 'enclosed workplace' is defined as the inside of any place, building or structure or conveyance or a part of any of them that

- a) is covered by a roof or
- b) is not primarily a private dwelling.

Entertaining of Personal Visitors

The entertaining of friends or family members during work hours is strictly prohibited. Persons found in breach of this rule will be disciplined accordingly.

Use of Personal Cell Phone

The usage of one's personal cell during operational hours is prohibited. Should there be an emergency the employee should duly notify his/his supervisor. Employees are free to use their gadgets during their break period.

HIV/AIDS WORKPLACE POLICY

- Employees with HIV/AIDS infection are entitled to the same rights, benefits, and opportunities as people with other life-threatening illnesses. Discrimination and/or stigmatization based on real or perceived HIV/AIDS status, therefore, will not be tolerated. In addition, Lighthouse consulting Ltd commits to ensuring that no HIV screening for the purposes of exclusion from employment is practiced in any way or form across this Company.
- Employment practices, at a minimum, should comply with the laws and regulations of the country in which the subsidiary is located.
- Managing Director will ensure that confidentiality is maintained at all times concerning the HIV status or HIV-related information of an employee, and that no co-worker is made to reveal such information about a fellow worker(s). The Rules of Confidentiality consistent with the ILO Code of Practice on the Protection of Workers' Personal Data, 1997, will bind access to personal data relating to an employee's HIV status.
- Employment practices should be based on scientific and epidemiological evidence that persons with HIV or AIDS infection do not pose a risk of transmission of the virus to co-workers through ordinary workplace contact. In light of this fact, Lighthouse consulting Ltd commits to ensuring that the work environment is as healthy and as safe as possible.
- The Company commits to ensuring that HIV infection is never the cause for termination of employment. Persons who are HIV Positive or have HIV-related illnesses will be allowed to work, in a safe and healthy environment, for as long as they are medically able.
- The highest levels of management should unequivocally endorse non-discriminatory employment practices and education programs or information about HIV/AIDS.
- Managers should communicate these policies and practices to workers in simple, clear and unambiguous terms, while seeking to encourage and enhance social dialogue, trust and cooperation between management, employees, the Ministry of Health and/or their representatives in order to ensure an effective and successful HIV/AIDS Workplace Policy.
- As a part of the company's orientation program, each new employee will be required to read, familiarize and agree to the terms and conditions as outlined in the HIV/AIDS Workplace Policy document.

WORKPLACE VIOLENCE

Workplace violence can be defined as a threat or an act of aggression resulting in physical or psychological damage, pain or injury to a worker, which arises during the course of work. Further to the definition of violence, is the definition of abuse. Abuse can be verbal, psychological or sexual in nature. Verbal abuse is the use of unwelcome, embarrassing, offensive, threatening or degrading comments. Psychological abuse is an act which provokes fear or diminishes a person's dignity or self-esteem. Finally, sexual abuse is any unwelcome verbal or physical advance or sexually explicit statement.

Lighthouse consulting Ltd has a zero-tolerance limit with regards to harassment and violence. Employees engaging in either harassing or violent activities will be subject to discipline, which may include termination of employment, and possibly criminal charges.

Sexual Harassment

Sexual harassment refers to actions that are sexually motivated, unwanted and subjects the worker to adverse employment conditions or creates a hostile work environment. It is the policy of the company that all employees should enjoy working relationships free from sexual harassment. No employee, male or female, should be subjected to unsolicited or unwelcome sexual overtures or conduct of a verbal, physical, or implied nature.

Lighthouse consulting Ltd does not condone sexual harassment in any form whatsoever and will treat any such occurrences like any other form of employee misconduct. The Company will therefore take strict disciplinary action against anyone who engages in this action. It is against the policy of the organization for any employee, male or female, to sexually harass another employee by:

- Making unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature, to insist on sexual favors as a condition of an employee's continued employment, or to otherwise adversely affect their working conditions in any way.
- Making submission to, or rejection of advances of a sexual nature, on the basis for employment decisions.
- Creating and initiating a hostile or offensive working environment by any conduct that could justifiably be regarded as sexual harassment as decided by the Directors.

We will enforce disciplinary action against any employee who threatens or insinuates, either implicitly or explicitly, that an employee's refusal to submit to sexual advances will adversely affect the employee's performance evaluation, compensation, advancement,

assigned duties, shifts, or any conditions of employment or career development. Severe disciplinary action will be taken, up to and including termination of employment.

We recognize that determination of whether a particular action or incident constitutes sexual harassment requires objective assessment, based on all facts in each case. We also recognize that unfounded accusations of sexual harassment can have serious effects on innocent employees. Unfounded accusations will therefore result in the same severe disciplinary action that is applicable to one found guilty of sexual harassment.

Based on the severity of the first offence, the gradual disciplinary process will not be followed; meaning that termination can follow on the first offence, depending on the severity of the offence.

DISPUTE RESOLUTION

Regrettably, conflict can occur in any working environment. In an effort to resolve conflict in an expedient, yet fair manner, we recommend the following process for conflict or dispute resolution.

- Speak to the person you are having the dispute with. Many times disputes arise due to misunderstandings and miscommunications.
- If speaking to the individual does not work, speak to the Director. The Directors will arrange a meeting between those involved in the dispute, to determine a resolution.
- If the Directors are unable to resolve a workplace dispute, the parties may be referred to mediation by an outside third party. The resolution of the mediator is binding on both parties of the dispute.

Disciplinary Code

TYPE OF OFFENCE	1st Offence	2nd Offence	3rd Offence	4th Offence
CONFIDENTIALITY				
Disclosing confidential information to unauthorized sources.	D			
Fraud of any nature or falsification of company documents.	D			
Conflict of interest in undertaking outside employment in a company which is engaged in the transaction of similar nature.	D			

Failure to disclose any information regarding any arrests, charges, or appearance before the courts and/or if any checks by the company in its normal course of business, disclose that these are any arrests or charges or convictions levied.	D			
Gross dishonesty; for e.g. theft, fraud and soliciting of monies.	D			
Being charged with a criminal offence of a serious nature (for e.g., murder, rape or theft) and is awaiting trial.	S (pending outcome of the trial) D (if found guilty of the offence)			
Failure to report a known or suspected breach of the disciplinary code.	VW	WW	D	
SAFETY				
Test positive for hard drugs (e.g. marijuana, ash oil, cocaine).	D			
Operating equipment unsafely or carelessly.	WW	S	D	
Causing or contributing to an accident by operating equipment in an unsafe manner, as established by proper investigation.	D			
Violating safety rules or practices which endanger the employee or others or damages Property or equipment.	D			
Playing tricks or jokes, or engaging in horseplay on the job which may lead to physical injury to employees or others, or damage to equipment or property.	S			
Failure to wear approved Personal Protective gear (PPG).	S			
TREATMENT OF CUSTOMERS AND CO-WORKERS				
Discourtesy/disrespect to customers and co-workers.	VW	WW	WW	D
Fighting or assaulting another employee or person on the job.	S	D		
Making false or malicious statements concerning an employee or customer.	WW	S	D	
Sexual harassment.	VW	WW	D	
Theft, fraud, unauthorized use or removal of company property, or that of a fellow employee.	D			
Damage to company property or equipment caused by negligence.	WW	S	D	
Misusing, defacing, destroying, damaging or causing the loss of company property or the property of an employee.	S	D		
Excessive use of telephone system for personal communication.	VW	WW	WW	D
ATTENDANCE AND PUNCTUALITY				

Habitual lateness or absence (i.e. 5 times over 30 days), without reasonable cause.	WW	S	D	
Unauthorized absence after commencing work; i.e., early quitting.	WW	S	D	
Absence without authorization for three (3) consecutive working days.	D			
Absence due to illness without notifying the Supervisor.	WW			
Absence from job site or normal place of work without permission.	VW	WW	S	D
JOB PERFORMANCE				
Intentional slowing of work.	D			
Insubordination: i.e., refusal to carry out work instructions assigned by Supervisor.	D			
Gross negligence in the performance of duties.	D			
Inadequate or poor performance.	S	D		
Action which prevented the Company from earning potential revenue; for e.g. non-responsiveness to customers.	D			
GENERAL WORK BEHAVIOUR				
Continued loafing or sleeping on the job	WW	S	D	
Contributing to unsanitary conditions or poor housekeeping	WW	S	D	
Gambling on the Company's premises	D			
Immoral conduct (i.e. sexual acts) or indecency on Company's property	D			
Smoking on company Property	S	D		
Possession of illegal firearm or other dangerous weapons on the job	D			
Possession, use or sale on company premises of illegal drugs				
Failure to observe rules	S	D		
Using cell phone during operating hours	WW	S	D	
Reporting or being at work under the influence of alcohol	S	D		
Rioting or inciting employees to riot	D			
Interference or refusing to co-operate with security control	D			

KEY

VW
WW

Verbal
Warning
Written

S
DWarning
Suspension
Dismissal