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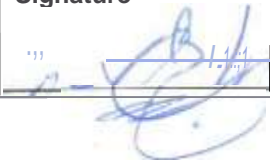
# EMPLOYEE HANDBOOK

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**HR MANAGER**

**APPROVAL PAGES**

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# Company Overview

GPFI Limited (GPFI) (formerly WSP FMC Nigeria Limited) is an integrated services company, with expertise in Integrated Facilities Management, Property Management & Infrastructure Operations & Management.

WSP-FMC Nigeria Limited, was Incorporated on August 21, 2000, as the first Facilities Management Company in Nigeria, then called FMC Nigeria Ltd; in 2003, the company became part of WSP Group Plc., a Global Engineering Consulting, and Design, Project Management business that supports the property and construction sectors in over 100 countries of the world.

In February 2012 Domme Facilities Management Limited, then one of Nigeria's the leading Facilities Management Companies merged with WSP FMC Nigeria Limited to strengthen the company's capability in the local Nigeria market.

In 2012, WSP FMC Nigeria was voted the best Facilities Management Company in Nigeria

In 2013, WSP SA went through global restructuring to focus mainly on Engineering and Project Management leading to divestment from Facilities Management in the only two countries operating FM in the group, South Africa and Nigeria.

In 2014, the shareholders of the company decided to change the company's name after the exit of WSP to Global Property & Facilities International Limited, the company is expected to operate in Nigeria and West Africa

## **Vision**

To be the foremost Real Estate Services Company in Africa

## **Mission**

To be the Market Leader in offering sustainability driven Real Estate Solutions

## SECTION 1: INTRODUCTION

This Employee Handbook has been produced for the benefit of Employees of Global Property and Facilities International Limited and is provided as a source of information on all aspects of employment, as well as to provide answers to any questions or concerns that Employees may have whilst employed by the company

Managers of the company are always available to answer any urgent or complex issues and Employees should not hesitate to speak to them should they feel it appropriate. However, this Employee Handbook is intended to deal with any routine questions and queries that may arise.

The purpose of the Employee Handbook is to try and be as broad and wide ranging as possible, covering all aspects of an Employee's employment that are not already covered in the contract of employment, from issues such as leave entitlements and general conduct in the work place, to the grievance and disciplinary procedures. Where an Employee has any questions that cannot be answered by this document, they should raise the matter with their Manager.

This Handbook supersedes any other handbook, internal work rules or other documentation previously issued. The Company reserves the right to alter or amend this Handbook at any time, and you will be informed of the changes. This Handbook remains the property of the Company and should be returned in good condition upon your leaving our employ.

Your signed receipt for the employee handbook indicates your acceptance of this condition.

I welcome you to the company and trust that together, we would build an enviable and reputable institution.

Yours sincerely  
  
MKO Balogun  
MD/CEO

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# BUSINESS CONDUCT

## Introduction

The successful business operation and reputation of GPFI is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence require careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of the Company is dependent upon our customer's trust and we are dedicated towards preserving that trust. Employees owe a duty to the Company and towards its customers to act in a way that will merit the continued trust and confidence of the public.

### The duties of an employee are as follows:

- to be ready and willing to work;
- to offer their services personally: for example must not subcontract the work for which they are employed;
- to take reasonable care in the exercise of that service, including the duty to be competent at work and to take care of the Company's property;
- to not wilfully disrupt the Company's business;
- to obey reasonable orders as to the time, place, nature and method of service;
- to work only for the Company in the Company's time;
- to disclose information to the Company relevant to the Company's business: for example that they might know or discover;
- to hold solely for the Company the benefit of any invention relevant to the business on which the Company is engaged;
- to respect the Company's trade secrets;
- in general, to be of good faith and do nothing to destroy the trust and confidence necessary for employment;
- to account for all benefits – monetary or in kind - received in the course of employment;

### Standard of Conduct Required by the Company

#### *Gifts and Hospitality*

In addition to the duties placed on employees, GPFI also requires its employees to politely refuse suppliers, vendors and contractors etc. who offer them gifts or to direct the gift to their line manager. This applies whether the gifts or hospitality are offered within, or outside normal working hours. The only exceptions to this are trivial gifts with a nominal value. Gifts such as a calendar, diary, chocolates or mugs can be accepted. All other gifts must be directed to the Line Manager.

#### *Transaction of Private Business*

Employees having official dealings with contractors and other suppliers of goods or services must avoid transacting any kind of private business with them by any means other than the Company's normal commercial channels. No favour or preferences as regards price, or otherwise, which is not generally available, should be sought or accepted.

### ***Visits to Conferences, Demonstrations etc***

The Company intends that when it is necessary for employees to visit conferences, demonstrations and similar occasions, the employee should be responsible for the travelling and subsistence expenses. Exceptions to this general rule will only be permitted with the approval of the Managing Director.

### ***Attendance at Luncheons, Receptions etc***

Where it is evident that the work of the Company will be facilitated, invitations to attend receptions, luncheons may be accepted under the following rules:

- no employee may accept an invitation without first obtaining the approval of the Department's Manager and Managing Director.
- in exceptional circumstances, where it is not possible to seek prior approval, the facts should be reported immediately afterwards;
- if addressed personally, such an invitation may not be transferred to another employee, except with the consent and approval of the Department's Manager or an Executive Director as above and with the concurrence of the party issuing the invitation;
- invitations involving attendance outside normal working hours may be accepted only on the authority of the Department's Manager;
- As a general rule, any staff who has any doubts about the wisdom of accepting any hospitality should decline the offer.

NB. The important difference between, for example, attendance in an official capacity at a function organised by the Company or one of its subsidiaries and the acceptance of hospitality from a private individual or firm should be recognised. Nothing more than a small, low value item such as a calendar, diary, blotter, chocolates or flowers can be accepted.

### ***Identification Cards***

Employees must hang their ID cards round their necks or attach it to their clothing during official work hours and when they are out on official assignment. Employees caught not using their ID cards would be fined.

### ***Confidentiality of Information***

Confidentiality must be maintained at all times. No information can be released to unauthorised persons or organisations without prior approval. Managing Director, Directors or other Managers of the Company will inform employees of those authorised to receive information.

If doubt exists as to the validity of an organisation or individuals to receive information, this must be checked with a Manager.

Information regarding compensation of individual staff must remain between the staff, Human Resources and the Directors/MD. It is a disciplinary offence to divulge information regarding staff salary or discuss and compare salaries of staff.

### ***Personal Relationships***

If a personal relationship between two employees develops within the working environment, the onus is on both concerned employees to bring this to the attention of their line manager and Head, Human Resources to confirm that there is no conflict of interest, nor will a conflict of interest arise. The Company reserves the right to transfer or request one of the employees concerned to resign if it deems it necessary to do so in order to avoid conflict of interest.

Also, if the relationship results to Marriage, the onus is on one of the employees to resign giving the contractual notice.

### **Outside Interests and Employment**

Outside interests include directorships, ownership, part ownership or material shareholdings in companies, business or consultancies likely to seek to do business with GPF Ltd. These should be declared to the individual's line manager as should the interests of a spouse / partner or close relative.

### **Political and civic activities**

It is not the intention of GPF Ltd., or this policy, to dissuade employees from participating actively in public duties. It is important, however, that by doing so there is no suggestion to a third party that the employee is acting on behalf of, or with the support of, GPF Ltd. To avoid any misunderstanding, no Company employee should permit his or her company affiliation to be noted in any outside organisation's materials or activities without the express written approval of a member of the Executive Management team.

### **Bribery and Corruption**

The Company has a strict anti-bribery and corruption policy. *A bribe is defined as: giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so.*

If you bribe (or attempt to bribe) another person, intending either to obtain or retain business for the company, or to obtain or retain an advantage in the conduct of the company's business this will be considered gross misconduct. Similarly accepting or allowing another person to accept a bribe will be considered gross misconduct. In these circumstances you will be subject to formal investigation under the Company's disciplinary procedures, and disciplinary action up to and including dismissal may be applied.

### **General Conduct/Whistleblowing**

Employees should at all times conduct themselves in such a way as to enhance the reputation of the Company. GPF Ltd will support employees who become aware of and are willing to report breaches of this policy or who genuinely believe that a breach is occurring, has occurred or is likely to occur within the business. Employees should raise the issue internally with their Manager or supervisor or in accordance with the Company's Policy on Disclosing Information ('Whistleblowing').

All employees should behave with civility towards fellow employees and no rudeness will be permitted towards customers or members of the public. Objectionable or insulting behaviour or bad language will render an employee liable to disciplinary action.

All employees shall use their best endeavours to promote the interest of the Company and shall, during their normal working hours, devote the whole of their time, attention and abilities to its business and affairs.

Any involvement in activities which could be construed as being in competition with the Company is forbidden. An employee shall not, during or after the termination of his/her employment, disclose to any person whomsoever any confidential information, including financial, regarding the Company, its business or trade secrets.

All reasonable instructions from an employee's superior are to be obeyed.

### **Statutory/Public Holidays**

The Statutory/Public Holidays are recognized by the Company each year are: New Year's Day, Good Friday, Easter Monday, Workers' Day, Id-EI-Maulud, Id-EI-Kadir, Christmas Day, Boxing Day



## **Internet and Email Usage Policy and Guidelines**

### ***Introduction***

This policy sets out the obligations and expectations on all employees of the Company including contract and IT staff, who use the Company's IT facilities for internet and email purposes. IT facilities are provided to assist with day to day work. It is important that they are used responsibly, are not abused, and that individuals understand the legal, professional and ethical obligations that apply to them.

### ***Authorisation***

Unauthorised personnel or Staff are not allowed to use the Company's IT facility. Unauthorised access to IT facilities is prohibited and may result in disciplinary action.

### ***Responsibilities***

All Users are expected to act in a manner that will not cause damage to IT facilities or disrupt IT services. Any accidental damage or disruption must be reported to the IT department as soon as possible after the incident has occurred. Users are responsible for any IT activity which is initiated under their username. Users are therefore advised to protect their password.

### ***Use of the Internet***

Use of the Internet by employees is encouraged where such use is consistent with their work and with the goals and objectives of the Company in mind. Reasonable personal use is permissible subject to the following:

- Users must not participate in any online activities that are likely to bring the Company into disrepute, create or transmit material that might be defamatory or incur liability on the part of the Company, or adversely impact on the image of the Company.
- Users must not visit, view or download any material from an internet site which contains illegal or inappropriate material. This includes, but is not limited to, pornography (including child pornography), obscene matter, race hate material, violence condoning messages, criminal skills, terrorism, cults, gambling and illegal drugs.
- Users must not knowingly introduce any form of computer virus into the Company's computer network.
- Personal use of the internet must not cause an increase for significant resource demand, e.g. storage, capacity, speed or degrade system performance.
- Users must not "hack into" unauthorised areas.
- Users must not download commercial software or any copyrighted materials belonging to third parties, unless such downloads are covered or permitted under a commercial agreement or other such licence.
- Users must not use the internet for personal financial gain.
- Users must not use the Internet for illegal or criminal activities, such as, but not limited to, software and music piracy, terrorism, fraud, or the sale of illegal drugs.
- Users must not use the internet to send offensive or harassing material to other users.
- Use of the internet for personal reasons (e.g. online banking, shopping, information surfing) must be limited, reasonable and done only during non-work time such as lunch-time.
- Use of gambling sites, online auction sites and social networking sites such as, but not limited to, Facebook, Youtube, Twitter, Bebo, Flickr, MySpace etc is **not** permissible.
- Staff may face disciplinary action or other sanctions (see below) if they breach this policy and/or bring embarrassment on the Company or bring it into disrepute.

### ***Use of Email***

Emails sent or received on the email system form part of the official records of the Company; they are not private property. The Company does not recognise any right of employees to impose restrictions on disclosure

of emails within the Company. Users are responsible for all actions relating to their email account/Computer username and should therefore make every effort to ensure no other person has access to their account.

When using Company email, users must:

- ensure they do not disrupt the Company's wider IT systems or cause an increase for significant resource demand in storage, capacity, speed or system performance e.g. by sending large attachment to a large number of internal recipients.
- ensure they do not harm the Company's reputation, bring it into disrepute, incur liability on the part of the Company, or adversely impact on its image.
- not seek to gain access to restricted areas of the network or other "hacking activities" is strictly forbidden
- must not use email for the creation, retention or distribution of disruptive or offensive messages, images, materials or software that include offensive or abusive comments about ethnicity or nationality, gender, disabilities, age, sexual orientation, appearance, religious beliefs and practices, political beliefs or social background. Employees who receive emails with this content from other employees of the Company should report the matter to their line manager or supervisor.
- not send email messages that might reasonably be considered by recipients to be bullying, harassing, abusive, malicious, discriminatory, defamatory, and libellous or contain illegal or offensive material, or foul language.
- not upload, download, use, retain, distribute, or disseminate any images, text, materials, or software which might reasonably be considered indecent, obscene, pornographic, or illegal.
- Not send chain letters or joke emails from a Company account aside Motivational articles.

Staffs, who receive improper email from individuals inside or outside the Company, should discuss the matter in the first instance with their line manager or supervisor. Personal use of the Company email is **not** permitted.

### ***Good Practice***

The Company has good practice guidelines for dealing with email when staffs are out of the office for longer than three days. When activating the "out of office" facility, messages should name an alternative member of staff for correspondents to contact if necessary. This will ensure that any important messages are picked up and dealt with within required timescales.

- During periods of absence when highly important emails are anticipated, the employee (or manager) should make arrangements for notification and access by another appropriate member of staff.
- Where sensitive and confidential information needs to be sent via email for practical reasons, please be aware that email is essentially a non-confidential means of communication. Emails can easily be forwarded or archived without the original sender's knowledge. They may be read by persons other than those they are intended for.
- Users must exercise due care when writing emails to avoid being rude or unnecessarily terse. Emails sent from the Company may be interpreted by others as Company statements. Users are responsible for ensuring that their content and tone is appropriate. Emails often need to be as formal and business-like as other forms of written correspondence.
- Users should delete all personal emails and attachments when they have been read and should also delete all unsolicited junk mail. In the process of archiving emails, users should ensure inappropriate material is not archived
- The Company provides a current and up to date automatic virus checker on all networked computers. However, caution should be used when opening any attachments or emails from unknown senders. Users must best endeavour to ensure that any file downloaded from the internet is done so from a reliable source. It is a disciplinary offence to disable the virus checker. Any concerns about external emails, including files containing attachments, should be discussed with the IT department.

### **Standard Official Email Format**

Standard format for all e-mail should be a white e-mail background, with "CALIBRI as the font type and 11 as the font size. All use of backgrounds, borders and colours is not permitted. The use of "CALIBRI" is also extended to all official mail.

### **Standard Email Signature**


All email should follow a standard signature format – please see example below.

*Warm Regards*

**MKO Balogun**

MD/CEO

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2nd floor, 80 Norman Williams  
Street, off Awolowo Road, SW  
Ikoyi, Lagos, Nigeria.  
T: +234 803 332 7649  
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[www.gpfigroup.com](http://www.gpfigroup.com)  
f in 



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### **Legitimate Access to Prohibited Material**

There may be circumstances where Users feel that the nature of their work means that they are required to access or use material prohibited under this policy. If so, this should be discussed with the concerned Line Manager. The Company is legally responsible for the content and nature of all materials stored on/accessed from its network.

### **Remote Users**

Users may sometimes need to use Company equipment and access the Company network while working remotely, whether from home or while travelling. The standards set out in this document apply whether or not Company equipment and resources are being used.

### **Company Laptop**

The IT department recommends the specification of laptop best suitable for each job holder entitled to one. Employees that have been allocated Laptops must handle it with great care. Employees who take the official laptops home must be security conscious. They are also advised to register the laptop at the Security office. It is however advised that employees leave the official laptops in their offices if they don't need to work from home. Laptops remain the property of GPFI and must be returned when staff is exiting. Employees found culpable for negligence or loss of laptop would be financially responsible for repairs or replacement of laptop

Employee who misplaces the Company's laptop must officially report the incidence immediately. Such staff must fill an Incidence report form (HSE department) and attach a Police report. Such case would be investigated and dealt with on a case by case basis. Management reserves the right to ask an employee to refund a percentage of the cost of the laptop if found culpable of negligence.

### ***CUG line***

An official line and Phone shall be allocated to staff for effective communication and discharge of duties. CUG lines and phones would be allocated to employees whose job roles require that they communicate regularly with internal customers. Management reserves the right to ask an employee to refund the cost of the phone and line if found culpable of negligence when phone is misplaced or damaged.

### ***Monitoring***

All resources of the Company, including computers and email are provided for legitimate use. If there are occasions where it is deemed necessary to examine data beyond that of the normal business activity of the Company then, at any time and without prior notice, the Company maintains the right to examine any systems and inspect and review all data recorded in those systems. This will be undertaken by authorised staff only. Any information stored on a computer, whether the information is contained on a hard drive, USB pen or in any other manner may be subject to scrutiny by the Company. This examination helps ensure compliance with internal policies and the law. It supports the performance of internal investigations and assists in the management of information systems.

### ***Penalties for Improper Use***

- **Withdrawal of facilities:** Users in breach of these regulations may have access to Company IT facilities restricted or withdrawn.
- **Disciplinary Action:** Breaches of these regulations may be dealt with under the Company's disciplinary procedures. It may lead to termination of employment from the Company.**GPMI Ltd Property**
- GPMI Ltd. property may only be used for official and business purposes at all times. Exceptions to this policy statement are only in respect of the Company property assigned to and provided for employees as benefits (e.g. official car etc.) and which are included in their compensation packages.
- Company funds must not be converted to personal use without due approvals from the Management. None of the Company's property and material assets should be taken out of company premises without written permission issued by Management.
- All employees are required to avoid misuse, loss and/or damage to company property directly in their care and in or around their working areas and the company premises as a whole.
- In the event of loss of any company assets, a report must be made to the head of the affected department within 24 hours who in turn will notify the Head, HR and Administration by filling an incidence report form.
- A police report and a sworn affidavit of loss will be required. An investigation will thereafter be initiated to determine culpability or otherwise of the affected staff.
- The Company will bear the cost of the loss if investigation absolves the staff of any negligence or deliberate act occasioning the loss. Employees will be held accountable and responsible for damage or loss of company property where such is due to wilful negligence or misuse.

### ***Dress Code***

**GPMI Limited** is a professional organisation and employees must project a professional image at all times. As a minimum standard, dress should be clean and neat. **GPMI**. Reserves the right to request an employee to dress to an appropriate standard as a condition of employment.

- Employees would be provided with Company branded shirts which must be worn at all times during working hours. The uniform must be kept in a clean and presentable condition. The Company will issue employees with protective clothing should it be required. Based on the type of job the employee is engaged in
- Non elaborate traditional native attire could be worn on Fridays

- The use of ties by men is not mandatory except where the work is of a client facing nature.
- Slippers of flip flop nature are not allowed within the premises and during official hours on any day of the week.
- Female employees must be decently dressed. Revealing clothes that exposes private parts of the body must not be worn by female employees.

### **Smoking**

The Company is committed to maintaining a totally smoke-free environment. Smoking of any kind will not be permitted in the offices. Employees who want to smoke during work hours must use the designated smoking areas within the premises.

### **Alcohol & Drugs**

**GPFI Limited** is concerned by factors affecting an employee's ability to safely and effectively do their work to a satisfactory standard.

The business recognises alcohol or other drug abuse can impair short-term or long-term work performance and is an occupational health and safety risk.

- Employees are not allowed to use alcohol, hard/unprescribed drugs and any other behaviour or mind altering substances during official working hours, on company premises and/or at any company sponsored events.
- No employee shall present him/herself for work under the influence of any behaviour-altering substance.
- During social functions, employees are allowed to consume alcohol; such intake however must be limited to amounts that do not result in the loss of decency and reasonable levels of professionalism as is expected by the Company.
- Any employee, who has to take prescribed drugs that might affect his/her performance and behaviour, should discuss the matter with his/her Line Manager and the Head, HR and Administration.
- Violation of this policy will result in disciplinary action

# WORKING CONDITIONS

## **Working Hours**

The regular work hour for all staff is 8am-5pm on Mondays-Saturdays with a lunch break of 1 hour which could be taken between 12noon and 3pm. However, exigencies of the job may require staff to work longer hours at no extra cost to the Company. Also, sites who work all through the week (Monday to Sunday)

## **Attendance and Punctuality**

To maintain a safe and productive work environment, GPFI Ltd. expects employees to be reliable and punctual in reporting to work before or by 8am-5pm Mondays- Sundays, also site who work on shifts.. Absenteeism and tardiness place burden on other employees and on GPFI. In rarest of the instances when an employee cannot avoid being late to work or is unable to work on schedule, they should notify their Line manager and Human Resources department at least 15mins before 8am.

Poor attendance as well as excessive tardiness is disruptive and may lead to disciplinary action up to and including termination of employment.

## **Out of Station Allowance**

Employees on official assignments outside their base locations shall be entitled to out of station allowance. This allowance is intended to compensate employees for the inconvenience and higher/additional costs incurred as a result of the out-of-town nature of the engagements.

All figures stated herewith are daily expenditures to cater for Accommodation (if there is no company accommodation in the location), feeding and Transportation during the trip.

All allowances given must be retired to the account units

### **Within the Country**

BREAKDOWN	levels		
	Management Level Staff	Middle Level Staff	Junior level staff
Accommodation	N15,000	N10,000	N5,000
Outstation(Feeding /Convenience Allowance)	N15,000	N10,000	N5,000
Transportation Intra /Inter ( Air Drop/Pick as applied to the location	N10,000	N10,000	N10,000

### **Outside the Country**

BREAKDOWN	levels		
	Management Level Staff	Middle Level Staff	Junior level staff
Accommodation	To be decided	To be decided	To be decided

Outstation(Feeding /Convenience Allowance)	<b>100 Dollars</b>	75 Dollars	50 dollars
Transportation Intra /Inter ( Air Shuttle)	<b>50 Dollars</b>	<b>50 Dollars</b>	<b>50 Dollars</b>

It must however be noted that out of station rates may sometimes be determined at time of travel via research of current prices that apply for accommodation, feeding and transportation. This may vary based on location. Receipts of Accommodation must be retired upon return.

***Transfers***

This applies to employees on official assignments outside their base location. The employee would be given a transfer allowance. However, in addition to the above, Transportation cost to new base, would be provided by the company if his initial place of employment is different

***Births, Weddings***

Employee shall be entitled to the following in the event of birth, wedding and bereavement celebrations:

- **Child Births** - Gift
- **Weddings** – Gift

The table below shows the breakdown of entitlements payable to an employee based on the above;

<b>STATUS</b>	<b>ENTITLEMENT: WEDDING/BIRTHS</b>
Management Staff	Gift worth ( N20,000)
Junior staff	Gift worth ( N20,000)

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# ABSENCE AND LEAVE

## Introduction

It is recognised by the Company that staff need to take a form of rest from work, engage in family commitments and also develop themselves professionally. It is also recognised by the Company that from time to time staff may require to be away from work due to illness. The length of time lost by employees through illness must however be monitored to ensure that each member of staff is able to do their job, effectively and without putting themselves or others at risk. It is not the intention of the Company to penalise the genuinely sick, however it must be recognised that an employee who is medically unfit to carry out his/her contractual duties may not be able continue in that employment.

Proper procedures must however be followed so as to avoid unauthorised absenteeism which in the long run would have adverse effects on the business.

All planned leave has to be mutually agreed, taking into account workloads and the employee's needs. Leave must be approved in advance, except when the employee can't anticipate the absence. Any documents regarding leave will be kept in the employee's personnel file.

## ***Annual leave policy***

After confirmation of employment and one year of continuous service, all employees are entitled to annual leave. Breakdown of annual leave entitlement is as shown below:

STAFF LEVEL	LEAVE
Junior Staff	15 working days
Management Staff/Senior Management Staff	20 working days

Each department is expected to submit an approved Leave Roster to Human Resources at the beginning of each year (January). This leave schedule would be forwarded to the Executive Management for final approval. It is expected that each individual should have planned their leave with their line managers in such a way that work won't be negatively affected while they are on leave.

It is advised that staff send in their annual leave request at least a week before the date the leave begins in order to allow time for processing the leave entitlement.

Employees are encouraged to exhaust all their leave days within a calendar year as Annual leave would neither be carried over to the following year nor commuted to cash. Employees that do not exhaust their annual leave within a calendar year would automatically forfeit the leave.

**Exceptions:** Employees could be re-called back from their Annual leave due to exigencies of work. Such employees would get back the balance of their leave days whenever work permits. The leave could however be taken before the end of 1<sup>st</sup> quarter of the following year. Employees who are recalled from leave will not be compensated with cash.

Where an employee resigns from the Company's employment on his/her own accord, he/she shall forfeit (if he/she has served for less than twelve months in the current leave year) his/her leave allowance in proportion to the annual leave entitlement not taken at the time of his/her resignation.

## ***Casual Leave***



**Casual Leave application** is approved only at Management's discretion. Applicable leave days shall be to the maximum of 3 days within a calendar year. Application for casual leave should be made through the line manager by filling the leave application form and the form forwarded to HR for approval.

### ***Sick & Compassionate Leave***

On application and at Management's discretion, **Sick/compassionate** leave may be given to employees, to a maximum of **5 days** in any one calendar year. Compassionate Leave is granted only at management's discretion and covers serious staff illness, family bereavement including the death of wife, husband, child, father or mother, siblings or parents in law alone. Compassionate leave shall be with pay. Medical certificate must be presented for Sick leave while documentary evidence might be requested in the case of bereavement. Staff must call his line manager and HR before 9am on the first day of the sick leave. Management reserves the right to take appropriate disciplinary action if staff does not present a medical certificate on resumption.

### ***Sick Leave for Prolonged illness***

Human Resources Department will consider cases of sickness absence on an individual basis and ensure the provision of appropriate support, advice and Occupational Health / Company Approved Hospital input where Appropriate. However, it is recognised that in some cases, patterns/levels of absence will be unacceptable and formal management action will be required.

Employees who become aware that they have an ailment are encouraged to inform their Line manager/Head, HR and Administration at the earliest opportunity. The employee is also expected to submit a Medical report to the Human Resource department. All such requests will be dealt with as speedily and compassionately as possible.

Remuneration of staff on sick leave due to prolonged illness would be as stated below:

- **1st 2 months of Sick leave – Full salary**
- **2nd 2 months of Sick leave – 1/2 salary**
- **3rd 2 months and above of Sick leave - 1/4 of salary**

Employee would be requested to provide a Medical fitness certificate before resumption. However, employee would be advised to resign if the employee's position is no longer vacant.

### ***Maternity Leave/ Nursing Mothers' Working Hours /Paternity Leave***

Maternity leave will be granted to eligible employees who have been working in the company continuously for 12months and effective as one maternity leave every 24months. No employee will be granted more than 1 maternity leave once in 24months, however, employees who request for more than one maternity leave in 24months will not be entitled to any salary during the period of any other maternity leave after the first in 24 months.

It could be split into 6weeks before and after delivery if the employee so wishes. Expected delivery date certificate must be attached to maternity leave application forms and submitted to the HR department a month before delivery date.

However, employees who wish to continue working in the last six weeks of their pregnancy may do so until the expected date of the birth of their child. But they will be requested to provide a medical certificate within seven days of the beginning of the last six weeks of their pregnancy confirming that she is fit to continue working.

If the medical certificate indicates the employee is not fit for work, she may be required to start maternity leave or take a period of unpaid leave as soon as practicable. In addition, leave of absence for maternity purposes will be granted to confirmed members of staff who:

A) Produce a medical certificate signed by a physician stating that their confinement is expected to take place within 6 weeks.

B) Apply for maternity leave within 1 week of the date of that confinement.

Furthermore, maternity employees whose employment is not up to the period of at least 6 months with the company at the 15th week prior to the birth of their child are entitled to the 12 weeks maternity leave but without pay. All employees need to discuss all arrangements with their manager prior to beginning this leave.

No more than one maternity leave period is allowable every 24 months calculated from resumption of duty after the previous maternity leave. Staff who proceed on maternity leave in a year would not be entitled to annual leave within that same calendar year.

Nursing mothers working hours shall be staggered for the first nine months after child birth and it shall be as follows;

First tranche (First three months following maternity leave): 9:30am to 3:00pm

Second tranche (Next three months following maternity leave): 9:00am to 3:30pm

Third tranche (Last three months following maternity leave) : 8:30am to 4:00pm

Paternity leave of five (5) Days is granted to male employees who have been confirmed period and is allowable every 24 months calculated from resumption of duty after the previous paternity leave. However, paternity leave is only applicable within three weeks of the birth of the baby. No one will be allowed to apply for such outside the stated period.

#### ***Exam Leave***

Exam leave will be granted to all employees that are following a course of study that would enhance their knowledge of their chosen career and where the company will benefit from such enhanced knowledge. Employees are entitled to a maximum of 5 days exam leave within a calendar year. This would however be split in ratio 3:2 to cover 2 exams in a year, except in cases where the exam span for a longer period. The Exam time-table and evidence of registration must be attached to the leave application. The Exam leave would be treated as unpaid leave if the exam spans beyond 6days and staff has used up their annual leave days upon application.

#### ***Study Leave***

Study leave without pay for one year may be granted to an employee who has worked in the company for a period of at least three (3) years for a course related to his profession. Such leave shall be granted at the absolute discretion of Management. Admission letter must be attached to the Study leave application.

An employee who comes back to the Company after completing his 1 year programme would be placed on the same grade he was before proceeding on the Study leave if vacancy exists within the Company. If no vacancy exists, the employee would be advised to resign given the required notice or the employee's employment contract would be terminated given the required notice. The Company is under no legal obligation to absorb an employee upon completion of the study leave if a vacancy does not exist within the company.

#### ***Application Process***

Applications for leave must be made to Human Resources through the individual's line Manager. Documents in support of leave application should be attached for sick leave, exam leave, maternity leave and study leave.

#### ***Public Holidays***

GPFI. Observes all Federal Government declared Public Holidays. The Human Resources department sends an email broadcast as soon as Federal Government announces the Public Holiday. Note however that Public

Holidays are paid days. Employees who come to work during any public holiday due to exigencies of their work would be compensated as detailed in the Working Conditions Policy.

***Unauthorised absence***

After one week of absence and no contact has been established, HR shall send a letter to the last known address giving the employee two weeks to return failing which it shall be deemed that the employee has abandoned duty, and shall therefore be dismissed from the services of the Company. If he returns within the two weeks of notice, he shall be sanctioned under the Disciplinary procedure.

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# HEALTH AND SAFETY

## Scope

As a good corporate citizen, GPFI is committed to Safety & Health of its employees and concerned persons who may be affected by its operation.

To achieve this commitment, it is our policy to:

- Integrate Safety & Health measures in all our activities.
- Comply with all applicable legal and other requirements to which the Organization subscribes.
- Promote Safety & Health awareness amongst employees, suppliers and contractors, customers and dealers.
- Continually improve the Safety performance through precautions besides participation and training of all employees.

The Safety policy shall be communicated to all employees and made available to all interested parties and to the public by the HSE Department.

## ***Responsibilities of the HSE Department***

The HSE Coordinator is the head of the HSE Department. He is responsible for co-ordinating effective health and safety policies and controls across the organisation. Outlined below are the responsibilities of the department:

- the production and maintenance of the Company's HSE policy and ensuring that Department Guidelines are consistent with policy;
- its application;
- monitoring and reporting on the effectiveness of the policy;
- the provision of general advice about the implication of the law;
- the identification of health and safety training needs.
- The department also acts as the Company's formal link with the Environment Health Departments and other external agencies;
- the production and maintenance of Health and Safety Codes of Practice for each aspect of the services within the Company.

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# GRIEVANCE POLICY AND DISCIPLINARY PROCEDURES

## Scope

The Company Disciplinary Procedure will be used only when necessary and as a last resort. Where possible, informal and/or formal counselling or other good management practice will be used to resolve matters prior to any disciplinary action being taken. The procedure is intended to be positive rather than punitive but takes cognisance of the fact that sanctions may have to be applied in some circumstances.

An employee can discuss any part of this policy with their Line Manager. They can help clarify an employee's rights as well as give guidance and support where it may be needed. Every individual has the right to representation at any point during the disciplinary process.

## Disciplinary Code

### *Policy*

The Company undertakes to maintain disciplinary and appeal procedures which are fair, just and equitable for all its employees, irrespective of race, creed, sex, and religion or job category. The main purpose of the disciplinary procedure is to provide guidelines in correcting unacceptable behaviour or unsatisfactory performance by any employee.

### *Principles*

The Company will;

- Maintain fair, just and consistent discipline,
- Ensure that all employees are made aware of the standards of acceptable behaviour expected of them.

The Employees are expected to:

- Comply with the various rules and procedures of the Company as amended from time to time. These rules and procedures must be made known to all employees,
- Carry out all reasonable and lawful instructions given to them,
- Comply with the law,
- Behave in an orderly and lawful manner,
- Treat the Company's property with care and respect and not to use such property for their own benefit,
- Treat all other employees and their property with respect,
- Not to victimise or intimidate any other employees,
- Make themselves available for work in terms of the rules set by the Company and to keep to the specified working hours,
- Perform their duties in accordance with the standards required by the Company.

The disciplinary code forms a part of the terms and conditions of employment and is relevant to all employees.

- Where suspicion of alcohol abuse on the company's premises is suspected an employee should be willing to submit himself to a breath test.
- Employees may be required to have their property and / or persons searched on entering or leaving the premises. The search will be conducted in the presence of the employee and in accordance with accepted standards.

### *Corrective Action*

- Training is an accepted means of corrective action and is generally used where it has been established that an employee had erred as a result of ignorance.

- Preventative steps can be taken such as a transfer within the company, after due consultation with the employee.
- Employment termination is punitive.
- Counselling could be used as a corrective action tool.
- According to the circumstances either corrective or punitive action may be taken.

All employees must be made aware of the possible consequences of undesirable and/or unacceptable behaviour or productivity levels.

***Below are examples of offences or behaviour which could result to Termination of employment (note that the list below is not exhaustive)***

***Low Risk which can lead to several warning and suspension***

- Refusing to obey an instruction from a superior.
- Insubordination.
- Threatening violence.
- Intimidation or victimisation.
- Unauthorised absence from the work place, late arrival, leaving early, extended lunch break or extended sickness.
- Laziness at work.
- Failure to carry out instructions.
- Sleeping on duty.
- Disorderly conduct.
- Insulting, rude or insolent behaviour

***High Risk which can lead to outright termination of Employment***

- Loss of Contract
- Cost
- Revenue Loss
- Values
- Fighting.
- Assault.
- Under the influence of alcohol, drugs or other narcotic or similar substances at work or whilst operating machinery or driving a company vehicle.
- Damage to Company property.
- Disruption of Company activities.
- Misuse of Company property.
- Unauthorised possession or removal of Company property.
- Unauthorised possession of a weapon on Company premises or use, or threatened use, of any such weapon.
- Making of and/or presenting false documents information or evidence for personal gain.
- Altering, falsifying or misrepresenting official Company documents, with the intent to defraud or try to defraud. .
- Disorderly conduct causing bodily injury or damage to property.
- Breach of contract.
- Accepting money or other consideration for performing work or any other favour in order to favour anyone else at the Company's expense.
- Negligence.
- Breach of Company rules or procedures.
- Bullying
- Sexual harassment.
- Failing to report any dangerous contagious disease to employer.
- Sleeping on duty.

- Absenteeism without a valid doctor's note.
- Competing with the employer.
- Failing to adhere to clocking procedures - clocking another employee in or out without management authority.
- Under the influence of alcohol, drugs or other narcotic or similar substances.
- Unauthorised possession of or trading in liquor / drugs.
- Breaking Company standards or rules.
- Sabotage of all forms
- Violation of published Company code of conduct.

### **Disciplinary Procedure**

The Head, HR and Administration may give a formal written warning for a breach or other misconduct. Query and response should however, have preceded issuance of a written warning.

Any further breaches of discipline within the next six months after the issuance of a formal warning may result in dismissal

#### **Formal Disciplinary Hearing**

A formal disciplinary hearing may be held where the breach is one of gross misconduct or where the breach is such that dismissal may be considered.

The line manager may initiate a formal hearing through HR by completing the form-Notification of Disciplinary hearing. A copy of this form would be given to the accused employee who shall sign and return the form to HR. HR shall set up a Disciplinary panel and inform concerned parties of the pending case, date, venue and time of hearing.

The following procedures must be adhered to at the hearing:

The Head of HR must introduce every person at the hearing and the reason for the hearing. He/She must also ensure that any witnesses remain outside the office until called by an independent person. The employee rights are read to the employee(s) and the panel and the allegation(s) against the employee is stated. The employee(s) is then asked whether he/she understands the allegation(s) and shall be given the opportunity to state if they are true.

The complainant shall be invited to state his/her case against the employee, who may be permitted to ask questions of the complainant. The panel may also quiz the complainant. The Complainant may call in any witnesses to state the events leading to the allegations brought against the employee(s), the complainant, employee(s) and members of the panel may ask questions of those witnesses' statements. The employee shall thereafter answer to the allegation(s) and may be questioned by the members of the panel.

The employee(s) shall also be permitted to call in any witnesses who may be questioned by the employee, complainant and panel.

Once all facts have been heard, the hearing is closed. A report shall be prepared and signed by all members of the panel stating the events at the hearing and the decision arrived at by the panel. The decision of the panel shall then be communicated to the parties. Where the panel finds the employee(s) guilty, the employee(s) shall be sanctioned immediately. The penalty shall be documented in a letter and issued to the employee(s). Where the panel finds the employee(s) not guilty, the hearing will be closed and relevant documentation relating to the case shall be destroyed.

The penalty for gross misconduct upon fair hearing being granted at the Disciplinary Hearing shall be dismissal.

The Executive Management team can however exercise prerogative of mercy for any offence. Without prejudice to that prerogative of mercy exercised in the staff's favour, any other offence, major or minor, within a year of that first offence would result to termination of employment.

## **Bullying and Harassment at Work**

GPFI is committed to encouraging and maintaining good employee relations within a working environment which fosters team working and encourages employees to give of their best. Everyone in the Company and those who have dealings with the Company has a responsibility to maintain good working relationships and not use words or deeds that may harm the wellbeing of others. Everyone has the right to be treated with consideration, fairness, dignity and respect. This contributes to a workplace environment in which individuals feel safe and can work effectively competently and confidently.

Harassment may be defined as any conduct which is unwanted by the recipient, considered objectionable and causes humiliation, offence, distress or other detrimental effect. It may be an isolated occurrence or repetitive. Harassment may be, but is not limited to:

- Physical contact – ranging from touching to serious assault, gestures, intimidation, aggressive behaviour.
- Verbal – unwelcome remarks, suggestions and propositions, malicious gossip, jokes and banter, offensive language.
- Non-verbal – offensive literature or pictures, graffiti and computer imagery, isolation or non-cooperation and exclusion or isolation from social activities.

Bullying is unlikely to be a single or isolated instance. It is usually, but not exclusively repeated and persistent behaviour which is offensive, abusive, intimidating, malicious or insulting. Bullying includes but is not limited to:

- Conduct which is intimidating, physically abusive or threatening
- Conduct that denigrates, ridicules or humiliates an individual, especially in front of colleagues
- Humiliating an individual in front of colleagues
- Picking on one person when there is a common problem
- Shouting at an individual to get things done
- Consistently undermining someone and their ability to do the job
- Setting unrealistic targets or excessive workloads
- “Cyber bullying” i.e. bullying via e-mail. (This should be borne in mind where employees are working remotely and are managed by e-mail. Care and sensitivity should be practised with regard to the choice of context and language).
- Setting an individual up to fail e.g. by giving inadequate instructions or unreasonable deadlines.

***Harassment and Bullying may be summarised as any behaviour that is unwanted by the person to whom it is directed. It is the impact of the behaviour rather than the intent of the perpetrator that is the determinant as to whether harassment or bullying has occurred.***

Very often people are not aware that their behaviour is unwelcome or misunderstood and an informal discussion can lead to greater understanding and agreement that the behaviour will cease. Complainants are therefore encouraged to try, if they feel able to do so, to resolve the problem informally by making it clear to the alleged harasser that his/her actions are unwanted and should not be repeated.

However, any employee who wishes to make a complaint of harassment or bullying is encouraged to first discuss matters informally with their line manager or with Human Resources, provided that they feel able to do so. Should the issues not be resolved at this stage, or the employee feels unable to raise the issue informally, then a formal resolution should be sought. When a complaint is brought to the attention of a manager at any level, whether informally or formally, prompt action must be taken to investigate the matter. Corrective action must be taken where appropriate and this may require an investigation under the Company's Disciplinary Policy and Procedure.

GPFI is committed to maintaining a good relationship with both current and ex-staff and also to prompt and fair resolution of all disputes of any nature that may arise in the workplace.



**Stage I**

If after leaving the employment of the Company an ex-employee has any claim or grievances against the Company, he/she will be required in the first instance to report the matter to the Head of Human Resources and Administration for resolution.

**Stage II**

If the matter is not satisfactorily resolved within 90days, the matter shall be referred to Mediation at any court connected multi-door Courthouse. The parties may by mutual agreement refer the matter for Mediation in any other Alternative Dispute Resolution Centre or forum.

However, if the parties fail to reach agreement on the forum and/or where a court connected multi-door courthouse does not exist in the State where the ex-employee resides, the matter shall be referred to the nearest court connected multi-door courthouse.

PROVIDED ALWAYS that the procedure for resolution of disputes herein specified shall not preclude the legal right of an ex-employee to resort to litigation in the settlement of a dispute where agreement cannot be reached by mediation. However, the procedure specified above shall first be followed before resorting to litigation.

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# COMPENSATION AND BENEFIT

## **Payroll Administration**

- Details of new staff are updated on the payroll schedule for the current month as they resume work
- All required deductions are updated on the payroll schedule as they occur.
- Salary schedule of site casual staff to be sent to the HR Officer on a weekly basis and collated by the 24<sup>TH</sup> of the month for payment.
- Payroll, Pension and PAYE schedules for current month is reviewed and printed for signature by 25th of month.
- HR sends signed Schedules to Treasury for posting.

## **Pension**

Pension is a monthly statutory deduction from employees' salary and an additional contribution from the employer. It is calculated as 8% of Basic, Housing and Transportation Allowance of the employee's salary. The Employer is also required to contribute an additional 10% of Basic, Housing and Transportation Allowance of the employee's salary. The total amount is remitted to the employees' Retirement Savings Account with a chosen Pension Fund Administrator (PFA). This contribution represents employees' Retirement benefit.

### ***Procedure***

- New staff fills a PFA contribution form
- HR sends the form to the chosen PFA for processing
- The PFA sends employee's PIN number
- At the end of the month, the employee's contribution is deducted and a schedule of employees' deduction is prepared
- Cheques are raised for both employee and employer's contribution
- The money is remitted into individual staffs' PFA account

### ***Note***

Employees cannot make request for the fund until they attain the age of 50 during which interest must have accrued on the contributions over the years.

## **PAYE**

This is also a monthly statutory deduction that Government use to service the nation. The deduction is remitted by the Company to the Tax authorities at the end of every month and a Tax clearance card is issued to employees.

## **Medical Insurance**

In GPFI the health of all staff is paramount to us. We believe that an unhealthy workforce would negatively affect business. It is in this bid that GPFI takes it upon themselves to register staff with a Health Management organisation (HMO) to cater for the medical needs of staff, 1 spouse and maximum of 4 biological children.

### ***Procedure***

- New staff fills the HMO form and chooses a hospital
- HR sends the form to the HMO
- The HMO processes the form and sends a Medical ID card which staff takes to his hospital of choice whenever he needs medical attention

### **Employee Incentive scheme**

In GPF, our core business is Facility management. The Company grows when we keep getting Projects from various parastatal. Besides contributing knowledge and expertise to the organisation, employees are encouraged to be instrumental in getting Projects or giving Project contacts and referrals for GPF.

### **Long Service Award**

Management will recognise the contribution of staff that has spent a minimum of 10 years, 15 years, 20 years, 25 years and 30 years of continuous service with GPF. Form of recognition would however be at the discretion of management.

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# WHISTLE BLOWING POLICY

## Introduction

GPI is committed to the highest standards of openness, probity and accountability. An important aspect of accountability and transparency is a mechanism to enable staff and other members of the Company to voice concerns in a responsible and effective manner. It is a fundamental term of every contract of employment that an employee will faithfully serve his or her employer and not disclose confidential information about the employer's affairs. Nevertheless, where an individual discovers information which they believe shows serious malpractice or wrongdoing within the organisation then this information should be disclosed internally without fear of reprisal, and there should be arrangements to enable this to be done independently of line management (although in relatively minor instances the line manager would be the appropriate person to be told).

The Company has endorsed the provisions set out below so as to ensure that no members of staff should feel at a disadvantage in raising legitimate concerns.

It should be emphasised that this policy is intended to assist individuals who believe they have discovered malpractice or impropriety. It is not designed to question financial or business decisions taken by the Company nor should it be used to reconsider any matters which have already been addressed under harassment, complaint, disciplinary or other procedures. Once the "whistleblowing" procedures are in place, it is reasonable to expect staff to use them rather than air their complaints outside the Company.

## Scope of Policy

This policy is designed to enable employees of the Company to raise concerns internally and at a high level and to disclose information which the individual believes shows malpractice or impropriety. This policy is intended to cover concerns which are in the public interest and may at least initially be investigated separately but might then lead to the invocation of other procedures e.g. disciplinary. These concerns could include

- Financial malpractice or impropriety or fraud
- Dangers to Health & Safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour
- Attempts to conceal any of these

## Safeguards

Protection: This policy is designed to offer protection to those employees of the Company who disclose such concerns provided the disclosure is made:

- in good faith
- in the reasonable belief of the individual making the disclosure that it tends to show malpractice or impropriety and if they make the disclosure to an appropriate person (see below). It is important to note that no protection from internal disciplinary procedures is offered to those who choose not to use the procedure. In an extreme case malicious or wild allegations could give rise to legal action on the part of the persons complained about.

**Confidentiality:** The Company will treat all such disclosures in a confidential and sensitive manner. The identity of the individual making the allegation may be kept confidential so long as it does not hinder or frustrate any investigation. However, the investigation process may reveal the source of the information and the individual making the disclosure may need to provide a statement as part of the evidence required.

**Anonymous Allegations:** This policy encourages individuals to put their name to any disclosures they make. Concerns expressed anonymously are much less credible, but they may be considered at the discretion of the Company.

In exercising this discretion, the factors to be taken into account will include:

- The seriousness of the issues raised
- The credibility of the concern
- The likelihood of confirming the allegation from attributable sources

**Untrue Allegations:** If an individual makes an allegation in good faith, which is not confirmed by subsequent investigation, no action will be taken against that individual. In making a disclosure the individual should exercise due care to ensure the accuracy of the information. If, however, an individual makes malicious or vexatious allegations, and particularly if he or she persists with making them, disciplinary action may be taken against that individual.

### ***Procedures for Making a Disclosure***

On receipt of a complaint of malpractice, the member of staff who receives and takes note of the complaint, must pass this information as soon as is reasonably possible, to the appropriate designated investigating officer as follows:

- Complaints of malpractice will be investigated by the appropriate Senior Manager unless the complaint is against the Senior Manager or is in any way related to his actions. In such cases, the complaint should be passed to the Director/MD for referral.
- In the case of a complaint, which is any way connected with but not against the Senior Manager, the Director/MD will nominate another Senior Manager to act as the alternative investigating officer.
- Complaints against the Director or MD should be passed to the Board who will nominate an appropriate investigating officer.
- The complainant has the right to bypass the line management structure and take their complaint directly to the Director/MD. The Director/MD has the right to refer the complaint back to management if he/she feels that the management without any conflict of interest can more appropriately investigate the complaint.

If there is evidence of criminal activity then the investigating officer should inform the police. The Company will ensure that any internal investigation does not hinder a formal police investigation.

### ***Timescales***

Due to the varied nature of these sorts of complaints, which may involve internal investigators and / or the police, it is not possible to lay down precise timescales for such investigations. The investigating officer should ensure that the investigations are undertaken as quickly as possible without affecting the quality and depth of those investigations.

The investigating officer, should as soon as practically possible, send a written acknowledgement of the concern to the complainant and thereafter report back to them in writing the outcome of the investigation and on the action that is proposed. If the investigation is a prolonged one, the investigating officer should keep the complainant informed, in writing, as to the progress of the investigation and as to when it is likely to be concluded.

All responses to the complainant should be in writing and sent to their home address.

### ***Investigating Procedure***

The investigating officer should follow these steps:

- Full details and clarifications of the complaint should be obtained.
- The investigating officer should inform the member of staff against whom the complaint is made as soon as is practically possible. The member of staff will be informed of their right to be accompanied by a representative at any future interview or hearing held under the provision of these procedures.
- The investigating officer should consider the involvement of the Company auditors and the Police at this stage and should consult with the MD
- The allegations should be fully investigated by the investigating officer with the assistance where appropriate, of other individuals/bodies.
- A judgement concerning the complaint and validity of the complaint will be made by the investigating officer. This judgement will be detailed in a written report containing the findings of the investigations and reasons for the judgement. The report will be passed to the Director/MD as appropriate.
- Director/MD will decide what action to take. If the complaint is shown to be justified, then they will invoke the disciplinary or other appropriate Company procedures.
- The complainant should be kept informed of the progress of the investigations and, if appropriate, of the final outcome.
- If appropriate, a copy of the outcomes will be passed to the Company Auditors to enable a review of the procedures.

If the complainant is not satisfied that their concern is being properly dealt with by the investigating officer, they have the right to raise it in confidence with the Director/MD.

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# CONFLICT OF INTEREST

## Policy

Conflict of interest arises whenever the personal, professional or business interests of an employee are potentially at odds with the best interests of GPFi

All employees are required to act in good faith towards GPFi. Employees need to be aware of the potential for a conflict of interest to arise and should always act in the best interests of Global

As individuals, employees may have private interests that from time to time conflict, or appear to conflict, with their employment with GPFi. Employees should aim to avoid being put in a situation where there may be a conflict between the interests of the Company and their own personal or professional interests, or those of relatives or friends. Where such a conflict occurs (or is perceived to occur), the interests of GPFi will be balanced against the interests of the staff member and, unless exceptional circumstances exist, resolved in favour of Global

It is impossible to define all potential areas of conflict of interest. If an employee is in doubt if a conflict exists, they should raise the matter with their manager.

Employees must:

- declare any potential, actual or perceived conflicts of interest that exist on becoming employed by the Company to management
- declare any potential, actual or perceived conflicts of interest that arise or are likely to arise during employment with GPFi Plc. to management
- avoid being placed in a situation where there is potential, actual or perceived conflict of interest if at all possible

If an employee declares such an interest, Management will review the potential areas of conflict with the employee and mutually agree on practical arrangements to resolve the situation.

Employees must disclose any other employment that might cause a conflict of interest with to their manager. Where there are external involvements that do not represent a conflict of interest, these must not affect performance or attendance whilst working at GPFi. If such involvement does affect performance or attendance it will be considered a conflict of interest.

Employees must not set up or engage in private business or undertake other employment in direct or indirect competition with GPFi using knowledge and/or materials gained during the course of employment with the Company.

Engaging in other business interests during work hours will result in strong performance improvement action.

Failure to declare a potential, actual or perceived conflict of interest or to take remedial action agreed with GPFi, in a timely manner, may result in disciplinary proceedings including dismissal.[]

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# INTELLECTUAL PROPERTY AND SECURITY

All intellectual property developed by employees during their employment with GPFI, including discoveries or inventions made in the performance of their duties related in any way to the business of Global will remain the property of the Company.

Employees may be given access to confidential information, data, business property, keys to premises or any other business related property/information in the performance of their duties. This must be protected and used only in the interests of the Company.

Employees must not:

- disclose or use any part of any confidential information outside of the performance of their duties and in the interests of Global or
- authorise or be involved in the improper use or disclosure of confidential information;

during or after their employment without the Employer's written consent, other than as required by law.

'Confidential information' includes any information in any form relating to GPFI and related bodies, clients or businesses, which is not in the public domain.

Employees must act in good faith towards GPFI and must prevent (or if impractical, report) the unauthorised disclosure of any confidential information. Failure to comply with this policy may result in performance disciplinary proceedings including dismissal, and GPFI may also pursue monetary damages or other remedies.



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# EXIT

## Policy

GPFI believes in maintaining good relations with all employees (both current and ex- at all times). Exit Management practices shall therefore be geared towards ensuring fairness and equity of exit decisions.

## Resignation

### *Procedures:*

- Employee sends a Resignation letter to HR through his line Manager
- An exit interview form is given to the employee to complete and submit to HR.
- The HR department holds an exit interview with the staff to confirm reasons for resignation
- Upon completion, HR issues a letter accepting the resignation of employee.
- If the employee is confirmed, he is expected to give one month notice to management or forfeit his salary for that month or pay one month salary in lieu of notice.
- If the employee is still on probation, he is expected to give two weeks' notice or forfeit his salary for the two weeks or pay two weeks' basic salary in lieu of notice.
- The employee is then required to return to HR his/her ID card, call cards, laptop and all other company properties before leaving the company.

## Termination

### *Procedures:*

- When the appointment of an employee is terminated, a letter of termination is issued to him.
- Attached to the letter is the exit benefit and outstanding salary of the employee.
- If the appointment is terminated while on probation, Management is expected to give two weeks' notice to the employee or payment of two weeks' basic salary in lieu of notice to the employee.
- If the employee is terminated after probation, management is expected to give one month notice or payment of one month basic salary in lieu of notice to the employee.
- The employee is then required to return to HR his/her ID card, call cards, laptop and without limitation, all other company properties should be submitted to the concerned department before leaving the company.
- HR officer goes through checklist and ensures the staff leaving has returned all company property.

## Retirement

The retirement age in GPFI is 60 years. During retirement, either the Company or the staff is expected to give one (1) months' notice in writing to state their intention to retire. Either party now does an acceptance letter to accept the retirement.

## Redundancy

Redundancy occurs when the work for which an individual was employed has diminished, or ceases to exist. This could occur due to insufficient business demand, changes to the organisational structure, introduction of new technology or other operational reasons.

Where GPFI. is faced with an excess of employees in a particular area as a result of a reduction in business demand or another operational reason, a process of full and open communication shall be implemented. All alternatives to retrenchment including redeployment, transfer, or other viable options would be investigated before any final decisions are made.

## Exit Interviews

All employees who leave the employment of the Company voluntarily will fill an exit interview form and also have an exit interview with their manager before their last day of employment.

Exit interviews provide the opportunity for departing employees to discuss their reasons for leaving. The information provided is useful in identifying trends, learning and development and evaluating the effectiveness of HR policies and practices.

The appropriate line manager should receive all appropriate information, such as recommendations made for change, or significant issues raised in the questionnaire, whilst bearing in mind confidentiality issues. The exit interview questionnaire will be retained on the employee's personal file.

Exiting employee is also expected to hand over all company properties in their possession during the exit interview.

#### **Terminal Benefits**

GPI will supply employees with all necessary documentations needed to claim their Retirement Savings from their Pensions Fund Administrator.

Any other Terminal benefit may be paid at Management's discretion.