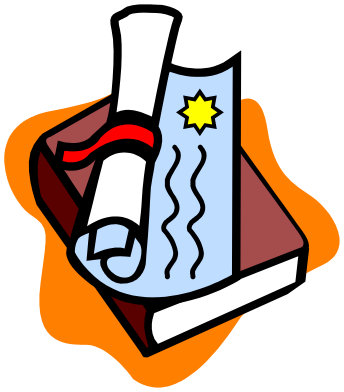


ABC GONE LTD
EMPLOYEE MANUAL

Welcome New Employee!

On behalf of your colleagues and the Management of Abc Gone Ltd I welcome you and wish you every success here. You have joined a team of professionals. It is our goal to provide our customers with the highest levels of service, quality and satisfaction.

We believe each employee contributes directly to the organization's growth and success, and we hope you will take pride in being a member of our team.

This employee Manual has been developed to describe some of the expectations we have of our employees and to outline the benefits available to eligible employees. Employees should familiarise themselves with the contents of this manual as soon as possible. It will help answer many of your questions about employment with Abc Gone Ltd.

We hope your experience here will be challenging, enjoyable and rewarding. Again, welcome.

Sincerely,

Sigita Gailiusaite
BRANCH MANAGER

This Employee manual is designed to acquaint you with the information regarding working conditions, employee benefits, and other issues affecting your employment. You should read and understand all provisions in this manual. It describes many of your responsibilities as an employee of Abc Gone Ltd. One of our objectives is to provide a working environment that is conductive to both personal growth and professional growth.

No manual can anticipate every circumstance or question. As the organisation continues to grow, the need may arise to change the guidelines set forth in this manual. Abc Gone Ltd therefore reserves the right to revise, supplement, or rescind at its discretion any guideline or portion contained within the manual, as it deems appropriate. Employees will be notified of any revisions to this manual as they occur.





DRESS GUIDELINES

Abc Gone Ltd atmosphere is maintained by the image we present to our clients. Therefore, employees should use good judgement in dress and grooming. Consideration should be given to company image and safety.

Overall appearance should be neat, clean, modest and be reflective of the prevailing business environment the employee is involved in. Therefore, all employees should observe good habits in grooming and personal hygiene.



HYGIENE AND CLEANLINESS

The company and employees recognise the importance of hygiene and cleanliness, both environmental and personal involved in the working environment.

The following highlights some of the more important rules to be followed:

- Keep your hands and fingernails clean at all times
- Keep yourself and your clothing clean
- Clothes should be professional
- Hair should appear neat and tidy

EMPLOYMENT REFERENCE CHECKS

To ensure that individuals who join Abc Gone Ltd are well qualified and have a strong potential to be productive and successful, it is the policy of the company to check the employment references of all applicants.

Telephone reference checks of former employees are to be referenced to the Branch Manager. Responses to such reference checks shall be made in writing and reviewed by the Branch Manager.



PERSONNEL DATA CHANGES

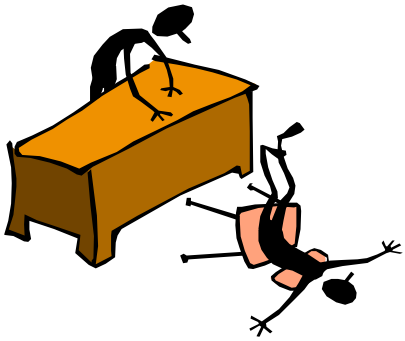
It is the responsibilities of each employee to promptly notify the company of any changes in personnel data. Personal mailing address, telephone number, number and name(s) of dependent(s), individual(s) to be contacted in the event of an emergency. This should be accurate and current at all times.

PROBABTIONARY PERIOD OF EMPLOYMENT

Employees newly recruited by the company shall initially be employed for a period of six months on probationary basis. The performance and conduct of employees will be reviewed on a regular basis during the probationary period. They will be also advised of any action required on their part to maintain good progress in their employment.

If during the probationary period an employee is found unsuitable by the company, the employee will be discharged by the company at its absolute discretion. The company will not be obliged to disclose its reason for the decision.

Employees will assume "regular" status upon satisfactory completion of the probationary period of employment.



RESIGNATION

Resignation is a voluntary act initiated by the employee to terminate employment with the company. The company requires advance notice of one month.

Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.



SAFETY

The company and the employees recognise the importance of personnel safety within the working environment and pledge themselves to the maintenance of adequate safety rules and standards in accordance with the Safety, Health and Welfare at Work Act, 1989 and the Safety, Health and Welfare at Work (General Application) Regulations, 1993.

The following basic safety rules must be observed:

a) All hazards should be reported to the immediate supervisor or manager on duty who must use the resources available to eliminate the hazard or reduce the risk associated with the hazard.
b) All passages must be kept clear and tidy.
c) Emergency Exits must be kept clear.
d) Work places must be kept clear and tidy.
e) A liquid or matter spill which is likely to cause a hazard must be immediately reported to the supervisor and cleaned
f) If the fire alarm is sounded or an announcement informing people to leave the premises is made over the public address system, everyone must walk in an orderly fashion to the nearest exit and obey any other instruction given.

REPORTING OF WORK RELATED INJURIES

All accidents however trivial, which occur on company property, must be reported immediately to the supervisor. The supervisor will complete the accident report form and send a copy immediately to the Branch Manager.



HOURS OF WORK

Employment, whether full or part-time, shall be in accordance with the agreed times stated in the employment contract.

Any change in normal working hours will be notified one week in advance.

ANNUAL HOLIDAYS

All employees are entitled to annual leave in accordance with the provisions of the Organisation of Working Time Act, 1997.

Annual leave must be taken in the year earned and cannot be carried forward. Appropriate service must be completed before payment for holidays will be made. The company's leave year runs from 1st January to 31st December.

All holiday arrangements must have prior approval of Management and while the company will try to accommodate all requests for holidays, no more than 10 days annual leave shall be taken at any one time. Requests for annual leave must be submitted to your supervisor six weeks in advance of the date on which you wish to take leave.

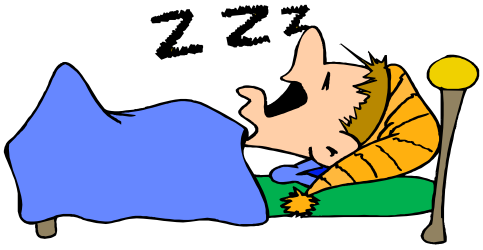
Full-time employees are entitled to 1.66 holidays per complete month (i.e. 20 days)

PUBLIC HOLIDAYS

The following Public Holidays will be granted in accordance with the Organisation of Working Time Act, 1997:

- New Year's Day
- Good Friday
- Easter Monday
- Early May bank holiday
- Spring bank holiday
- Summer bank holiday
- Christmas Day
- Boxing Day

Or such days as to be declared by law to be Public Holidays.



REST PERIODS

Employees will be entitled to a 15 minute tea break where up to four and a half hours have been worked. This break is exclusive of main meal break. In relation to workers under the age of 18, the provisions of the Protection of Young Persons (Employment) Act, 1996 will apply.

ATTENDANCE / ABSENCE / LATENESS

It is vital that attendance and punctuality of each employee is of the highest standard.

Unexcused absence is all from work other than approved holidays, certified sickness, approved compassionate leave or leave of absence approved in advance or where an acceptable reason for the absence has been conveyed to his/her immediate supervisor or appropriate Management Representative, within one and a half hours of the day commencement time. Failure to abide by the company's notification policy may be dealt with under the "Disciplinary Procedure".

1 Unexcused absence for four consecutive days will lead to automatic termination of employment.

2 Persistent Absence:
An Employee will be considered persistently absent (unauthorised) when he / she loses:

- More than one (1) day per month or
- Three (3) days in any six month period

Persistent absenteeism and persistent certified / authorised sickness may be dealt with under the disciplinary procedure.

If an employee is absent from work due to sickness for more than two (4) days, a medical certificate which indicates the nature and expected duration of the illness must be sent to the immediate supervisor so that it is received on or before the third day of absence and be renewed on a weekly basis where appropriate.

Further, if an employee is absent for more than five (5) working days due to sickness he / she must report to their immediate supervisor with a medical certificate from a doctor nominated by the company confirming "fitness" before returning to work.

Failure to abide strictly by the doctors instructions will render absence unauthorised. The company reserves the right to undertake whatever investigation it deems appropriate to ensure abuse is not taking place and to ascertain if the

employee is medically fit to continue employment. Failure to abide by any of the above regulations will be classed as unauthorised absence.

Lateness:

Employees are considered to be later if they arrive after the normal starting time.

Persistent Lateness:

This is to mean that when an employee is late more than (3) occasions in one (1) month, Persistent lateness will be dealt with under the disciplinary procedure.

SICK PAY SCHEME

The company does not offer a sick pay scheme and it will be the responsibility of the employee to claim social welfare entitlements while on sick leave.



REDUNDANCY

It is recognised that business or economic circumstances can arise which may leave the company no alternative but to declare a redundancy situation.
If this occurs the company reserves the right to retain certain employees who, because of training and/or technical competence, are considered by the management to be key employees required to maintain an efficient operation.

The company cannot undertake to guarantee work for every employee nor can it guarantee that the employees will remain at work for which they were employed or that they will remain in the department where they were first engaged.

The terms of the Redundancy Payments Act (1967/79) will apply in any redundancy situation.



DISCIPLINARY CODE

The primary aim of the disciplinary procedure is to help the individual whose performance or conduct falls below the company requirements achieve the necessary improvements. Supervisors and managers must do their share in maintaining the consistent application of company rules. In the event that a formal action becomes necessary, the following procedure shall be implemented.

STAGE 1 – VERBAL WARNING

The supervisor will warn the employee verbally of the specific aspect of the work or conduct which is below standard (stating clearly that it is the first warning) and she / he will advise the improvements which must be made. The giving of this warning will be noted by a senior member.

STAGE 2 – FIRST WRITTEN WARNING

If required improvements are not achieved and further dissatisfaction with the employee results, the Manager will issue a first written warning to the employee.

STAGE 3 – FINAL WRITTEN WARNING

If the problem persists, the manager will issue a final written warning to the employee, making it clear that employment will be suspended or terminated if conduct or performance does not improve.

STAGE 4 – SUSPENSION

If the problem is still unresolved and dissatisfaction with the employee continues, the employee may be suspended for a period of time by the Manager, after all the circumstances have been fully considered by the company.

STAGE 5 – DISMISSAL

Notice of termination will be confirmed in writing by the company to the employee. Any decision of the company may be appealed through the Grievance procedure which involves direct discussion between the employee and her / his immediate Supervisor and Management.

This procedure shall apply to all matters concerning conduct, e.g. lack of co-operation, observation of rules and performance etc. In cases of serious misconduct affecting the interest of other employees or of the company, the

employee in question may be given an immediate final writing, suspension pending investigation, or immediate dismissal.

IMMEDIATE DISMISSAL OR SUSPENSION OF AN EMPLOYEE

The management may suspend employees with, or without notice or payment in lieu thereof, in an event of a gross violation or breach of the work rules. In the event of the company suspending or dismissing an employee, the employee concerned will be notified in writing.

The employee may appeal against the company's decision through the use of the grievance procedure.



GRIEVANCES PROCEDURE

a) Any grievance or dispute which arises should in the first instance be discussed between an employee and the direct supervisor.

b) As soon as either party considers it necessary, the Manager may be called upon for assistance.

c) Should discussions fail to achieve a settlement of the matters, all concerned shall meet and attempt to achieve a settlement

SEXUAL AND OTHER FORMS OF IMPERMISSIBLE DISCRIMINATION OF HARASSMENT

The company is committed to maintaining a work environment that is free of discrimination. In keeping with this commitment, the company will not tolerate harassment of it's employees by anyone, including any supervisor, co-worker, supplier, client or customer of the company.

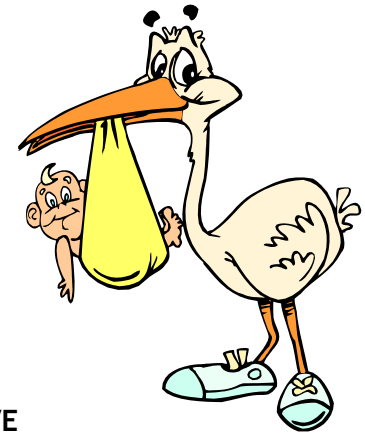
Harassment consists of unwelcome conduct, whether verbal, physical or visual that is based on a person's statue such as sex, colour, race, ancestry, religion national origin, age, physical or mental condition or disability or other status. The company will not tolerate harassing conduct that affects tangible job benefits that interferes unreasonably with an individuals work performance or that creates on intimidating hostile or offensive work environment.

Sexual advances request for sexual favours or other physical, verbal or visual conduct based on sex constitute sexual harassment when the conduct is unwelcome and (1) submission to the conduct is an explicit term or condition of employment, 9") submission to or rejection of the conduct is used as the basis for an employment decision or (3) the conduct has the purpose or effect of unreasonably interfering with an individuals work performance or creating an intimidating, hostile or offensive working environment.

If at any time you are being subjected to harassment or discrimination or if you become aware of such conduct being directed at someone else, you should promptly notify your immediate Supervisor or Manger. All complaints will be kept confidential and will be disclosed only as necessary to allow the company investigate or respond to the complaint.

The company will not permit retaliation or discipline against anyone who makes a complaint in good faith or who co-operates in an investigation.

Anyone who is found to have violated this policy is subject to disciplinary action up to and including dismissal.



MATERNITY LEAVE

Employees will be entitled to maternity leave in accordance with the provisions of the Maternity (Protection of Employees) Act, 1981 – 1991 and the Maternity Protection Act, 1994.

PARENTAL LEAVE

All qualifying employees will be entitled to parental leave in accordance with the Parental Leave Act, 1998.

FORCE MAJEURE LEAVE

Under the Parental Leave Act, 1998, employees are entitled to limited time-off for family emergencies caused by accident or illness. The entitlement is limited to 3 days in each 12 month period but subject to a maximum of 5 days in each 36 month period.



ABSENCE

Absence from work may be excusable in case of illness or emergency provide the employee calls or otherwise notifies supervisor before scheduled reporting time and gets permission to be absent. Any employee absent for five (5) consecutive working days without permission form supervisor will be considered to have resigned the company's service.

LEAVE OF ABSENCE

The company recognises that there are occasions when it is necessary to grant leave of absence to eligible employees because of illness, accident, maternity, jury duty, special or personal reasons. All leaves are to be impartially granted in accordance with established policy.

WORK HABITS

Good work habits are important and it is necessary that every employee performs her / his job according to standards established by the company.

TELEPHONE CALLS

Only in cases of emergency may employees, with supervisor's permission make or receive telephone calls during working hours.

ALCOHOL AND DRUGS

The possession or consumption or being under the influence of intoxicating beverages or drugs on company premises are grounds for instant dismissal.

PROPERTY

Damage to any materials, products, machinery, buildings or other property on company controlled premises in anyway or the removal of such property is prohibited. This includes property of employees, contractors, suppliers etc.



SAFETY AND OCCUPATIONAL HEALTH

First Aid facilities for care of minor injuries in the company premises are available as needed. Prompt arrangements for medical or hospital care or more serious injury will be made. Every injury or worked related condition requiring medical attention must be reported promptly to your supervisor.

PERSONAL BUSINESS

If you have personal affairs to attend to, you should combine these activities into your break and lunch periods. During working hours, relatives and acquaintances should ask to see you only in the case of an emergency.

QUALITY

Quality, efficiency and reliability are expected from all employees. It is vital for ensuring a high level of customer satisfaction which helps ensure the long term viability of the company

CODE OF CONDUCT

The following are examples of practices which will render an employee liable to disciplinary action or dismissal depending on the seriousness of the case:

a) Playing of games, i.e. card playing, gambling etc. on the hotel premises.

b) Indulging in horseplay or the assault of another employee.

c) Poor performance: Poor quality or productivity, minor damage to products or equipment due to carelessness.

d) Use of abusive or obscene language

e) Creating or contributing to unsanitary conditions or poor house-keeping.

INSTANT DISMISSAL

The following lists some examples of the offences, which are regarded as of such a serious nature to render the employee liable to instant dismissal, this is not all inclusive:

a) Causing or attempting to cause bodily harm to another employee.

b) Smoking on the company premises

c) Indecent or immoral conduct on company premises

d) Stealing, malicious damage or destruction of the company's property or that of another employee.

e) Making false statements in an application form for employment

f) Unauthorised removal of company property

g) Sleeping while on duty

h) Introducing, possessing or being under the influence of intoxicating liquors or drugs while on the company's property.

i) Not reporting to management infectious or contagious diseases.

j) Offences against safety regulations

k) Refusing to obey instructions given by a supervisor or manager

l) Making false statement with regard to an injury sustained on company property.

m) Habitual lateness or absenteeism

n) Making false statement in an investigation of theft.

o) Leaving the job position or the company premises without authorisation

p) Failure to do assigned work

q) Defacing or damaging company property, including notice boards or material thereon.

r) Sexual or other unlawful harassment

s) Conviction of a serious crime

t) Conducting personal business during working hours

u) Unauthorised absence from the work station during the work day

EMPLOYEE CONFIDENTIAL INFORMATION

In consideration of employment or continuation of employment by Abc Gone Ltd I agree as follows:

That I will not either during or after my employment, disclose or use any confidential or secret information pertaining to the business and affairs, staff or customers at any time.

I also agree that I have read and understood the requirements of the Abc Gone Ltd as laid out in the Employee Manual and that such requirements now form part of my terms & conditions of employment.

Thank you……

