



SUMMARY
HUMAN RESOURCES
POLICIES



SUMMARY – HR POLICIES

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The company has developed human resource policies that will provide you with information with regard to your conditions of employment/engagement, company rules and regulations and legal requirements that both the company and you as an employee/contractor are required to comply with.

The human resource policies are available in a hard copy format in files with the CEO & HR Directors.

Following is an overview as to the contents of each policy but employees must refer to the actual policy for more detail:

HR-001 Disciplinary Code and Procedure

The purpose of this disciplinary code/procedure is to ensure that discipline is applied in an equitable, just and uniform manner to all employees/contractors. The application and maintenance of discipline is essential for the effective functioning of the company, and remains the inalienable right of management.

The disciplinary code/procedure affords the opportunity to all employees/contractors to be conversant with the rules relating to their employment/engagement, and describes the actions that may be taken by the Company in the event of an employee/contractor transgressing these rules. A counselling or formal hearing will be conducted within 3 days of the incident that gives rise to the disciplinary action where possible or as soon as possible after the transgression.

The administration of the disciplinary code/procedure is the responsibility of the immediate superior of the employee/contractor.

The disciplinary code/procedure should be seen as corrective, and aiming at the prevention of future undesirable actions and behaviour. The nature of the offence and trends will determine the type of action that will be taken.

HR-002 Grievance Procedure

The purpose of the grievance procedure is to ensure that individual or localized group grievances are considered and resolved as close as possible to the point of origin and as speedily as practicable. (Maximum 2 days after the incident that gives rise to the grievance).

A grievance is defined as:

Any unresolved dissatisfaction of an employee/contractor or group of employees/contractors arising from his/her or their employment/engagement with the company, but does not include any matter arising out of disciplinary action as per the disciplinary procedure.

The grievance procedure shall not be used by an employee/contractor for the purpose of instituting disciplinary action against another employee/contractor.

HR-003 Alcohol & Drug

The company has a **ZERO TOLERANCE** policy as far as alcohol and drugs are concerned.



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Employees/Contractors are not allowed to enter the premises or use company vehicles or engage with any clients or prospective clients of the Company if under the influence of alcohol or drugs. It is the responsibility of individuals to refrain from using alcohol and drugs and to seek assistance if a problem exists.

To ensure compliance to this policy, the company may conduct test on an adhoc basis whereby employees/contractors will be required to undergo a breathalyzer test or an observation test if suspected of being under the influence.

HR-013 Maternity Leave

The purpose of this policy is to ensure that females are granted paid leave for the purposes of giving birth and to cater for the newborn child for a period thereafter in accordance with the Basic Conditions of Employment Act. A female employee is allowed 4 months unpaid leave without the risk of losing her job.

This policy applies to all permanent female employees of ZAP HUB.

HR-005 Smoking Policy

The Company has a vital interest in maintaining a healthy working environment as required by the Tobacco Products Control Amendment Act of 1999 for all its employees/contractors which consists of smokers and non-smokers.

Smoking is not permitted on the premises, in the work place, offices, passages, walkways, entrances to building and outside yard except in designated smoking areas.

HR-006 Personal Code of Conduct

The purpose of the Personal Code of Conduct is to ensure all employees are aware of ZAP HUB's employment principles and that they act responsibly at all times while performing their duties.

The code covers a number of principles and any offense related to any of these even if not specifically mentioned will apply.

HR-007 Managing Poor Performance and Medical Incapacity

The purpose of this policy is to ensure fair procedures are followed when an employee's/contractor's work performance is unsatisfactory or when he/she is medical incapable of performing his/her duties employed for.

In the case of the above, a fair procedure must be followed prior to termination of contract, or alteration of the terms and conditions of employment.

The substantive fairness of a dismissal due to unsatisfactory work performance, or due to incapacity depends on whether the Company can fairly be expected to continue with the relationship with the employee/contractor, bearing in mind its own interests and those of the employee/contractor, and the circumstances of the case.



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Management has developed job descriptions that will in addition to the company's policies and procedures indicate the performance standards for an employee/contractor.

A tea break of 15 minutes in the morning at 9:00 and in the afternoon at 15:00 is allowed with a lunch break of 30 minutes at 12:30.

Deviation from these times is only allowed by prior approval from management due to work requirements.

Where employees are required to shower after the completed shift due to industrial hygiene reasons relating to the work being performed as specified by the company, the employee shall shower after completion of the shift.

HR-009 Annual Leave

The purpose of this policy is to ensure that leave entitlements are consistently granted to all employees in accordance with the Basic Conditions of Employment Act and that employee's take their annual leave for vacation and resting purposes.

The leave cycle is from January to December. Leave entitlement for an employee employed after 31 January shall be allocated pro-rata up to December. Leave is available to employees from date of employment but the number of days employees are allowed to take shall be as agreed with your manager.

All leave from the previous cycle must be taken by 31 March of each year otherwise employees will forfeit their leave without financial compensation.

HR-010 Sick Leave

The purpose of this policy is to provide permanent employees who are unable to come to work as a result of illness by granting authorized paid leave for this type of absence and to ensure consistency in the administration of sick leave as required by the Basic Conditions of Employment Act.

An employee **is not entitled** to sick leave for absences that fall:

- Under the Compensation for Occupational Injuries and Diseases Act
- On a public holiday
- During annual leave
- During a lay-off
- On a day which the employee is not required to work because of short-time working arrangement;
or
- During any other period of authorized leave

Sick Leave shall be available as follows:



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- a) Sick leave entitlement will be 30 days in a three (3) year (36 months) cycle as stipulated in the Basic conditions of Employment Act and will commence on the date of employment.
- b) During the first six (6) months of employment, an employee is entitled to 1 day's paid sick leave for every 26 days worked.

The employee/contractor must submit a medical certificate issued and signed by a medical practitioner or any other person who is certified to diagnose and treat patients and who is registered with a professional council for absence of 2 days or more or if absent on a Friday and/or Monday or before and after a public holiday. The company may require a medical certificate for absences of 1 day where an increase in absenteeism is observed.

HR-011 Overtime

The purpose of this policy is to ensure that all operations are staffed and planned efficiently and that there is consistency and compliance to legislation in the remuneration for overtime work performed.

Overtime will only be paid on prior approval by management. It is the responsibility of each employee/contractor to ensure approval is obtained before working overtime and to report hours worked.

HR-012 Safety & Security

It is the policy of ZAP HUB to ensure that all employees/contractors are working in a safe and secure work environment.

Personal Protective Equipment shall be issued to employees/contractors where required and it is the responsibility of each employee/contractor to prevent unnecessary damage to such equipment and to wear such equipment where required.

Electronic Surveillance Systems may be installed and utilized to monitor areas.

The management of ZAP HUB has the right to search any bags, briefcases or packages when employees/contractors enter or leave the premises as well as personal lockers. Female employees shall be searched by a designated female employee.

Safety, health and environmental procedures as well as certain HR procedures shall define requirements to ensure a safe and secure work place and shall be adhered to at all times by employees/contractors.

The following acts are regarded as serious and may lead to instant dismissal on occurrence:

- a) Any willful act endangering the life of other employees.
- b) Working under the influence of alcohol.
- c) Theft



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HR-013 Family Responsibility Leave

The purpose of this policy is to ensure that family responsibility leave entitlements as specified in the Basic Conditions of Employment Act are consistently granted to all permanent and temporary employees/contractors who have completed four (4) months of service and work for at last four (4) days per week at the company

The company grants family responsibility leave to enable employees to take paid leave of absence from work for dealing with events in their immediate family. According to the Basic Conditions of Employment Act, Family Responsibility Leave is allowed for the following events:

- a) when the employee's child is born;
- b) when the employee's child is sick; or
- c) in the event of death of
 - (i) the employee's spouse or life partner; or
 - (ii) the employee's parent, adoptive parent, grand parent, child, adopted child, grand child or sibling.

All eligible permanent and temporary employees/contractors are entitled to three (3) working days family responsibility leave per calendar year. Un-used family responsibility leave **can not** be carried over to the next year.

HR-014 Absenteeism

Regardless of the reason, employees/contractors are not entitled to be absent from work without leave or from their work stations during working hours. The company's disciplinary code provides for severe disciplinary action where employees/contractors infringe this policy.

Where an employee/contractor is absent unexpectedly for reasons of ill health or unavoidable circumstances, the employee/contractor must contact his/her manager or director directly by 10:00 on the first day of absence in order to provide the following information:

- a) reason for absenteeism
- b) expected duration of absence.

Any absence from work without authorization or good cause will result in the employee/contractor not being entitled to any remuneration for the period of absence.

HR-015 Desertion

An absent employee/contractor can only be deemed a deserter if it has been confirmed that he/she has no intention of returning to work.

An investigation shall be conducted to establish the whereabouts of an employee/contractor and whether he/she intends to return to work if he/she has been absent for three (3) or more consecutive days without notifying the company.



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A disciplinary hearing will be conducted in absentia in accordance with HR-001 after this procedure has been exhausted and the employee has been given sufficient time to respond.

If an employee is found guilty, his/her services will be terminated with effect from the employee's/contractor's last working day.

HR-016 Recruitment & Appointment

The purpose of this policy is to ensure that a fair and uniform process is followed with the recruitment, selection and appointment of people by all departments and that those people recruited will give the company a competitive advantage.

ZAP HUB will appoint and develop people with potential at all levels of its business, drawing on the best skills available from all race groups, in order to ensure a sustainable competitive advantage both now and in the future.

The Company will pay particular attention to the employment of those persons who have been socially, economically, culturally and educationally disadvantaged without compromising the standards of operation.

HR-017 CONFLICT OF INTEREST & GIFTS POLICY

ZAP HUB's reputation depends on the conduct of its employees/contractors, service providers and designated bodies/persons in the discharge of their functions. Its success and reputation is built on its honesty and integrity, which must be evident from the way it discharges its engagement with all stakeholders. It is therefore expected that employees/contractors must maintain this reputation.

ZAP HUB recognises that employees/contractors may take part in legitimate financial, business, charitable and other activities outside of their contracted employment/engagement with the company, but any actual, potential or perceived conflict of interest raised by those activities must be disclosed promptly in the prescribed manner, where so prescribed, permission shall be sought prior to such engagement.

The key requirement of this Policy is that employees must declare and be transparent about all actual or potential conflicts of interest situations