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ABOUT US

New Heights Pharmaceuticals Limited is a wholly indigenous Wholesale, Distribution, Marketing and Consulting Company based in Lagos, with operations presently covering the entire geographical area of Nigeria.

We started business in February 2005 primarily as a Pharmaceutical Wholesaler. Over the years, the organization has evolved into a major player in the Healthcare Industry with Business activities in Pharmaceutical Wholesaling, Medical Diagnostics, Marketing and Consulting.

Our office is located at Plot 29, Ilupeju Industrial Avenue, Ilupeju Lagos.

OUR VISION

To be the leading provider of products, services and information to Retail pharmacies, Hospitals and other Health institutions in Africa and across the world.

OUR MISSION

We provide excellent Healthcare products and services that exceed customers satisfaction backed with integrity, innovations, and technology with a sense of warmth and friendliness.

We provide a conducive work environment that promotes teamwork and career growth.

OUR GOAL

Taking pharmaceutical distribution of products and services to New Heights.

OUR CORE VALUES

- We deliver WOW through service.

- We do more with less.
- **We embrace and drive change.**
- We are adventurous, creative, open minded and build honest relationships.
- We are passionate, determined and humble.

1.0 TERMS & CONDITIONS OF EMPLOYMENT

All persons employed by New Heights Pharma are subject to various conditions, rules and regulations set out in the company's contract of employment which may be amended from time to time. This handbook shall be deemed to form part of the contract between employees and the company.

1.1 Employment

The company reserves the right to employ any person (within and outside the organization) to meet the needs of its business. All such employment will be on merit, based on educational qualifications, work experience and suitability for the position in question.

1.2 Career Management

New Heights Pharma is focused on employee development and growth, and therefore the organization has a comprehensive and equitable job grading system that drives career development within the organization.

Each job role has been graded in line with key compensable factors of Skills, Responsibility and Efforts attached to each job role. As a result, the following job grades exist at New Heights Pharma:

Job Grade Classification	Job Grade	Minimum Qualification & Years of Experience
Executive Management Grade	MD/CEO	M.Sc. / 18years and above
Executive Management Grade	Executive Director	M.Sc. / 16years and above
Senior Management Grade	General Manager ^{1,2,3}	M.Sc. / 12-16years
	Assistant General Manager	M.Sc. / 12years
	Senior Manager	B.Sc./HND/ 10years
Middle Management Grade	Manager	B.Sc./HND/ 8years
	Deputy Manager	B.Sc./HND/ 6years
	Assistant Manager	B.Sc./HND/ 4years

Junior Management Grade	Senior(officer/Rep/Analyst)	B.Sc./HND/ 2years
	Officer/Rep/Analyst	B.Sc./HND/Entry Level
	Supervisors	5years
	Senior Clerk	O.N.D/S.S.C. E/ 2-3years
	Clerk	O.N.D/S.S.C. E/0-1years

While management reserves the right to promote employees, movement to a higher level is dependents on employee performance, skills, qualifications and work ethic.

1.3 Job Offer and Acceptance

When a candidate is considered fit for employment, he/she will be notified in writing. Such offer is deemed to have lapsed if no acceptance is received within an agreed period.

All new employees shall be given a letter of employment setting out the following:

-

- Name and address of employee.
- Job title and grade
- Salary, allowances and benefits applicable (Total Package).
- Date and place of employment.
- Type of employment (temporary or permanent) and
- Such particulars as may be necessary.

Upon resumption, each employee must report to the HR department to complete all necessary forms and must submit a number of documents some of which include:

- 2 passport size photographs
- Name and address of 2 referees/guarantor
- Next of kin
- Original Birth Certificate (For Sighting)
- Original of Educational Certificates (For Sighting)
- Official Means of Identification (eg, National ID Card, Driver's License, Voter's Card etc)

Each new employee will be given the following upon resumption:

- Official identity card
- Call cards (where applicable)
- Official e-mail address (where applicable)
- Salary Account Opening forms
- Employee Handbook
- Stationery Pack as appropriate

1.4 Personnel Records and Staff Particulars

On appointment into the Company, or during the continuance of your employment, employees will be required to give the company information regarding them or their family to complete our employment records and other statutory documents.

We believe good Human Resource policies and practices are often enhanced by the comprehensive knowledge of each individual staff. Personal and job-related information on each staff are kept in individual personnel files and held in strict confidence.

Any misrepresentation of facts in giving such information or in completing HR record forms shall be regarded as serious misconduct and treated accordingly.

Without prejudice to the foregoing, the company shall not entertain any change in date of birth of an employee from the age declared at the time of employment.

1.5 Working Hours

The company observes the following working hours:

Staff Category	Work Hours
NHP (All Staff)	8:00am – 5pm, Monday – Friday
NHP Wholesales Staff	All operations staff are expected to work on alternative Saturdays and Public Holidays.

All employees are entitled to 1 (One) hour lunch break.

Employees may be required to work extra hours as and when required by their manager or dictated by the nature and requirements of their job, and/or requirements of the company/business.

The company demands strict adherence to punctuality and attendance policy.

1.6 Employee's Identity Card

Employees will be issued with identity card on joining the company which should be always carried and must be presented on demand. It is not acceptable for employees to be within the Company's premises and not wear their identity cards.

If an employee loses his/her identity card, he/she should report the loss immediately to the Human Resources department with a police report, where a new one will be issued after a nominal fee has been paid to cover the cost of replacement.

On leaving the company's service, company identity card must be deposited with the Human Resources Department. The possession of the company's identity card after leaving the company's service is illegal and may lead to prosecution.

1.7 Probationary Period/Staff Confirmation

All employees shall undergo a probationary period of 3 to 6 calendar months (unless otherwise stated in letter of employment) before confirmation of full employment.

Certain Roles, especially at the Management level would have only 3-months of Probation period, as confirmation of employment status discussion would start after 3 months to ascertain both competency and alignment of Company's Values and culture.

Confirmation Process: Upon completion of probation period (3-6 months), HRD will serve Notice of completion of the probation period to new staff, new staff be appraised/or given feedback of the period under appraisal by the HOD and HR shall sit at this session. A staff member due for confirmation will also follow up with the Manager on their appraisal process/form to avoid delay of process.

A presentation/Slides will be made to the MD/ Supervisor. The new staff is expected to present the following:

- The company and what we do.
- Job role and Job expectation/responsibilities.
- Share learnings and development. How staff role is interwoven in the big picture.
- Challenges/Hurdles.
- Suggestion/Innovation.
- What will be done differently on his job or on any other position staff may be interested in.
- Plans for the next 5 years. Etc. and any other information HR deems fit.

These requirements must have been shared at the on boarding of the new staff.

Confirmation of appointment will be given in writing after the probationary period, upon satisfactory performance, alignment with our values and culture, behavior/work ethic, competency, references, and verification of certificates.

Where some or all the above stated conditions are not met, the company/MD may use its discretion to extend the probationary period further, by a period not exceeding three months. After which if the performance or conduct of the probationer is not of a standard acceptable to the company, he/she will be asked to leave.

Contract of employment may be terminated during probationary period by either party by giving not less than 2 weeks written notice in month one (1) to three (3) and 30 days written notice in month four (4) to six (6).

1.8 Notice Period

See Section 10.1 Resignation/Termination of Appointment

1.9 Termination

See Section 10.1 Resignation/Termination of Appointment

1.10 References

Permanent employment is subject to the receipt of satisfactory character references from two (2) independent individuals.

1.11 Medical Examination

Upon offer of permanent employment, all new employees must undertake a pre-employment medical examination by a medical doctor assigned by the company and obtain a satisfactory health report.

1.12 Right to Alter Rules/Regulations

The Company reserves the right to alter, change, add, waive or cancel any part of the rules and regulations at any time. Such alterations will be documented and communicated to employees individually or generally as relevant and/or through internal memos by posting such changes on the noticeboards. Any of these mediums will be deemed a sufficient notification. Ignorance of such notices will not be an acceptable excuse for non-compliance.

This policy is subject to any laws, which may be in force from time to time in the Federal Republic of Nigeria.

1.13 Personal Data Changes

Employees are expected to inform the Human Resources Department in writing should there be any change in personal data such as names, marital status, births, residential address, names and addresses of next-of-kin, etc. Such notice should be filed with the HR Department as soon as it occurs. At the end of every calendar year the HR Department will carry out a Data Validation Exercise (This is to update all employees record).

1.14 Out-Of-Station Work

All staff shall undertake as a condition of employment to work for the Company in any location, as appropriate in the interest of the business.

2.0 ETHICS & CODE OF CONDUCT

2.1 Disclosure of Official Confidential Information

As an employee, your position with the company may give you access to information regarded by the company as confidential.

Defined broadly, confidential or proprietary information is any information about the company or client's business strategies, systems or customs which, if disclosed to the public, could result in harm to the company or client's market position, business objectives or reputation.

It is recognized that it may often be difficult to draw an exact line between proprietary information that is the property of the company and information that is part of the background of skill and experience acquired during personal business experience, and which you are free to use in employment anywhere. Your own sense of proprietary is usually the safest guide in interpretation. In any case where doubts persist, always check with your supervisor before embarking on a course of action.

The records and forms used in your daily work are the property of the company and must never be removed without proper authorization. You must also ensure that all your cabinets and drawers are properly locked before departing for the day.

The Human Resources Department of the company will be responsible for monitoring standards of confidentiality and will make unannounced special after-work hours checks on the premises to ensure compliance with this policy.

2.2 Confidentiality

Client and staff information must also be kept strictly confidential both during and after employment with the company.

Any leakage of confidential information will be taken as serious professional misconduct and could lead to summary dismissal or prosecution by a court of law.

Employees may be expected to sign an oath of confidentiality upon employment.

2.3 Fidelity

Every employee shall devote the entirety of his/her time and attention to the faithful and diligent discharge of his duties. He/she shall in all respects obey and observe the instructions of the Company.

2.4 Business Etiquette

No employee may engage in any private business or engage in any competitive employment, trade or business other than that of the Company.

The company shall not accept the following relationships: -

If it conflicts with the Company's interests or a violation of trust for an employee or any dependent member of his family to have business dealings with the Company or any of its affiliates where there is an opportunity for preferential treatment to be given or received, except with the prior knowledge and consent of the Managing Director.

If you or a member of your immediate family has an interest, direct or indirect in an entity dealing with the company and the interest is of such an extent or nature that your job-related decisions might be affected or determined by it, this should be discussed with the Human Resources Department immediately.

If it is considered to be in conflict with the company's interest and a violation of trust for an employee or any dependent member of his family to buy, sell or lease any kind of property, facilities or equipment from or to the company or any of its affiliates or to any company, firm or individual who is or is seeking to become a contractor, supplier, dealer or customer, except with the prior knowledge and consent of Managing Director.

It conflicts with the company's interest or a violation of trust for any employee to serve as an officer or director to any other company or in any management capacity or as a consultant to any individual or another company doing or seeking to do business with the company or any affiliate except with the consent of Managing Director.

Employees should refrain from active participation in political activities. Political activities must be performed at the employee's own time and should not infringe on the Company's time/neutrality.

Email Etiquette

In a professional setting, the ideal form of official communication should be through emails. Employees are expected to make good use of their emails when seeking approval to requests, appointing tasks or passing across information. This helps to keep track of pending issues and ensure that tasks are completed as at when due and accurately.

Employees are to check their check their emails daily and respond promptly to mails sent to them.

Also note that a superior or a management staff must be copied in any external email. Please, employees should note that our official email font is Calibri, and the official size is 12. No staff should use their official mail to send personal mail.

2.5 Gift/Business Courtesy from Clients

Employees should not accept gifts (either cash or non-cash) and entertainment from customers/suppliers that can create a conflict of interest on business ethics.

However, if a staff believes that refusal will adversely affect the customer relationship, the receipt of such gift (either cash or non-cash) should be reported to their immediate Supervisor and Human Resources. Such gifts declaration is for the sake of accountability and keeping with business ethics.

Exceptions are business courtesies that are customary and conform to reasonable ethical practices of the business place. Any inappropriately lavish or excessive business courtesies that can influence an employee's business decisions should be reported to their immediate Supervisor and Human Resources.

Bribes, commission and payoffs are absolutely prohibited.

2.6 Integrity

All Company activities are to be performed with the utmost honesty. Employees should report suspicious activities of any member of staff to the appropriate authority.

2.7 The Company's Name

Use of the Company's name is controlled and may be used only with a manager's authorization/approval.

The company's letterhead is not to be used for personal correspondence.

2.8 Employment of Relatives

The Company will not employ spouses, parents, children, brothers, sisters, or corresponding in-laws.

Exceptions will be made case by case by the MANAGING DIRECTOR.

2.9 Gambling/Alcohol/Drugs etc.

Engaging in illegal activities of any sort, use of alcohol and use of illegal drugs are strictly prohibited. Gambling activities within the Company premises are strictly prohibited. The Company operates a no-smoking, no-alcohol policy on its premises.

2.10 Attendance

All employees are expected to take resumption and attendance at work seriously. Research has shown that employees who come early to work are likely to be more productive than those who do otherwise.

Habitual late coming attracts severe disciplinary action. An employee, who arrives at work later than the resumption time(8am), must report to their reporting line with reasons for his/her lateness.

However, Employees will be given fifteen (15) minutes grace after the official resumption time every day. Please note that any day an employee comes to work later than the grace period, the grace period will be overturned, and the minute of lateness starts counting from 8:00am

Please see the penalties for the different lateness range below.

PENALTIES FOR ACCUMULATED MONTHLY LATENESSN

S/N	LATENESS RANGE	PERCENTAGE DEDUCTION
1.	1-30 Minutes	2% of monthly salary
2.	31Minutes- 1Hour	3.5% of monthly salary
3.	1Hr1Min -1hr 30 Minutes	4.5% of monthly salary
4.	1Hr 31 Mins – 2Hours	5.5% of monthly salary

An addition of 1% is added to every accumulated 30mins.

Absence from Work

Habitual late-coming or protracted absence from work without permission will attract disciplinary action and will lead to termination of employment.

In the event of absence from work due to ill-health or an accident occurring outside working hours, the employee must report in writing through his/her supervisor and to the Human Resources Department within 24 hours.

2.11 Disorderly Behavior

Disorderly behavior of any kind is not permitted on the Company's premises. Fighting and drunkenness during official hours constitute a very serious offence, which shall attract disciplinary actions.

2.12 Appearance

The Company expects its employees to take pride and be professional in their personal appearance. It is expected that employees always must be respectfully and professionally dressed according to accepted business principles.

The Company shall provide uniforms for some job positions within the organization. Such positions include cleaners, drivers and so on.

If an employee is not suitably dressed, he/she would be penalized and may be requested to go home and change. An employee will not be paid for the time that he/she was not at the office to change.

Please find below, daily dress style in New Heights Pharmaceuticals:

S/N	DAYS	DRESS CODE	COLOUR
1	Monday	Corporate Casual	White & brown/ any dark color
2	Tuesday	Corporate Casual	As preferred by the staff
3	Wednesday	Corporate Casual	Major touch of Blue
4	Thursday	Corporate Casual	As preferred by staff
5	Friday	Casual	Any Company Branded Top

All employees of New Heights Pharmaceuticals are expected to appear in dress code and colors as stated in the table above daily.

- Clothes must be always stylish but corporate casual.
- Shorts, miniskirts, and all excessively revealing clothes cannot be worn at any time on the company's premises.
- Ladies should ensure that their hair is always properly groomed while on duty.
- Men must be properly dressed, buttoned up, belted and clean-shaven always.
- Due to the Nature of our business, NO ANKARA or any form of Native wear on any day of the week, while at work.
- Acceptable footwear in New Heights Pharmaceuticals includes open toe, Court shoes, corporate heels, Loafers, ballet Flats, Athletic shoes, neat crocs and Moccasins (PLEASE NO RUBBER, BATHROOM, LEATHER OR OUTING SLIPPERS).

Finally, we understand that some operational staff may be required to appear in a special dress style during operational work hours as necessitated by their work responsibility.

2.13 Employer's Property and Employee's Liability

Employees are expected to keep in good condition any company property allocated to them, and they will be held responsible for any loss or damage to the materials or property by willful misconduct or negligence, other than normal wear or tear.

Employees leaving the service of the company for any because whatsoever are required to surrender all company properties in their possession before they leave.

Employees are also required to obtain the Managing Director or Human Resources Managers' authorization/approval to send mails to the entire office.

2.14 Publications and Press Conference

No employee may publish information or submit to the press, articles dealing with the company's interests or activities or the Company's Conditions of Service without the prior permission in writing of the MANAGING DIRECTOR.

No employee can grant a press interview or participate in a public debate/seminar/discussion on television (or in the press) on matters generally considered to relate to the Company's business without prior approval of the MANAGING DIRECTOR.

2.15 Meetings on The Company's Premises

No unofficial meetings may take place in the company's premises without prior permission of management and in any case may not be held during working hours.

2.16 Eating in the Open Office

Eating in the open office area is strictly prohibited. Employees are expected to use the kitchenette provided for such eating. However, snacks without distracting aroma and soft drinks are exceptions.

2.17 Sale of Goods on The Company's Premises

No employee may collect money, for any purpose other than for the Company's business on the Company's premises or within its precincts unless with the prior written permission of the Managing Director.

The sale of tickets, goods and distribution of literature without prior written consent of the Managing Director is also prohibited.

2.18 Workplace Violence

No employee is expected to be involved in any workplace violence such as bullying or fighting or any other form of unruly behavior.

Such employee involved in such act may be summarily dismissed from New Heights Pharma.

2.19 Harassment/Discrimination

No employee is expected to be involved in any form of workplace harassment or discrimination (based on gender, age or ethnicity) of a fellow employee.

An employee involved in such act may be summarily dismissed from New Heights Pharma if found guilty of the act.

2.20 Notice Boards/ Social Media Group Platforms

All employees are requested to keep themselves acquainted with such management instructions and notices as may be displayed from time to time on the notice boards/social media group platforms provided for that purpose.

3.0 SAFETY & SECURITY

3.1 Personal Property

All employees must obey the safety regulations issued by the Company. Employees have the responsibility of not endangering themselves or others in the Company. It is expected that employees would identify and report to the Human Resources Department any unsafe or unhealthy working conditions in and around the premises.

Personal property left on the Company's premises is at the owner's risk, and the Company shall not accept responsibility for lost or stolen property. Employees should take personal measures to ensure the safety of valuable belongings.

Employees will be responsible for the Company's property while in their possession, either within or outside the Company's premises. Staff may only be indemnified from the loss of the Company's property sustained within and/or outside the premises only if reasonable care and caution has been taken or there is no evidence of negligence.

3.2 Access to The Company's Premises

To protect employees and the Company's property, procedures have been established to limit access to the company before and after business hours.

It shall be a violation of this policy if visitors are allowed into restricted areas without due authorization.

Visitors allowed beyond the access doors shall be accompanied by the concerned employee in the restricted areas.

3.3 Admittance to the Company

Under no circumstance are non-employees to be admitted to the Company before or after business hours, even when accompanied by a well-known employee, unless authorized by the Human Resources Department.

Every employee will be granted access to the premises upon proper identification through their Staff I.D card.

3.4 Company's Property

The Company's property should be always treated with care and consideration. Company properties such as: Vehicles, telephones, computers and laptops, should be used only for official business except in emergencies and with prior approval of an employee's Supervisor. Company funds should not be used for personal activities except with proper authorization/approval.

3.5 Removal of Company's Property

The Company's assets shall not be removed from the office premises without approval from the Human Resources Department.

The Asset Movement Register shall be completed for any asset going outside the office premises.

The removal of asset regulation excludes assets (such as cars) specifically assigned to employees for their use on a permanent basis.

3.6 Vigilance on Office Premises

It is imperative that vigilance and high sense of alertness be observed by the Company officials on the premises and offices and any employee who suspects the movement and/or action of any "visitor" or "customer" must at once report to his supervisor or any other Senior Officer of the Company or to Security Personnel on duty.

3.7 Access to the Company during Work-Free Days

As a staff member, it is required that written permission be obtained from your line manager and presented to the Human Resources Department to gain access to the Company's premises on work-free days.

All staff members are, however, required to sign a register on entry and exit from the premises on work-free days.

3.8 The Right to Search

Employees may at any time be required by the Company to submit themselves to be searched while on or about to leave the company's premises. Employees so requested must submit to the search provided that a female/male shall not be searched except by a female/male respectively.

3.9 Theft

Theft of the Company's property or an employees' personal belonging must be reported immediately to the Human Resources Department. The Department Head concerned should evaluate the situation to determine if the theft was due to negligence or whether all security procedures were carried out.

Departmental Supervisors are expected to supply background information (details and monetary value) in a memorandum to the Human Resources Department with any recommended action when a case of theft occurs in their department.

3.10 Fire and Safety

There are fire alarms, extinguishers and instructions strategically located in the company's premises.

Employees should ensure that they know where these are, read the instructions and know how to use the equipment.

In addition, periodical fire drills may be held to get employees accustomed to what they should do in case of fire. All rules and procedures of these fire drills must be strictly complied with.

3.11 Reporting Accidents or Illness

If an on-the-job accident or illness occurs to an employee, the officer in charge must report the incident immediately to the Human Resources Department.

The Human Resources Department is responsible for keeping abreast of government and insurance requirements regarding such incidents and can provide the necessary forms for reports to be completed. A sick report will be required for a medically ordered rest period longer than one working day.

3.12 Non-Employee Accident

Any accident or injury to an individual other than an employee on the Company's premises must be reported immediately to the Human Resources Department.

4.0 STAFF TRAINING AND DEVELOPMENT SCHEME

The company undertakes to provide suitable means for the training of its employees when and where such means will enable them to secure greater

competence in the performance of their duties and enhance their chances for promotion to higher grades within the rank and file of the Company.

To help employees to develop their full potential, the Company has evolved training programs, which are classified thus:

- (a) Internal courses (In-house);
- (b) External courses (off-site)

Details of each category are available through the Human Resource Department.

Employees must understand that successful completion of a course will not by itself constitute ground for promotion.

5.0 STAFF SALARY ADMINISTRATION

5.1 Compensation Policy

The objectives of the company with regards to compensation are: -

To provide a salary structure that can attract, retain and reward well-qualified staff at all levels of responsibility.

To motivate personnel throughout their career with the Company a merit driven compensation system which rewards each employee according to their performance on the job will be provided i.e., giving adequate recognition for individual contribution.

To maintain salaries in reasonable relationship to salaries paid by other leading and progressive employers with similar business objectives.

5.2 Payment of Salaries

Salaries and other emoluments and perquisites payable to staff shall be stated in their employment or promotion letter and payments shall be made each month in arrears.

To facilitate easy payment of salary, employees are expected to maintain bank accounts with the Company's banks (in special cases salaries will be paid into employee accounts outside the Company's chosen banks). Details can be obtained from the Human Resources Department.

In the event that you receive an overpayment of salary and/or allowances at any time, the company reserves the right to recover the overpayment, however made, by deducting the excess from subsequent payments.

5.3 Remuneration

The total remuneration for each member of staff is strictly confidential and should be kept as such.

However, please note that all members of staff on the same level are paid a uniform salary package.

Salary

Every staff member in the Company is paid a salary of the minimum and maximum job value for his position. The salary takes account of the staff responsibilities, abilities and level of performance. This is appraised each year and appropriate adjustments in salaries are made.

5.4 Communication of Staff Compensation

It is the duty of the Human Resources Department to inform every employee of their compensation. This information will be communicated in writing during the salary increment period. If there is any change in the company's compensation structure, all employees will also be notified immediately in writing.

6.0 STAFF BENEFIT & WELFARE

6.1 Medical Scheme

The Company provides health care for each employee through a Health Insurance scheme. The Human Resources Department can be contacted for details of services available under the Company's chosen HMO plans. Employees are expected to utilize this service to obtain desired treatment.

6.2 Group Personal Life & Accident Insurance

Group Personal Accident Policy is an insurance policy undertaken by the Company for its employees for injuries, disabilities or death sustained during or outside work hours. The Group Life Insurance policy covers death of employees while in service.

All confirmed employees are to be covered by the Company's Group Personal Insurance Policy. Details and kick-off for the scheme will be provided by the Human Resources Department once finalized.

6.3 Contributory Pension Scheme

The Company shall provide the statutory pension scheme for employees in line with the new Pension Reform Act 2014. Contribution shall be as follows:

Employees shall contribute 8% of total monthly emoluments (Basic Salary, housing and transport Allowance).

The company shall contribute 10% of total monthly emoluments (Basic Salary, housing and transport Allowance).

Each employee is expected to open a Retirement Savings Account (RSA) with a Pension Fund Administrator (PFA) of their choice. The RSA details must be submitted to the Human Resources Department as the contribution will be deducted monthly from payroll and funds will be managed by the employees' appointed PFAs via the Pension Fund Custodians (PFC).

Further detailed information is available from the Human Resources Department.

6.4 Share Ownership Scheme

A Share Ownership scheme is not currently in place within the Company.

6.5 Staff Loan/Salary Advances

The Company understands that there may be certain items of necessary personal expenditure that go beyond the immediate cash resources of an employee. The company may, in such circumstances, grant loans and advances to confirmed employees. Loan request shall be done by filling a loan form with the Human Resource Department.

However, loans will only be granted after a careful review of the request; decisions on whether to approve or disapprove the request will be based on certain parameters.

New Heights Pharma will only consider requests for loans for the following reasons:

- **Housing:** For the purpose of accommodation, a member of staff cannot take more than 30% of their annual gross salary. In repaying, the individual will make monthly installments of not less than 30% of monthly salary.
- **Compassionate:** The Company might grant an employee facing difficulty a maximum of 30% of their annual salary, to be re-paid through monthly deductions of 30% from the salary. This difficulty may be in the form of bereavement, health of the employee or any of their dependents, sudden loss of material possession through accidents, swindling and robbery attacks, fire incidents, floods and other disasters.
- **Personal Development/Education:** The Company will do what it can to support career advancements in terms of formal education, skill acquisition and membership of Professional Institutions. For any of these purposes, the employee

is entitled to 30% of their annual salary and repayment will not be less than 30% of their monthly salary.

- **Salary Advance (IOU):** this should not exceed 50% of the monthly salary and must be repaid at the end of the month. This category of loan can only be approved at least halfway into the month.

Please Note: The granting of loans is subject to availability of funds and careful review to ensure that the funds are applied to the purpose indicated on the application. Each application will be considered on individual merit, the applicant's supervisor must comment on the applicant's suitability for the loan. No employee may benefit from more than one category of loan at a time. A minimum of One (1) year must have elapsed before another loan can be granted. Application for Non-Deduction shall only be granted once within the repayment period.

6.6 Academic/ Professional Examination Sponsorship

Sponsorship of employees for academic/professional studies is at the Company's discretion and is subject to the following conditions:

The employee must have spent a minimum of 24 months continuous service in the Company to be eligible to pursue a full-time program.

In the event of a recognized professional examination, e.g., CIPM, ICAN, etc. approval must be obtained from the HODs and Human Resources Department with a three-month lead time and a copy of the approved examination timetable submitted to Human Resources Department.

The employee of such intention should have notified the Company well ahead of time.

The proposed study/examination must be relevant to the Company and in line with the career development of such employee.

Every employee that desires to benefit from the Company's sponsorship must be ready to sign a sponsorship bond with the Company.

6.7 Wedding

The company shall provide a token gift, usually with a money value to be agreed upon by Management, to employees getting married. Details are available in the Human Resources Department.

6.8 Childbirth

The company shall provide a token gift to employees who welcome newborn babies of monetary value. Benefit shall be granted to maximum of Four (4) births.

6.9 Birthday

To further encourage unity and oneness, the Company will acknowledge staff birthdays by having a general birthday celebration for all celebrant at the end of each month with a group cake (for staff in Lagos) and cakes are bought (for staff outside Lagos) and birthdays shall be celebrated by posting of staff pictures on the company's WhatsApp group by the Human Resources Department.

6.10 Bereavement

The company shall in time of bereavement of any employee support with a financial benefit at Managements discretion. Bereavement benefit shall only be paid to employee on the bereavement of an immediate family member (Father, Mother, Siblings, Spouses and Child)

6.11 Telephone Allowance

Objective:

1. To enhance effective and efficient communication system between employees and other stakeholders of the company.
2. To equip employees to contact or be contacted on phone irrespective of location and distance.
3. To reduce inefficient and unnecessary communication cost.

The company shall provide GSM mobile phones for selected members of staff as part of tools of trade. The company will pay a specified amount on behalf of employees to the GSM provider. The amount paid per employee will depend on their grade. The amount may be reviewed as management deems fit from time to time.

In view of this, it is expected that the land lines in the company would be free for in-coming calls so that clients/customers would be able to reach us easily.

Henceforth the company is constrained to restrict access to land lines to selected staff (only for business activities). HODs/Managers shall have full responsibility for costs incurred on the allocated lines.

It is important to stress that the Company is against the use of any of the land lines for personal phone calls. Staff are encouraged to give their mobile numbers to clients and acquaintances.

6.12 Long Service Awards

The company will present or award members of staff various tokens in appreciation of their loyal and continuous service. These awards will be made to those who have completed ten (10) years of service and multiples of additional

five (5) years of service thereafter, that is, fifteen (15) years, twenty (20) years of service, etc.

The value of each award shall be as follows:

A tangible gift of some durability chosen by the Human Resources Department on behalf of the Company, subject to the cost limit applicable at that time or cash in lieu.

A Certificate of Service

The award will also be accompanied by a letter of congratulations to be signed by the Managing Director.

6.13 Relocation, Reassignment

All employees undertake as a condition of employment to accept deployment to any department, division, unit or branch in or outside the country as deemed appropriate by the Company. Such relocation, transfers or reassignments may be permanent or temporary.

Permanent Transfer

- i. Permanent transfer is defined as transfer to a new station for a period exceeding six (6) months. In such circumstances, the Company will provide or pay for temporary accommodation and feeding for a period not exceeding three (3) months during which period the employee will be expected to conclude arrangements for his/her accommodation. Such period of temporary accommodation may be extended only at the managing director's discretion.
- ii. Where the employee chooses to make private arrangements for accommodation, the staff shall be paid cash in lieu of hotel accommodation in accordance with the company's policy on out of station allowance.
- iii. In both instances, a relocation allowance of two (2) months' basic salary will be paid. This amount takes into accounts, possible damages and losses; hence no further claims will be entertained.
- iv. Where accommodation is provided by the company, the employee will be expected to move into such accommodation immediately and provisions of temporary accommodation as stated in i& ii above shall not apply.
- v. The Company will meet the expenses actually incurred in respect of the employees' personal travel and, where the company shall pay applicable, traveling expenses incurred by the employee's spouse and up to four children provided this is reasonable.
- vi. An employee transferred at his own request shall be entitled to no benefits.

Temporary Transfer

- i. A temporary transfer is a transfer for any period less than six (6) months. In the event of temporary transfer, the company will meet the expenses actually incurred by the employee in respect of his/her personal travel as well as accommodation and feeding except where accommodation and feeding are provided.
- ii. An employee on temporary transfer who is provided with accommodation and feeding shall be entitled to an allowance as incidental expenses at rates in-force from time-to- time but shall not be entitled to relocation allowance.
- iii. An employee on temporary transfer who opts to make private arrangements for his accommodation and feeding shall claim the out station allowance applicable to his/her grade but shall not be entitled to relocation allowance.

6.14 Miscellaneous

In addition to the above, the Company shall give necessary financial assistance to needy staff as appropriate. Each circumstance will determine the nature of financial assistance.

7.0 LEAVE & TIME OFF

7.1 Annual Leave

Employees are allowed time off from work as leave.

Employees that have completed at least 12 months of continuous service are entitled to their full annual leave.

Leave days entitlement on functional level basis is as follows:

LEVEL	WORKING DAYS
MD, Executive Directors	25
Senior Manager	20
Managers – Supervisors	15
Officer – Support Staff	12

Employees are entitled to an extra day's leave if a public holiday falls during their leave days. Leave days are not cumulative; therefore, any unspent leave days shall not be carried over to the following year.

Each department is required to submit an annual leave roster to the Human Resources Department at the beginning of each year. The annual leave roster,

which details dates on which each member of staff intends to go on vacation, must be approved by each Project Supervisor/Manager and HR Department.

7.2 Casual Leave

The Company recognizes that from time-to-time employees may need a few days off to deal with important personal obligations. In such cases, a non-deductible or deductible casual leave may be granted.

Non-Deductible Casual Leave: This is usually referred to as Compassionate leave. Time away from the job will not be deducted from employee's annual leave entitlement, if it is granted in cases of death or serious illness in employee's immediate family (i.e., spouse, children, and parents, brothers and sisters, if single). The number of days allowed must not exceed 5 working days within a calendar year.

Deductible Casual Leave: This covers non-recurring circumstances e.g. preparation for employee's wedding or in the event of illness or death amongst employee's non-immediate family. The maximum time an employee can be allowed for this form of casual leave is 5 working days each calendar year at the Company's discretion. Where an employee has taken more than 5 days casual leave, the excess shall be deducted from annual leave days (if any) or be granted without pay. Constant abuse of casual leave will attract disciplinary actions.

7.3 Paternity/Maternity Leave

The Company will grant paternity leave of Seven (7) working days.

The Company grants Pregnant female employees who have been confirmed, Three (3) Months' time off work as Maternity Leave.

A confirmed female employee who is pregnant with no medical complications is expected to carry on with her normal duties for as long as she feels able, except her attending physician advises the Company on any limitations.

A female employee can proceed on maternity leave provided she:

- Has spent a minimum period of 15 Months with the firm.
- Applies for maternity leave two (2) months before commencement.
- Submits a medical certificate signed by a medical doctor stating expected delivery date (EDD)
- Any violation of the above shall amount to 50% payment of monthly salary during the maternity leave period.

The Company reserves the right to ask expectant female employee to proceed on maternity leave where it is evident that such employee's productivity has dropped significantly, or her health cannot cope.

A female employee who has spent a minimum of 15 Months with the firm shall be entitled to a fully paid maternity leave for the period of the maternity leave. In addition, a nursing mother will be permitted to close 1 hour before the normal closing time for a maximum period of 3 months following the end of postnatal maternity leave. However, management can decide to add another hour.

Absence from work due to illness relating to pregnancy or miscarriage earlier than a period of thirty (30) days preceding to the expected date to commence maternity leave shall be considered as normal sick leave.

Eighteen months shall elapse after one maternity leave before another can be granted. Where this condition is violated, 50% of salary shall be paid as salary for the overlapping period at maternity.

7.4 Sick Leave

If any employee experiences illness which prevent him/her from reporting to work, such employee must notify the Human Resources Department on the nature of the illness or source of injury in writing as soon as possible.

A hospital certificate/medical permit must support absence from duty up to or more than two days. Otherwise, such absence will be deemed unauthorized and therefore treated as deductible casual leave.

For a prolonged illness, such cases will be dealt with on an individual basis in consultation with the Human Resources Manager. Prolonged sickness is in cases of medically confirmed severe illness, terminal illness or temporary or permanent incapacitation of any employee. In the event of prolonged illness, sick leave shall be paid subject to the following conditions.

Period of Absence	Remuneration
1 – 90 Days	Full Pay
91 – 180 Days	Half Pay
Above 180 Days	Invalidation from Service

Conditions for Approval:

The employee must present a medical certificate signed by a doctor nominated or approved by the Company or, in cases of emergency, a medical certificate issued by a qualified medical officer.

This type of sick leave cannot be accumulated.

Sick leave on the above basis will be granted only when there is an expectation that the staff will return to work. Where a medical report advises retirement, this will take place within a short time.

Where illness occurs during any period of three years and exceeds the above levels of approved sick leave, granting of additional leave is at the discretion of the Managing Director.

The company reserves the right during an employee’s sick leave to obtain at its discretion a second medical opinion on the nature of the illness.

Any period of absence on sick leave supported by a doctor’s certificate which exceeds four (4) continuous weeks or six (6) weeks in all in any one calendar year, shall be annual leave consuming, except where such sick leave is because of hospitalization or surgical operations.

In the event of an ailment of an immediate family member (Parents, spouse and children) the company shall discretionally grant time-off from work subject to presentation of an official medical report.

7.5 Examination Leave

Employee will be allowed time-off from work to attend examinations, provided:

An application is made in good time (at least fifteen working days before leave days).

The examination is aimed at improving job competence and directly relevant to both employee self-development and career path within the Company.

The Company shall grant employees two (2) days paid leave per subject, i.e., on the day that the exam is written, as well as the preceding day. The maximum time allowed in a year is Five (5) days. Approval of application for extra days will be at the Company's discretion and shall be treated as deductible time-off.

7.6 Bereavement Leave

All confirmed employees of NHP are entitled to unpaid bereavement leave in the event of the death of a friend or family member. Bereavement leave will not count against the time taken for vacation or sickness.

Types Of Bereavement Leave	Categories	Days
Immediate Family	Siblings, Parents, Spouses, Children, Grandchildren.	Employees who require time off to attend a funeral for an immediate family member, or to make arrangements, are eligible for 14 unpaid days of bereavement leave.

Non-Immediate family	Parents-in-law, Grandparents, Children-in-law, and Siblings-in-law	Employees who require time off to attend a funeral for non-immediate family member, or to make arrangements, are eligible for 7 unpaid days of bereavement leave.
Extended Family	Aunts, Uncles, Nephews and Cousins.	Employees who require leave for non-immediate family funerals are entitled to 3 unpaid days of bereavement leave.
Friends	Friends, co-workers, neighbors, and other associates	Employees who require leave to attend the funerals of friends, co-workers, neighbors, and other associates, are entitled to 1 day of bereavement leave.

Before taking bereavement leave, an employee must request the leave directly from their line manager. Employees must state the date(s) and duration of their leave. Approval/denial will be provided in writing once the request has been reviewed.

7.7 Overstaying Leave

If an employee does not report for work after his/her period of annual leave (or other authorised leave) expires, the period of overstayed days shall be without authority.

If such employee has a serious impairment and/or reasonable explanation, such should be communicated to the Human Resources Department and approval given by the Management before the period of first leave expires.

In case of unapproved leave days, the first one-month shall be without pay. Thereafter, the employee will be regarded as having unilaterally terminated his/her employment.

7.8 Time Off for Civic Duty and Further Studies (Leave of Absence/Sabbatical/Study Leave)

The Company recognizes that employees may wish to play a role in politics, government, and civic interest in the community or go for further academic studies. Time away from work for such purposes will be granted at Management's discretion.

If employees are elected or appointed to a full-time public office or gain admission to further academic studies on full time basis, such employee on application may be granted an unpaid leave of absence with a job guarantee for the period of one year and renewable afterwards.

For employees to qualify for this leave of absence he/she must have spent Five (5) years continuous service in the Company. The number of days allowed for this purpose will be granted at Management's discretion.

On expiration of the leave of absence, such employee will be required to [return to his/her old position or a similar one]. If time-off is for civic duty, it should be clear that employee's activities are those of a private citizen in office and not as a representative of the company.

8.0 REWARD & RECOGNITION

8.1 Performance Management

Performance management is defined as an ongoing, continuous process of communicating and clarifying job responsibilities, priorities, performance expectations, and development planning that optimize an individual's performance and aligns with organizational strategic goals. The Human Resource Department shall ensure continuous drive of the performance management process.

Employee performance and productivity shall be monitored and rated through an appraisal system. This shall be a two-way feedback session in which employees and the Company, through its representatives, discuss the extent to which agreed expectations have been met. Employees are expected to agree their performance targets for a period with their supervisors at the beginning of each period.

Each appraisal document will summarize goals and responsibilities for the appraisal period in which the employee's performance is assessed and any achievements/contributions, strengths and weaknesses are identified and discussed. It is also an opportunity to establish goals for the coming period and specify desirable training development needs. Employees have the opportunity to bring up any issues/problems encountered during the period under review.

Appraisal for employees under probation shall be for confirmation purpose.

Timing for performance review is as follows:

Semi-Annual Appraisal

This is for employees' performance for a six (6) months period. For consultants on projects, an appraisal will be done at the end of every project irrespective of any other appraisals.

Annual Appraisal

This is for employees' performance over twelve (12) month period up to December.

8.2 On-Going Appraisal

In addition to the above, there will be on-going appraisal and reporting of performance to ensure regular and free feedback on how well employees meet agreed goals and expectations and to help address any challenges.

This on-going Appraisal Sessions will take place between Appraiser and Appraisee on a continuous basis, while the Annual Appraisals will act as summary only for the other minor, continuous feedback which must have taken place during the year or the appraisal period.

8.3 Promotion

Employees are considered for promotion strictly on merit. Consideration is given to each individual's qualification, with emphasis on competencies/skills developed, performance, ability, experience, potential and work ethics.

All promotions, however, remain at the discretion of Executive Management which will make a final decision on the basis of recommendations received from Supervisor/Managers and HODs, which have been duly considered by the HR Department.

The Company believes that promotion should be accompanied by additional responsibility. It is therefore the responsibility of the Supervisor/Manager recommending a staff for promotion to specify the corresponding responsibility for the new position.

When the company does not consider it appropriate to promote staff for whatever reason at a particular period, no promotion will be made.

8.4 Salary Increment

Staff with performance appraisal rating of “exceptional” or “outstanding”, not due for promotion, will be awarded merit increment upon management's approval.

9.0 DISCIPLINARY & GRIEVANCE PROCEDURE

9.1 Offences/Corrective Discipline

Corrective/disciplinary action may be taken against any employee who breaks the Company's rules and regulations, or breaches the contract of employment, and/or does not perform in line with the agreed standards.

A disciplinary procedure is in place to enable employees improve their performance and/or correct their behavioral shortcomings, where this is not in accordance with the required standards.

The procedure ensures that correction is handled in a fair and equitable manner and is only exercised when other attempts at correction have either failed or are inappropriate because of the severity of the shortcomings.

Shortcomings classified as misconduct may include, but are not limited to:

Minor Misconduct

- Lateness to work.
- Refusal to obey a reasonable instruction.
- Sleeping on duty.
- Late resumption from vacation.
- Unauthorized vacations other than illness.
- Breach of the approved dress code.
- Leaving the office without notifying at least a supervisor.
- Use of swear or obscene words on the company premises.
- Smoking on the company premises.
- Inappropriate dressing.
- Any other offence, which might from time to time, be classified or considered by management as minor misconduct.

Major Misconduct

The following offences are classified as major misconduct:

- Repetition of minor offences.
- Flagrant disregard for the contents of this Employee handbook.
- Drinking alcoholic beverages whilst on duty.
- Dereliction of duty.
- Gross insubordination.
- Rudeness to customers and telephone callers.
- Fake sick leave.
- Fake medical bills.
- Conflict of interest.
- Any other offence, which might from time to time, be classified or considered by management as major misconduct.

Gross Misconduct

The following offences are considered very grave:

- Dishonesty, false declarations and false claims.
- Unauthorized disclosure of confidential information.
- Fighting in the company premises.
- Working under the influence of alcohol.
- Taking of illicit drugs.
- Stealing, pilfering or fraud.

- Willful damage of the Company's property.
- Gambling on Company premises.
- Accepting and giving of bribes.
- Unlawful disclosure, copying, removal or falsification of official documents.
- Conduct which causes danger to the lives or safety of persons, or which seriously affects the progress of work.
- Conviction for a criminal offence by a competent Court of Justice within or outside Nigeria.
- Any other offence, which might from time to time, be classified or considered by management as grave misconduct.

9.2 Disciplinary Procedure

Before an employee is subject to any disciplinary procedure, the Company is to ensure that the natural justice elements are satisfied.

For the purposes of inquiry, the Company may for cases of serious misconduct suspend the offending employee for a period not exceeding fourteen (14) days with half pay, however if the inquiry reveals his/her innocence such withheld pay shall be restored to the suspended employee, with an apology letter.

If further suspension is required to enable the Company to complete its investigation, the offending employee might further be suspended for two (2) weeks, but the extended suspension will be with full pay.

During the period of suspension, the offending employee is not required to report for duty and shall not be allowed to enter the premises of the Company, unless his/her presence is required to assist the Company in its investigation, in which case, he/she shall be informed in writing or by any other means.

9.3 Disciplinary Action

The Company may, after due inquiry and depending on the nature of the employee misconduct (minor, major or gross misconduct) take any of the following disciplinary actions:

- Query: In each case the employee is given a written query asking for a written explanation of the employee's position in the case in question. Copies of the query and the staff response will be kept on the staff member's personnel file. Two written queries within a year will attract a warning.
- Caution: Where an offence is deemed to have been committed, a verbal or written caution may be issued. Two written cautions will attract a warning.
- Warning: Where an offence is not sufficiently serious to warrant summary dismissal or termination, an official warning will be issued. For the first offence, a "first warning" will be issued. The warning will be given by

his/her Departmental Head with a copy forwarded to the Human Resources Department. Details of the offence, together with the employees' comments will be forwarded to the Human Resources Department.

- For the second offence a written report would be forwarded to the Human Resources Manager who will issue a query, conduct investigations, and issue the appropriate grade of written warning which could be “second and final warning”.
- If a third offence is committed, the same procedure will be followed, and a third warning issued. The maximum number of warnings to be issued to one employee in one year is three (3) and it is immaterial if the warnings are for the same or different type of misconduct or job performance. A more severe disciplinary measure may be taken against an employee issued with a third warning, such as suspension or termination of his/ her appointment.
- A query given but not responded to by the recipient within 24 hours will attract a warning and must still answer the query.
- A warning given to an employee in any given year will result to loss of promotion, notwithstanding the level of performance of such employee.
 - Pardon: The management in any given year reserves the right to pardon any staff that received a warning. Such pardon shall be communicated in writing.
- A warning pardoned shall not count against such staff whatsoever.
 - Termination: An employee's employment can be terminated where his/her continuous stay can be inimical to the Company. Termination of employment must be approved by the Managing Director after due consultation with the Human Resources Manager and the employee's Supervisor/Manager.
 - Summary Dismissal: Any employee found guilty of gross misconduct will be summarily dismissed without notice. This must also be approved by the Managing Director after due consultation with the Human Resources Manager and the employee's Supervisor/Manager.

9.4 Other Sanctions

Sanction is another way to correct shortcomings in an employee's performance or behavior. The following are some sanctions that the Company may use:

- Withholding of annual increment.
- Forfeiture or delay in promotion and/or
- Suspension from duty without pay.
- Deductions from salary earned.

9.5 Grievance Procedure

A grievance is any real or perceived feeling of injustice, regardless of whether it is expressed or whether it is valid or not, that an employee has about the employment relationship with his employer, or manager or about the terms and conditions of his employment.

When employees feel that they have not been fairly treated in any aspect of the terms and conditions of employment in the company, they may put forward their complaint for investigation.

The following procedure will be adopted:

- Employees should, in the first instance, discuss or lay their complaint with their direct Supervisor; such complaint must be done in writing. The Supervisor is expected to investigate the complaint and resolve the problem within two (2) working days.
- If the employee is not satisfied with the action taken by their supervisor on their complaint, they may carry grievance to their Manager (Supervisor's superior). They will be required to explain to the Manager what they were told by their supervisor. The Manager will investigate the complaint and give (the employee) an answer within two (2) working days.
- If an employee is still not satisfied with the measures taken to resolve this complaint by their Manager (Supervisor's superior), they will be referred to the Human Resources Manager/Management committee. The Human Resources Manager will listen, investigate the complaint, obtain and communicate the Management's decision on the subject to all concerned. Such investigation of complaints should be completed within two (2) working days and the outcome given to the aggrieved employee.

10.0 SEPARATION

An employee may end his/her service with the Company in any of the following ways:

10.1 Resignation/Termination of Appointment

Resignation or termination of appointment shall be as follows:

During Probation Period:

New employees shall give two (2) weeks written notice or payment in lieu of notice during their probation period (three (3) to six (6) months’).

After Confirmation of Appointment:

Assistant Managers & Above shall give Two (2) months’ notice in writing or payment in lieu of notice.

Officers & below shall give a month's notice in writing or payment in lieu of notice.

Exiting staff shall ensure seamless transition of assigned duties.

The Company can also terminate an employee's employment for any of the following reasons:

- Consistent failure to meet the agreed level of performance established for his/her position.
- If an employee is confirmed guilty of serious misconduct, and/or breach of the Company's rules and regulations.
- Where an employee is insane or experiencing nervous breakdown as certified by a medical doctor.
- If an employee is found to be addicted to drugs or being in possession of illegal drugs in the office.

10.2 Summary Dismissal

An employee found guilty of any serious misconduct may be summarily dismissed without notice. Offences leading to summary dismissal include:

- Theft or fraud
- Drunkenness
- Physical Fighting resulting in an exchange of blows either with or without use of weapons.
- Sexual harassment within the office premises
- Employment in other paid job
- Addiction and possession of hard drugs

10.3 Retirement

The retirement age for employees of the Company shall be 60 years. Except otherwise indicated, an employee's employment with the Company will end on the last day of the month in which the stipulated age is attained. The Company retains the option to seek an extension of the employees' contract for a period of 3 years.

Employee's early retirement may also be requested on the grounds of health or other reasonable grounds after continuous service of at least 20 years.

10.4 Abscondment

Where an employee abandons his job for 10 working days consecutively, without due notification, such employee shall be regarded as having absconded. The Company reserves the right to terminate such employment without notice.

10.5 Death

If a staff member dies whilst still employed with the Company, all outstanding salary (ies) and other accruable benefits up to the date of death will be paid to the designated beneficiary. The Company will meet reasonable burial expenses as determined by the Managing Director.

If death occurs because of accident while on duty, the Company shall in addition to the above, lay claim to the benefits arising from the Group Personal Accident Insurance Scheme to the designated beneficiary of the deceased employee.

SANCTION GRID

Misconducts	Progressive Disciplinary Procedure			
	1st Offense	2nd Offense	3rd Offense	4th Offense
General infractions/misconducts*(Dress Code, ID Card, Physical appearance)	Green	Yellow	Grey	Red
Unauthorized lateness and absenteeism	Green	Yellow	Grey	Red

Abuse of leave/ break privileges: unauthorized leave commencement, late resumption after authorized unauthorized extension of approved leave, unauthorized work break, unauthorized extension of work break.	Yellow	Grey	Red	White
Negligence, theft and destruction of company's materials/products or properties	Yellow	Grey	Red	White
Volent conducts, Disruptive and/or Obstructive Conduct: Harmful, Threatening, or Endangering Conduct, Assault, Intimidation etc	Yellow	Grey	Red	White
Sexual harassment*	Grey	Red	White	White
Insurbordination to Customers and Line Managers*	Green	Yellow	Grey	Red
Failure to Confirm Product(s) and Pack size	Yellow	Grey	Red	White
Over Packing and Under Packing	Green	Yellow	Grey	Red
Wrong Labelling of Customers Orders	Green	Yellow	Grey	Red
Unauthorized use of Phone while Checking/Confirming Customers Order	Green	Yellow	Grey	Red
Non Recording of Confirmed List with Processing Time, Non Recording of Customers Name and Processing Time in their Activity Log Paper, Non Recording of Customer's Request Treated with Processing Time in their Activity Log Paper	Yellow	Grey	Red	White
Signing on Behalf of Someone else/Falsification of Attendance	Yellow	Grey	Red	White

Unauthorized use of Phone while Checking/Confirming Customers Order	Green	Yellow	Grey	Red
Wrong Product Specification Picking	Yellow	Grey	Red	White
Over Picking and Under Picking	Green	Yellow	Grey	Red
Wrong Shelving of Products in Accordance to Expiration Date	Green	Yellow	Grey	Red
Constant Breakage of Products	Green	Yellow	Grey	Red
Poor Customer Service	Yellow	Grey	Red	White
Delayed Response to Customer's Mail or WhatsApp Message	Green	Yellow	Grey	Red
Failure to Fulfill a Promise to Customers "I will get back to you"	Green	Yellow	Grey	Red
Keeping too many Missed Calls and Not Returning Back Missed Calls	Green	Yellow	Grey	Red
Delayed Delivery of customers product(s)	Green	Yellow	Grey	Red

Management recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps. It is within the company's sole discretion to select the appropriate disciplinary action to be taken. Notwithstanding the availability of the various disciplinary options, the company reserves the right to discharge an employee at its discretion, with or without notice