

**SAFE PARKING LIMITED**  
**Human Resources Management Policies and Procedures Handbook**

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**Prepared By**

Document Owner(s)
Safe Parking Limited

**Employment Manual Version Control**

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**Note:** The content of this manual does not constitute nor should it be construed as a promise of employment or as a contract between Safe Parking Limited and any of its employees.

## TABLE OF CONTENTS

<b>INTRODUCTION .....</b>	<b>7</b>
<b>RESPONSIBILITIES.....</b>	<b>8</b>
<b>GUIDELINES .....</b>	<b>10</b>
<b>A. EMPLOYMENT.....</b>	<b>15</b>
<b>“EMPLOYEE” - DEFINITIONS.....</b>	<b>15</b>
Temporary Employment - Contract .....	15
Temporary Employment – Industrial Trainee or Service Schemes.....	16
Employment of “Spouse and Relative” .....	16
Dual Employment .....	17
Re - Employment .....	17
Workforce Diversity .....	17
<b>B. HR STRATEGY &amp; PLANNING POLICIES .....</b>	<b>19</b>
Strategy .....	19
Human Resource Management Policy Development and Review.....	19
Culture Management and Development .....	20
Organization Development and Structure .....	20
Manpower Planning.....	20
Job Profiling .....	21
Promotion.....	22
Education Assistance .....	23
Employee Conduct.....	24
Policies & Procedures.....	24
<b>C. COMPETENCY MANAGEMENT.....</b>	<b>26</b>
<b>D. RECRUITMENT .....</b>	<b>27</b>
Vacancies.....	27

Eligibility, Assessment and Grading of Applicants .....	28
Offer and Validity of Appointment .....	28
Recruitment .....	29
Induction, Probation and Confirmation of Employment .....	31
Employee Placement and Assignment .....	32
<b>E. CAREER AND SUCCESSION PLANNING.....</b>	<b>33</b>
Career Development and Succession Planning .....	33
Re-assignment/Transfer .....	34
<b>F. TRAINING MANAGEMENT .....</b>	<b>35</b>
<b>G. PERFORMANCE MANAGEMENT.....</b>	<b>37</b>
<b>H. EMPLOYEE RELATIONS .....</b>	<b>38</b>
Employee Grievance.....	38
Hearing 39	
Decision .....	40
Appeal 41	
Levels of Disciplinary Action .....	42
Discipline .....	44
Disciplinary Guidelines .....	46
Conflicts of Interests .....	48
Political Activities .....	49
Conditions of Employment and Service .....	50
<b>I. COMPENSATION &amp; BENEFITS.....</b>	<b>52</b>
Compensation Structure .....	52
Compensation, Reward & Recognition .....	54
<b>J. PERSONNEL RECORDING &amp; ADMINISTRATION.....</b>	<b>55</b>
Employee Records & Data Management .....	55
Employee Declarations .....	56
Company Facilities .....	57
Access and Visitors Control.....	59

Employee Health and Safety .....	60
Traveling and Subsistence .....	61
Leave Administration .....	62
Compassionate Leave .....	64
Maternity Leave .....	64
Study Leave .....	65
Sick Leave .....	67
Paternity Leave .....	69
Adoption Leave .....	69
Unpaid Leave .....	69
Absenteeism .....	70
Leave of Absence .....	71
Resignation .....	72
Retirement.....	73
Termination .....	74
Redundancy.....	75
Death or Permanent disability .....	76
Entitlements and Payments .....	77
Salary Advance .....	78
Employment and Service Testimonial .....	79
<b>MISCELLANEOUS.....</b>	<b>80</b>
Social Collections, Gifts & Parties.....	80
A.1 Appendix 1: End of Service Terminal Benefit Schedule .....	84
A.2 Appendix 2: Penalty Values to be imposed on employees .....	85

## **WELCOME FROM THE MD/CEO**

Hello Everyone, I would like to welcome you all officially to Safe Parking Limited (SPL). Safe Parking Limited was founded in 2010 with our vision **“to be the leading provider of micropayment and parking management facilities engineered to create a new experience across West Africa”**. From our vision statement you will agree that there is a lot of work to be done to take us from where we are now to where we need to be within the shortest possible time. It is important to note that we are one family here, so there are no barriers, no high walls or obstacles in terms of communication amongst each other; however, we must be careful not to misuse the opportunities open to us. Gentlemen and Ladies we should know that we are all fortunate to be here making history in our great country Nigeria alluding to the fact that we are pioneering a new profession that is well respected and is poised to create thousands of jobs to our teeming youths and also impact greatly on our economy. Looking at all these facts I am optimistic that we have put together a team that has mutual respect and love for each other and the capacity to drive our company to great heights.

I would like to commend most of you who have been with us from the beginning and to assure you that the challenges we are facing currently is transient. Like every organization that is built on excellence, all activities based on performance, conduct and diligence will be reported and rewarded as the case maybe. It is important to strive hard in this organization because there is a future in our profession.

I would like to thank the almighty God who has shown us mercy and provided each and every single one of us here an opportunity for greatness. I thank the honorable minister of F.C.T, the F.C.T.A. transport secretariat and our consultants B.X Crystal who have worked tirelessly and selflessly to put together this crop of professionals. Welcome, Ndewo, Ekabo, Sanun-ku

MY FELLOW SPLONIANS I SALUTE

Yours sincerely,

**NEBOLISA IGBOKA**

**MD/CEO**

## **OUR MISSION**

Our mission is to develop and maintain parking infrastructure that gets people where they need to be as courteously, safely and efficiently as possible.

## **AIMS AND OBJECTIVES**

1. Creation of a conducive environment for parking across different zones in the city.
2. Revenue generation for the government, as individuals that use our parking facilities will be forced to pay a token free for them.
3. Creation of employment for at-risk youths parading the street without guidance and focus.
4. Liaison with appropriate government regulatory agencies to enforce parking rules and regulations across the cities.
5. To provide cleaner air and consequently help in prevention of global warming.

## **PROJECT SCOPE**

1. On-street and off-street parking management.
2. Construction and management of ultramodern parking lots.
3. Installation of Parking meters and mobile meters.

## **OUR SERVICES**

### **On-Street and Off-Street Parking Management**

Safe Parking Limited is engaged in deployment and management of parking meters and attendants for on-street parking while deploying comprehensive parking management systems to hotels, malls, airports, etc.

### **Construction and Management of Ultra-modern Parking Lots**

We construct and provide parking facilities in major cities and high traffic areas to improve parking orderliness and reduce cost of parking area management while raking in substantial figures in revenue generation.

### **Installation of Parking Meters and Mobile Meters**

Safe Parking Limited is in the business of providing appropriate equipment from actual sourcing of meters from manufacturers and back-end monitoring of traffic and cash flow.

### **Comprehensive Reporting**

Safe Parking Limited provides facility owners with comprehensive reports including traffic flow statistics analyzed by time, date, location or other variables and also revenue collections by shift, date, time, location and many other reports.

## **INTRODUCTION**

This Policies & Procedures Handbook has been developed in order to familiarize employees with working conditions, key policies, procedures, and benefits in respect to employment at Safe Parking Limited

It provides a framework for applying fair and consistent employment practices at Safe Parking Limited. It is therefore important that these policies be perceived as facilitating the management of human capital within Safe Parking Limited Whilst not sacrosanct, the policies should be applied with discretion and flexibility and be seen as a cornerstone for behavior and practices of all employees within the Company.

This document is a living document which will continue to be upgraded in response to the needs of Safe Parking Limited as a growing and changing company. The Management of Safe Parking Limited at its option, may change, delete, suspend or discontinue parts or whole of this policy manual at anytime without prior notice, subject to final endorsement by the Managing Director/Chief Executive Officer. In event of a policy change, employees will be notified accordingly. Any such action shall apply to existing as well as future employees.

## **RESPONSIBILITIES**

### **Managing Director / Chief Executive Officer (MD/ CEO)**

The MD/CEO has overall responsibility for the welfare and safety of Safe Parking Limited's staff. In the role of MD/CEO, he/she:

- Has final executive approval on HR Policies and Procedures applicable to all Safe Parking Limited staff, contractors, suppliers and their employees ; and

### **General Manager/Chief Operations Officer (GM/COO)**

The GM/COO oversees the overall welfare and safety of Safe Parking Limited's staff. In the role of GM/COO he/she:

- Can direct the review of any or all parts of the policies and procedures contained in this document.

### **Head, Human Resources**

The Head, Human Resources is:

- In charge of all Human Resource Management related issues discussed at the Executive Committee.
- Regularly reviews and updates Human Resource Management Policies and Procedures to reflect changes in the environment, as suggested to and endorsed by the MD/CEO; and,
- Ensures compliance with Human Resource Management Policies and Procedures by all Safe Parking Limited staff.

### **Heads**

The Heads are in charge of the daily operations within their individual Departments and ensure:

- That all complaints, observations and information regarding these policies are properly received and communicated to HR Department as necessary;
  - There is adequate awareness of HR Policies and Procedures throughout the Company;
  - The monitoring of compliance with the established Policies and Procedures, also making the necessary recommendations and appropriate action in cases of non – compliance; and,
  - Any conflicting action detrimental to Safe Parking Limited is promptly investigated and resolved as necessary.



## **Employees**

Employees are expected to:

- Discharge their duties according to laid down Policies and Procedures set by Safe Parking Limited;
- Ensure they are fairly and equitably treated by their managers and supervisors by reporting unfair treatment promptly;
- Report any unjust treatment to the relevant authorities (line manager/ HR Department); and
- Wait for resolution of reported incidents and not take the law into their own hands.

## **GUIDELINES**

### **Dress Code**

SPL does not seek to inhibit individual choice in relation to your appearance. However, you are expected to dress appropriately at all times in relation to your role, and to ensure that your personal hygiene and grooming are properly attended to prior to presenting yourself at work. It is the responsibility of various Heads of Department to ensure that all staff conforms to the company's acceptable standard of dressing as listed below:

- A business suit, trousers, shirt and tie are obligatory for Managers and above when attending meetings/sessions.
- Trousers, tucked –in shirt and tie are appropriate for staff below grade of Manager, who may also wear jacket/suit
- Female members of staff are expected to appear in smart dresses, skirt suits, corporate trouser suits(subtle colors only)
- If we have supplied you with a uniform of other apparel, then you must wear this at all times when required to do so; it is your responsibility to ensure that this is clean and presentable. If you have any queries about what is appropriate, these should be directed to your line manager

Supervisors and line managers will be responsible for applying this policy within their Departments whilst the Head, Human Resources is expected to enforce compliance.

### **Attendance**

Good attendance means employees must be at work on time, every day the employee is scheduled to work and remain at work for the specified hours of work per day.

Each department and the entire company depend on regular staff attendance and punctuality to run smoothly. All staff except Managers and above are required to sign an attendance register on a daily basis on resumption and at the close of business.

Employees must notify their immediate supervisors of their unscheduled/unavoidable absence the morning of the said absence, specifying reasons for the absence and likely date of resumption. Verbal notifications should be followed by an SMS alert to the immediate supervisor and the Head, Human Resources. If unable to report to work because of illness or an emergency, the employee must notify his/her supervisor directly before the start of work on each day of absence from work. The head of department will in-turn notify the office of the Human Resources.

Unless otherwise specified, employees must sign the attendance register to indicate time in and time out. Otherwise, the Company will assume the employee was not at work at the stipulated time and would affect appropriate deduction in salary.

Recurrent unscheduled absence from work or lateness without notification will be regarded as sufficient grounds for discipline up to and including termination of employment.

Any employee who is absent from work for five (5) consecutive working days without notice will be deemed to have voluntarily terminated his/her employment relationship with the Company.

Official working hours are 7am to 6pm whilst working days are Monday to Friday and on Saturdays.

#### **Giving / Accepting Gifts, Favors and Gratuities**

No employee shall solicit or accept any gift, favor, entertainment, reward or any other item of monetary value that might influence or appear to influence the judgment or conduct of the employee in the performance of his/ her job and/or that of the client in awarding a contract or service.

Exceptions to this rule shall be only in cases where the gift or entertainment are of nominal value, customary in the industry, will not violate any laws and will not influence or appear to influence judgments or conducts. Employees must however declare such items to their line manager or Head HR. No amount more than N1000 undeclared should be found with field staff.

Corporate Gifts will be pooled/stored and balloted periodically and as scheduled by the Head HR.

In summary, monetary gift items are unacceptable; corporate gift items shall be routed through HR Department; and personal gift items shall be brought to the notice of the HR Department based on the discretion of the recipient.

### **Sexual Harassment**

No employee of the company shall engage in sexual harassment. Sexual harassment refers to unwanted sexual attention of a persistent or offensive nature (applies to both males and females) including but not limited to:

- Indirect/ direct promise of reward for compliance with sexually oriented request;
- Indirect/ direct threats of retaliation for non-compliance with sexually oriented request;
- Indirect/ direct denial of employment related opportunity for non-compliance with sexually oriented request;
- Unwelcome sexually suggestive physical contact;
  - Non physical (verbal) assault;
  - Display, storage or transmission of sexually oriented materials using Safe Parking Limited's equipment or facilities;
  - Indecent exposure; and
  - Continuous sexual/ romantic advances of a persistent nature despite rejection of advances.

Employees who believe they have been subjected to sexual harassment or unwanted sexual attentions (verbal or non-verbal / written, electronic transmission, etc) should:

- Make their unease and disapproval known to the harasser;
- Make a written record of the date, time and nature of the incident and names of witnesses; and
- Report the incident to HR or line manager.

All incidences of sexual harassment must be thoroughly investigated by HR Department and the line manager to ascertain the veracity of the claims. Employees in violation of this policy should be subject to disciplinary actions.

### **Smoking and Consumption of Alcohol**

Although the company discourages smoking and the (irresponsible) consumption of alcohol because of the known health, safety and social risks, the company however, recognizes that individuals have the right to make such choices with regard to smoking and consuming alcohol.

Accordingly, employees are not allowed to be found smoke or consume alcohol or to be in possession of cigarettes or alcohol –termed as contraband. Employees are prohibited from smoking or consuming alcohol during working hours (whether on or off the company's premises) except at social event organized by the company where alcohol/cigarette is available.

### **Computer and Internet Usage**

There are laws regulating computers and data protection with which the Company must comply. In particular, it is illegal to make copies of your software. Software issued by the Company for your personal use is licensed to the Company and is protected by copyright law. You must not make or distribute software that has been copied. It is therefore important that all employees minimize exposure to risk through careless practices with regard to the use of data or inappropriate, or illegal, use of software.

Employees supplied with computer equipment are responsible for that equipment, and the security of software and data stored either on their own system or other systems which they can access remotely.

Safe Parking Limited shall not monitor electronic information. However, individual use patterns may be monitored for purposes such as cost analysis, resource allocation, and optimum technical management of information resources and detecting patterns of use indicating violations of Company policies or engagement in illegal activities.

Except where explicit authorization has been granted by the Company, employees are prohibited from engaging or attempting to engage in:

- monitoring or intercepting files or electronic communication of other employees or clients;
- hacking or obtaining access to systems or accounts they are unauthorized to use;
- using someone else's log in names or passwords; and
- breaching, testing or monitoring computer network security measures.

You are not permitted to use the Company computer facilities for personal use and computers should only be used by you to perform your job function. You are only authorized to use systems and have access to information which is relevant to your job. You should neither seek information nor use systems outside of these criteria.

Any misuse of the Company's computers and internet access will be considered a disciplinary matter. Accessing pornographic or gambling sites, for example, will be considered as gross misconduct likely to result in a summary dismissal.

You should at all times keep your personal password confidential. When changing your password you should adopt a password which does not use personal data. You should change your password regularly and you must never share or divulge your personal password to any unauthorized person.

### **Care/Loss of Company Property**

Employees must report theft of Company asset while in their possession to the Admin Department as well as their Line managers.

Employees should take particular care to secure Personal Computers (PCs) and Laptop Computers. Laptops must be locked away in desk drawers/ cupboards when employees are away from their desks. If the laptop must be kept on the table it must be securely fastened using the security lock provided.

While in transit, laptops must be locked in the boot of the car and must not be left in the car in client sites or in locations where it may be easily visible and/ or stolen.

The Company is committed to carrying out its mission in an efficient and productive manner. To this end, the Company provides a wide range of equipment, property and resources including computers, telephones, electronic mail, and software and internet access among other. Persons permitted to use these equipment and resources are expected to do so in pursuit of the company's activities and in accordance with good professional judgment. Although the Company recognizes that users of these resources may occasionally make or receive telephone calls or e-mail messages, this should be avoided as much as possible.

During the course of his/her employment with the company, it will be necessary for employees to use and have custody of equipment belonging to the company. Employees are required to exercise proper care and control over company equipment and resources and protect same against damage, theft or unauthorized use. The equipments are made available to employees for the purpose of enabling them to carry on their duties and must not be used by non-members of staff

Software programs which function with any equipment are subject to the proprietary rights of the company or third parties (as the case) and any use other than in connection with your duties for the company is strictly forbidden.

Similarly, the company employees should never be asked or expected to perform personal tasks or errands for their supervisors or others.

Employees are not to use the company's name or letter head paper for any non-company related business. Inappropriate use or misuse of the company's equipment, property or resources by staff may result in disciplinary action.

Please see Appendix 2 for details on the value of Penalties that would be imposed on employees whose actions result in asset loss.

## **A. EMPLOYMENT**

### **"Employee"- Definitions**

**Policy Objective:** To ensure standardized terminology and common understanding in Safe Parking Limited's reference to the term "Employee"," Contractor", "Expatriate", etc.

#### **Policies & Procedures**

1. An Employee – Is any person who receives wages or salaries from the Company.
2. Contract Staff – Any person whose service is intended to be for an agreed limited duration, but who works the customary fifty (50) hours or as stipulated in the document containing the terms and conditions of service, i.e. between the hours of 7am and 6pm every week.
3. Expatriate Staff – Nationals of other countries working for the Company.

### **Temporary Employment - Contract**

**Policy Objective:** To state the conditions of recruitment into contract positions in Safe Parking Limited

#### **Policies & Procedures**

1. The Company may engage contract staff to serve as employees on a temporary basis, to carry out work where there is no continuous need for the types of activities in alignment with its approved manpower forecast; or fill temporary vacancies arising from planned or unplanned absence of permanent staff.
2. Contractual agreements will be for an agreed, fixed and short time period.
3. The terms of a contract may be renewed only when further need for such work or job position exists, otherwise, such contract employees will be released after the agreed period of employment.
4. Safe Parking Limited will not automatically convert an existing contract employee to permanent employee status neither will preference be given when recruiting directly into permanent positions.
5. No notice of termination need be given when the contract terminates at the exact period of employment initially agreed by both parties.

6. Safe Parking Limited can decide, as business requires, to directly engage the services of professionals or service providers for a specified and renewable period of time. This will be done in accordance with any contracting guidelines within Safe Parking Limited

### **Temporary Employment – Industrial Trainee or Service Schemes**

**Policy Objective:** To state the conditions of recruitment into temporary (NYSC, IT, GIS and SIWES) positions in Safe Parking Limited

#### **Policies & Procedures**

1. The Company will occasionally make provision for the engagement of temporary employees through nationally mandated schemes [e.g. National Youth Service Corp (NYSC), Student Industrial Work Experience Scheme (SIWES), Graduate Internship Scheme (GIS) and Industrial Trainee (IT)].
2. These employees will be released after their period of service or completion of the specified time period by the scheme.
3. Safe Parking Limited will not automatically convert the NYSC, IT, GIS or SIWES beneficiary to permanent employee neither will preference be given when recruiting directly into permanent positions.

### **Employment of “Spouse and Relative”**

**Policy Objective:** To proactively prevent potential professional and personal conflicts in the workplace due to employment of existing employee's spouse or relative.

#### **Policies & Procedures**

1. The Company reserves the right to refuse the employment of spouses and relatives of serving employees into job positions if it is determined that such employment has the potential to generate conflict of interest.
2. For purposes of this policy, relatives are defined as: Father, Mother, Son, Daughter, Brother, Sister, Wife, Husband, Grandparent, Nephew, Niece or individual who has acquired such a relationship through marriage or who makes his or her home with an employee, and is in any such way related to that employee.



### **Dual Employment**

**Policy Objective:** To safeguard the business of the Company without infringing on the constitutional rights of its employees.

#### **Policies & Procedures**

1. To create an enabling environment, the Company encourages all Safe Parking Limited staff to whole-heartedly contribute to the achievement of the Company's goals and objectives by directing all their time and energy to their assigned jobs during the defined work hours of the organization and out-of-hours operational calls demanded by the Company.
2. Where employees engage in community, recreational and sporting activities which are voluntary and for which compensation may not be received, such activities must be outside of and not impact on the Company's working hours or employee's expected performance.
3. It is a dismissible offence for permanent employees and contract employees to accept any form of secondary paid employment outside of Safe Parking Limited

### **Re - Employment**

**Policy Objective:** To outline the Company's position in the re-employment of former employees.

#### **Policies & Procedures**

1. Safe Parking Limited will give employment consideration when staff openings occur to former employees who have performed satisfactorily, whose employment was terminated/ ended under favorable conditions and who are desirous of returning to Safe Parking Limited's employment.
2. Each application will be considered on its own merit after a review of the applicant's former record, the type of job application and other relevant factors.

### **Workforce Diversity**

**Policy Objective:** To establish the Company's commitment not to discriminate on the basis of race, nationality, ethnic background, religious belief, gender or disability when recruiting, without compromise to quality and merit.

#### **Policies & Procedures**

1. There will be no discrimination during recruitment exercises on the basis of gender, ethnic background, religion or disability.
2. To maintain a healthy mix of individuals within the workforce, the Company will seek to employ individuals from a variety of backgrounds without compromising quality and merit.

### **Equal Employment Opportunity**

Safe Parking Limited is an equal employment opportunity/affirmative action employer in areas of recruitment, employment, transfers, promotions, compensations, benefits and other terms and conditions of employment. SPL does not discriminate on the basis of race, sex, religion, colour, nationality, age and disability. It is the intent of the company to be fair and impartial in its relations with all of its employees and to recognise and respect the individual. The company will afford each and every employee impartial treatment and a fair opportunity for advancement without prejudice as far as the employee's ability and performance can take him/her and as vacancies occur.

### **Rights of Management**

- a. The company values the opinions of its employees made either individually or through the Head of Department about the working conditions, ways and means of completing jobs and other matters of interest as it affect employees and the company in general.
- b. However, the company, in recognising and accepting its responsibility to provide the necessary atmosphere to ensure quality work, performance and good working conditions, it retains the right to make decision without prior employee consultation.
- c. The company maintains exclusive discretion to exercise the customary function of Management, including but not limited to: the discretion to select, hire, promote, assign, supervise, evaluate, discipline, suspend and dismiss employee; to determine work schedule, size, composition of workforce, to establish and review policies, to establish salary schedule and rate of pay and to assign merit and other salary increases and to assign duties to employees in accordance with needs and requirements of the company.

## **B. HR STRATEGY & PLANNING POLICIES**

### **Strategy**

**Policy Objective:** To achieve an alignment between Human Resource Management strategy and the overall Safe Parking Limited's business objectives.

#### **Policies & Procedures**

1. Human Resources Department's vision and strategies shall be properly aligned with the corporate vision and strategies. The aim is to ensure that people management conforms to the aspirations and goals of the Company and all operate in the same direction.
2. Line Managers and the HR Department will be responsible for managing and developing the Company workforce.
3. There will be a defined and clear delineation of roles between the HR Department and Line Managers in the overall People Management strategies within the Company.

### **Human Resource Management Policy Development and Review**

**Policy Objective:** To continuously develop and review HR policies that are aligned to management and responsive to employee needs.

#### **Policies & Procedures**

1. HR Policies will be made available and accessible to all employees to guide them in their daily operations irrespective of their level/grade.
2. HR will enforce all policies and ensure compliance with the procedures contained in this manual. Ignorance or purported ignorance of any Company policy and procedure will not be an excuse for non-compliance.
3. The policies and procedures will be regularly reviewed and updated to maintain their relevance and this shall be carried out by the HR Department.
4. All HR Policies and Procedures will comply with the requirements, standards, statutory regulations and laws of the Federal Republic of Nigeria.

### **Culture Management and Development**

**Policy Objective:** To develop a culture that integrates Safe Parking Limited's diverse workforce (tribe, religion, gender, etc).

#### **Policies & Procedures**

1. Policies and activities aimed at continuously integrating the various profiles represented in the Company will be developed. Safe Parking Limited will make a conscious effort to harness the immense potential offered by the diversity to the benefit of the employees and the Company.
2. HR policies shall not be approved without due consideration (by MD/CEO) of its impact on the diversity within the Company.

### **Organization Development and Structure**

**Policy Objective:** To develop an organisational structure, that will adequately support Safe Parking Limited's corporate goals and objectives.

#### **Policies & Procedures**

1. The Company's organisation structure will be a function of Safe Parking Limited vision, corporate objectives, business strategies and critical business processes.
2. The organisation structure will be designed so that it effectively delivers its mandate and supports the growth and development of the Company and the employees.
3. Any modifications to the structure must have the approval of the MD/CEO.

### **Manpower Planning**

**Policy Objective:** To fully understand the manpower requirements, in terms of numbers, skill set and experience, to successfully carry out Safe Parking Limited's operational business plans.

#### **Policies & Procedures**

1. A manpower plan will exist for the Company at all times, which will be derived mainly from and synchronized with the Company's strategic and annual business plan.

2. The manpower plan will reflect existing and proposed job positions, the competencies required (i.e. skills/quality of employees), and the appropriate manning levels (i.e. number/quantity of employees).
3. The Company will forecast its manpower requirements on the basis of its operational plans, projects and programmes.
4. Manpower plans for the Company and any alterations to the plan will require the approval of the MD/CEO.

### **Job Profiling**

**Policy Objective:** To ensure accurate definitions of Safe Parking Limited job positions and attach corresponding responsibilities.

### **Policies & Procedures**

1. All positions will have clearly defined job descriptions with clear responsibilities, competencies, qualifications and expected years of experience. The job descriptions must be approved and signed off by the MD/CEO.
2. The job descriptions will be well documented and readily available to staff. Each description will contain concise information on the roles and responsibilities, reporting relationships, competencies and qualifications required.
3. All job positions will be evaluated by Human Resource Department in co-operation with respective line managers, taking into account a variety of factors (education, skills required, external environment, etc.) in-order to determine their relative worth and reflect changes within the organisation.
4. A range of job grades, used to represent the levels of authority and seniority, will be classified and assigned to each job position indicating the minimum and maximum attainable job grades of an incumbent employee and these will be equivalent to salary grade classifications.

### **Promotion**

**Policy Objective:** To ensure promotion is fair, in response to high performance of the employee and not as reward for loyalty to one's line manager.

### **Policies & Procedures**

- a. Promotion from a lower to a higher grade is the sole responsibility of the company and is dependent upon available vacancies, merit, technical ability and professional conduct.
- b. The company has a policy of promoting from within the company and reasonable efforts will be made to fill a vacant position by promotion from within the company, if qualified candidates are available. However, management reserves the right to fill such vacancies by engaging outsiders possessing better qualification for the post.
- c. An employee must normally complete one year of employment in his/her grade and position before an employee can request , or is considered for promotion. However, Management reserves the right to set aside this clause and if need arises, promote a competent employee who is best qualified but has been on a grade level or in the same position for less than a year.

### **Demotion**

If an employee's job performance is below standard, his/her Head of Department will work with him/her to try to bring it to a satisfying level. If job performance does not improve, it may be determined that in the company's best interest, the employee should seek another position at a lower level, however, there is no guarantee of a lower level position not continued employment when performance is below standard.

The salary of a demoted employee would normally be reduced as a result of a demotion but only with the prior notification to the concerned employee.

This can also be used as a disciplinary measure for an employee who has committed a serious offence or breached the company policy.

## **Education Assistance**

**Policy Objective:** To develop and execute commitment to a tradition of continuous learning and encourage employees to pursue initiatives directed at personal development and continuous education.

### **Policies & Procedures**

1. Employees will be encouraged and assisted to pursue professional certification or continuous education programs for the purpose of personal development. However, Company assistance will be limited to only fields relevant to the employee's current job or future career in the Company.
2. The assistance in the form of reimbursements (cost of tuition, books/materials), will be provided at the discretion of the Company only to employees who have worked continuously for the Company for at least two (2) years. Any such reimbursements must be pre-approved and will be upon the successful completion of the program during its specified period.
3. The MD/CEO will give final approval of all individual requests for educational assistance.
4. Qualifications obtained by employees through duly approved professional or continuous education programs for personal development will be recognised and tenable within the organisation.
5. However, promotion, upgrading or advancement in any forms following the acquisition of additional qualification will not be automatic, but will be subject to vacancies and evidence of improved performance.

## **Employee Conduct**

**Policy Objective:** To assist Safe Parking Limited in regulating employee workplace behaviour.

### **Policies & Procedures**

1. All employees are expected to maintain satisfactory attendance and report to work on time. Absences, late arrivals and early departure must be in line with scheduled time policies and procedures.
2. Safe Parking Limited recognizes that unscheduled absences place undue burden on other employees and will therefore apply disciplinary actions up to and including termination of employment on erring employees.
3. No employee shall solicit or accept any gift, favor, entertainment, reward or any other item of monetary value that might influence or appear to influence the judgment or conduct of the employee in the performance of his/ her job and/or that of the client in awarding a contract or service. Not more than N1000 undeclared should be in the possession of any field officer.
4. No employee shall give any gift, favor, entertainment, reward or any other item of monetary value that might influence or appear to influence the judgment or conduct of the recipient in the performance of his/her job and/or that of the client in awarding a contract or service.
5. Safe Parking Limited requires all employees to present a professional image to the public and its client. Accordingly, each employee is required to wear appropriate business attire while at the office or conducting official business.
6. Safe Parking Limited will not tolerate workplace sexual harassment and regards it a violation of employees' fundamental right and personal dignity.
7. As a part of Safe Parking Limited's commitment to the health, safety and welfare of its employees, smoking is prohibited while on duty, within Company premises and client sites.
8. Safe Parking Limited believes that illegal drugs and the abuse of alcohol have no place in the workplace, as such strictly prohibits manufacture, distribution, dispensing, possession, or use of controlled substances or alcohol within its premises or client sites.
9. All employees must avoid activities or relationships that conflict with Safe Parking Limited's interests or adversely affect its reputation.
10. Although Safe Parking Limited discourages its employees from holding additional employment, it however recognizes that employees may seek/ hold additional unpaid employment and would not entertain this as an excuse for poor performance, lateness, absenteeism, or refusal to work overtime.
11. Employees shall not work, in any capacity, for any of Safe Parking Limited's suppliers, contractors, customers or competitors.



12. Safe Parking Limited shall provide electronic media and services primarily for employee's business use. Limited, occasional or incidental personal or non-business purposes are understandable and acceptable.
13. Safe Parking Limited respects employees' rights to privacy and shall not generally monitor electronic information created and/ or communicated by employees. However, individual use patterns may be monitored.
14. Employees must respect each other's rights to privacy as well as the confidentiality of each other's electronic and voice communication as well as passwords.
15. The willful use of Safe Parking Limited's electronic media for transmitting, retrieving or storing any communication that is discriminatory/harassing, derogatory to any individual/group, obscene, defamatory/threatening, unlawful or in conflict with Safe Parking Limited's policies or business is strictly prohibited.
16. The use of Safe Parking Limited's telecommunication systems for fraudulent, unlawful or abusive purposes is prohibited. Employees identified as initiators of such calls will be subject to disciplinary actions and possible criminal prosecution.
17. Employees shall be responsible for safeguarding their personal effects while on Company or client premises. Safe Parking Limited shall not reimburse employees for loss of personal possessions owing to theft, misplacement or accident.
18. Employees shall be responsible for all Company assets provided for their use. Employees may be requested to replace or repair any equipment which is lost or damaged while in their possession.
19. English shall be the common business language of Safe Parking Limited All official transactions shall be made in English.

## C. COMPETENCY MANAGEMENT

**Policy Objective:** To provide a common and objective building block for Human Resources Management processes.

### Policies & Procedures

1. Safe Parking Limited shall develop and maintain a Competency Model comprising of broad and logical grouping of associated knowledge, skills and behaviors necessary to achieve its business objectives.
2. A competency model shall provide a common language for understanding the behavioral requirements of job roles within an organization. Employees shall be assigned, recruited or promoted into job positions based on a match between individuals'/employees' demonstrated competencies and job competency requirements.
3. Safe Parking Limited's Competency Model shall be a "Live Document" responsive to changing business requirements. HR shall be responsible for updating the Competency Model and ensuring its alignment with the Company's goals and objectives.
4. Safe Parking Limited's Competency Model shall provide consistency across all HR processes and prepare a common base for all HR systems e.g. manpower planning, recruitment, performance management, career and succession planning, etc.
5. A competency assessment shall be conducted as a part of the annual performance assessment to determine competence needs and identify the appropriate competence development interventions.
6. Competency development plans shall be documented and implemented for all employees to ensure the acquisition of required competencies and at the appropriate levels of proficiency.
7. Line managers shall be responsible for documenting subordinates' competency development plans. All proposed competency development plans must be forwarded to HR.
8. Employees and their Line Managers shall be responsible for actualizing employee's competency development plans. These shall be outlined in employees' career plans and may consist of:
  - i. On the Job Development  
On the job development activities provide 'learning by doing' opportunities for individuals to acquire new competencies or deepen their proficiency in possessed competencies.
  - ii. Shadowing  
Employees may be assigned to another Department or Section for a period of time enough for them to closely observe and learn the progress and activities by watching

the Department or senior personnel in action. The Department or senior personnel shall take some time during the period to explain the activities as they happen.

Shadowing shall permit employees obtain a high level picture of the activities he/she may perform later without being impeded with the work details.

iii. Short-Term Transfers

Employees may be required to work full-time on jobs outside their current responsibilities for which they have had no prior exposure. Short-term transfers typically have a fixed duration with well-defined objectives and specific deliverables. Short-term transfers are best for employees who require development in particular competencies and employees shall be assigned to jobs or roles, which utilize or strongly require the demonstration of the particular competencies or skills.

## **D. RECRUITMENT**

### **Vacancies**

**Policy Objective:** To ensure that the right adverts are placed where there is a need to fill a vacant position.

### **Policies & Procedures**

1. All existing vacant positions within the Company shall normally be advertised on the websites whenever necessary after sign off from the MD/CEO.
2. At the discretion of the MD/CEO, internal vacancies announcements will precede the external announcements, in order to give employees the opportunity to grow their career at Safe Parking Limited
3. All vacant posts in the senior staff category shall, on recommendation of the HR, be approved by the MD/CEO and the appointment of the MD/CEO shall be by the Board of Directors.
4. All other appointments shall be made by the MD/CEO.
5. At entry level, an applicant may be required to take an aptitude test, and attend an oral interview. Employment shall be based strictly on merit, qualification and abilities. Successful candidates will be required as much as possible to see the Human Resources and MD/CEO respectively and letters of appointment will be signed by the MD/CEO.

### **Eligibility, Assessment and Grading of Applicants**

**Policy Objective:** To ensure that the qualified candidates are being attracted and appointed to fill the vacant positions advertised for.

#### **Policies & Procedures**

1. To be eligible for appointment, Candidates must possess the required qualifications and experiences for vacant job positions as contained in the approved job profiles.
2. The Company shall have and hereby reserves the whole discretion to decide whether or not any applicant seeking appointment possesses the requisite qualification and/or experience for any vacant post.
3. Minimum qualification for junior staff shall be Ordinary National Diploma (OND).
4. Minimum requirement for Officers shall be degree from any reputable university.
5. The maximum requirements for classified position have been determined and are available from the office of the Human Resources/Administration. To be employed at SPL, you must be at least 18 years of age
6. At entry level, an applicant may be required to take an aptitude test, and attend an oral interview. Employment shall be based strictly on merit, qualification and abilities. Successful candidates will be required as much as possible to see the Human Resources and MD/CEO respectively and letters of appointment will be signed by the MD/CEO.

#### **Offer and Validity of Appointment**

When a candidate is considered suitable for employment, he/she will be notified in writing or text message. Such offer is deemed to have lapsed if the company does not receive an acceptance from the employee within one (1) week of the receipt of the offer letter. Employment letters shall be hand-delivered to the candidate and an acknowledgment copy to be signed by the employee. At this point, an Employee details form, guarantor form, non-disclosure letter and job description shall be issued to the employees whom are to be duly signed and returned to the HR department within one week.

The Human Resources Department will prepare all employment letters for all staff. The remuneration packages will be agreed in consultation with Management and the MD/CEO will sign the offer of employment. The offer of employment and employee handbook will become the contract of employment between the employee and the Company.

## Recruitment

**Policy Objective:** To ensure that Safe Parking Limited selects and hires the most suitable candidates in terms of qualification, experience and fit into the Company to carry out its operational activities.

### Policies & Procedures

1. A recruitment plan is developed and implemented, based on the manpower plans and needs of the Company.
2. The Company will recruit people who possess the right competencies for vacant job positions based on the approved current and projected manpower requirements.
3. Merit will be the primary consideration when filling vacant positions in all categories of employment.
4. Internal recruitment may be the first option in filling identified vacancies. Mostly when no existing direct employees are suitable and qualified will external advertisements be placed for such positions.
5. SPL's valid periods for selection are as follows
  - a. Aptitude Tests – 12 months
  - b. Structured Interviews – 12 months (applicable only to Kept-In-View candidates that were seen to be technically deficient)
  - c. Panel Interviews (fresh graduates) – 6 months
  - d. Panel Interviews (experienced) – 12 months
6. Candidates that undergo any of the above selection processes will not be required to repeat the particular process during their validity period. However once elapsed, the candidate will cease to be eligible for employment unless he/she undergoes the entire process again.
7. Candidates deemed employable, but placed on the "Keep in View" status will cease to be on the waitlist six (6) months after the date of conclusion of the interviews.
8. All persons eventually recruited into Safe Parking Limited will sign all necessary employment-related agreements (e.g. contract of service, confidentiality, conflict of interest, etc.) with the Company.
9. A letter of confirmation of employment will only be issued upon receipt of satisfactory medical report, references and assessment of the six (6) months probation report.
10. All newly recruited employees will undergo an induction program to fully inform them about the Company, their conditions of employment and what their jobs entail.
11. On joining the company, employees are required to give a minimum of two names or maximum of three names of persons acceptable to the company who shall be asked to provide character references on the employee. One such referee must be your last employer. In the case where this is employee's first job, a reference shall be required from the Head of

the school or college last attended. Confirmation of appointment is subject to receipt of satisfactory references.

12. Relatives and employees of the company will **not** be accepted as referees.
13. A guarantor is required in addition to the referees in the case of an Administrative staff (Driver, office assistant, field operators)

### **Induction, Probation and Confirmation of Employment**

**Policy Objective:** To ensure that new employees are fully informed about the Company, its operations and where they fit in the organisation.

#### **Policies & Procedures**

1. All new employees will undergo an induction programme to educate them about the organisation culture and activities of the Company; explain the career options open to them and introduce them to the line managers of their respective jobs.
2. It is the responsibility of the employee's immediate supervisor to provide job orientation. The Human Resources/Administration Department provides general orientation sessions on a quarterly schedule to acquaint the new employee with the company's policies and procedures, facilities and services and to explain benefits available to the company's employee. In so far as it is practical, all new employees will go through an induction with their supervisors or head of department (or another member of management) on joining in order that they understand how the Company operates, their role and responsibilities including health and safety obligations.
3. Trainees are also mandated to go through the same induction programme.
4. Probation period for newly employed staff is six (6) months.
5. During the probation period, either the employee or the Company has the right to terminate the employment contract by giving two (2) weeks' notice or payment in lieu of notice.
6. A letter of Confirmation of Employment will be issued to a new employee at the end of six (6) months satisfactory probation period. The period of probation can be extended by a further 3 months, but not more than two (2) times.
7. On successful completion of the probation period, a letter of confirmation of appointment will be sent to the employee contingent upon a satisfactory background investigation which verifies references, employment history, education, criminal records etc. Therefore there would be no letter of confirmation of appointment for employees whose background information are not satisfactory and reference letters are not received. An employee may be terminated at any time for any falsified records presented to HRM on employment.
8. The personnel file is a basic record of employee's work history with the company. It is intended for the sole use of the company and is considered confidential. Human Resources/Administration Department maintains all personnel files. If change occurs in the status of an employee, such as marriage, change of address or change in next of kin or others, the employee is required to notify the office of the Human Resources/Admin Head so that his/her file can be updated.

### **Employee Placement and Assignment**

**Policy Objective:** To assign employees to jobs that will utilise their full potential while maximising their contributions to Safe Parking Limited

#### **Policies & Procedures**

1. Employees will be recruited and matched to job positions based on the competencies and qualifications they currently possess and their potential for further development.



## **E. CAREER AND SUCCESSION PLANNING**

### **Career Development and Succession Planning**

**Policy Objective:** To create a dynamic organisation of highly motivated and competent employees contributing to the achievement of Company objectives and realising self-fulfilment.

#### **Policies & Procedures**

1. The Company will apply Recruitment, Selection, and Training principles that will stimulate employees and prepare them to realise their full potential in their professional life.
2. The Company will employ an Appraisal and Reward system designed to encourage employees identify with, and contribute to the overall business objectives and goals.
3. The Company will apply management principles that encourage employees to maximise their contributions, thereby making it possible to combine the Company's objectives and goals, and the employee's personal aspirations.
4. Career development will be achieved through transfers, promotions, developmental assignments and training.
5. The Company reserves the right to decide on which career development options to adopt for employees based on organisational needs and consideration of their overall performance assessments.
6. A framework will be developed to provide career opportunities to employees in which individuals may progress within the organisation and develop their competencies to meet the current and future needs of both the organisation and, as much as possible, themselves.
7. Exposure to higher responsibilities through acting appointments will be used as a form of Career Development.; Persons next in line (according to the succession plan) will be nominated to act during the absence of the immediate senior(s) for certain job grades, this shall not be less than 30 days and more than 6 months. There shall be no acting appointment for a short absence of an employee. E.g. sick leave, casual leave etc. An acting appointment ceases on the resumption of the original employee.

### **Re-assignment/Transfer**

**Policy Objective:** To ensure that employees are moved based on business need and relation to career development.

#### **Policies & Procedures**

1. All employee movements will be determined by business requirements and not on personal needs.
2. Transferred/Re-assigned employees will remain at the same job grade level as their former jobs.
3. Recommendations for transfer are to be made by the employees' line managers and the basis should be clearly articulated and discussed with HR.
4. As transfers have career development and personal implications, proposed transfers must be discussed with HR as well as the individual, prior to making a final recommendation to management.
5. Transferred employees are entitled to compensation for change in geographical locations while re-assigned employees are not entitled to compensation, since the movement is from one function to another within the same location.
6. In the instance where a transfer is requested for by the employee and approved by the Company, transfer entitlements will still be paid to the employee.

## **F. TRAINING MANAGEMENT**

**Policy Objective:** To develop employee competency, improve their contributions to the Company and prepare them for assuming greater responsibilities within Safe Parking Limited

### **Policies & Procedures**

The company's training is geared towards promoting and supporting employee development and organizational effectiveness by providing high quality educational training programmes. The training programmes are designed to meet individual, departmental and company's need and objectives. We strive to enhance individual learning and development as the means for creating a better work environment and for building a stronger company.

Employees will be nominated for courses based on the organizational/departmental need. If an employee fails to attend a course he/she has been nominated for, without a valid reason, he/she may be subject to disciplinary action.

After each course, a written report and the receipts of all cost incurred must be submitted to the Human Resources/Admin department.

Training is done to equip employees to perform better in their current jobs, while also preparing them to take on higher or additional responsibilities within the Company. Training needs are identified by Heads during the Annual Appraisal Exercise.

Where suitable, external training opportunities are available within Nigeria, and these will be used in preference to overseas training.

The principle of just-in-time training will be provided for employees rather than training-for-future-jobs, except for authorized career plans and future job requirements particularly linked to management-succession plans.

Developmental training courses will be offered to both Safe Parking Limited's direct employees and expatriates, based on annually approved training plans aligned to Safe Parking Limited's business strategy.

Each course attendant shall complete an after course evaluation form on completion of the course.

Employees on study tours / official trips are expected to fully participate in all programmes on such trips. They are expected to provide detailed reports to Management at the end of such trips and may also be required to give a presentation and share materials / experience with colleagues.

## **G. PERFORMANCE MANAGEMENT**

**Policy Objective:** To clearly articulate a framework for appraising/measuring and aligning employee performance to organisational aims and objectives.

### **Policies & Procedures**

A performance evaluation system is in place to improve employee morale, job effectiveness and job satisfaction through objective measuring system.

Staff appraisals are conducted quarterly by their line managers.

Appraisals shall be conducted for probationary staff six months into employment.

Employees are encouraged to comment freely on the report that refers directly to his/her future career.

Signature at the foot of the appraisal section is however not an endorsement of the whole document.

Heads of department/supervisors may conduct as many evaluations during the year as he or she feels are appropriate.

HR and the relevant Line Managers will hold meetings with employees assessed with final performance ratings of the lowest level after the annual appraisal to highlight areas that require improvement.

Employees assessed with final performance rating of the lowest level for two (2) consecutive years, having been enrolled on performance/competency improvement programs, will be discharged from the Company.

## **H. EMPLOYEE RELATIONS**

### **Employee Grievance**

**Policy Objective:** To establish formal procedures for the rapid and fair resolution of employee grievance within all levels of the organisation.

#### **Policies & Procedures**

1. A grievance is referred to as any complaint by an employee or a group of employees against the Company based on alleged misinterpretation, misapplication or non-application of any of the terms and conditions of service.
2. The Company intends that grievances should be resolved as quickly and as satisfactorily as possible.
3. The complainant and the person against whom the grievance has been made must be given a minimum of seven (7) calendar days' notice of the time, date and place of the hearing. The parties will be reminded of the confidential nature of the proceedings and will be asked not to discuss the issue other than with their representatives.
4. All information submitted to the panel (comprising of the Head HR and Head, PRO and Marketing designate) and prior to the hearing must be in writing and shall be provided to all parties involved in the hearing not less than seven (7) calendar days before the date of the hearing. Written information not provided to the panel in advance of the hearing will not usually be admitted.
5. The notice of the hearing shall include a copy of these rules.

### **Hearing**

1. The Chair will ensure equal treatment of the individuals concerned and that all parties have received copies of all relevant papers. The Chair will ensure that the panel considers all aspects of the grievance. The panel may seek further clarification of the written submissions from whomsoever they feel appropriate.
2. The complainant and person against whom the complaint is made shall attend throughout the hearing and may call witnesses. The names of witnesses shall be identified in writing to the HR Department no less than seven (7) calendar days prior to the hearing. The HR Department will subsequently invite the witnesses to attend the hearing. The panel shall be empowered to call any person it considers appropriate before it, to clarify evidence. Witnesses who are required to attend meetings under this procedure at times other than their normal working hours will be paid overtime or given time off in lieu.
3. The order of the hearing will be as follows:
  - The complainant (or his/her representative) shall put the case in the presence of the other parties.
  - The person against whom the grievance has been made (or his/her representative) shall have the opportunity to ask questions of the complainant and any witnesses.
  - The panel shall have the opportunity to ask questions of the complainant and any witnesses.
  - The person against whom the grievance has been made shall respond to the grievance in the presence of the complainant (and his/her representative).
  - The complainant (or his/her representative) shall have the opportunity to ask questions of the person against whom the grievance lies and any witnesses called.
  - The panel shall have the opportunity to ask questions of the person against whom the grievance has been made and any witnesses.
  - The person against whom the grievance has been made (or his/her representative) shall have the opportunity to sum up their cases followed by the complainant (or his/her representative).

### **Decision**

1. The complainant and respondent (and/or their representatives) shall withdraw, and the panel with the professional Human Resource advice of its Secretary shall deliberate in private. The Secretary shall record the decision.
2. Upon completion of its deliberations, the panel shall notify its decision in a report to the Head HR within five (5) working days of the panel meeting. The report will include whether the grievance was upheld, the reasons for the decision and any proposals the panel may deem appropriate for the redress of the grievance. The HR will then inform the parties and where appropriate forward the report to the relevant senior manager for action. The complainant will be informed of his/her right to appeal against the decision.



### **Appeal**

1. A member of staff wishing to appeal against the outcome of a Grievance Hearing should submit notice of appeal to the Head HR in writing within five (5) working days of receipt of the written confirmation of the grievance outcome, stating the grounds of appeal.
2. An Appeal Hearing is not designed to re-hear the case afresh but to examine the grounds of appeal. The appellant must be specific about the grounds of the appeal and these will effectively form the agenda for the Appeal Hearing. Appeals will be raised on one of the following grounds:
  - the procedure - a failure to follow procedure had a material effect on the outcome;
  - the decision - the evidence did not support the conclusion reached;
  - any proposed action - was inappropriate given the circumstances of the case; and
  - new evidence - which has genuinely come to light since the first hearing.
3. Arrangements will be made for appeals against grievance outcomes to be heard as soon as reasonably practicable.
4. The appellant will be notified as soon as possible of the time, date and place of the Appeal Hearing. The appellant will be advised that he/she may be accompanied by a workplace colleague.
5. The Appeal will be heard by a panel comprising three (3) to five (5) members of staff who have not previously been involved in the case. The panel will be appointed by the Head HR.
6. The result of the appeal will normally be notified to the appellant by the Lead/Manager, Human Capital Management, within two (2) or three (3) working days of the Hearing.
7. The decision of the Appeal Panel is final.

### **Levels of Disciplinary Action**

**Policy Objective:** To define levels of disciplinary action and manner of appropriation.

#### **Policies & Procedures**

1. A Formal oral warning - will normally be issued if:

- It is considered that the conduct of a member of staff has fallen below an acceptable standard and the member of staff has committed a minor offence.

Where it is found that such a disciplinary offence has occurred the outcome will normally consist in the first instance of an oral warning, which will be recorded by the manager concerned.

2. A written warning - will normally be issued if:

- there is no improvement in conduct about which the employee has previously been warned;
- another related offence has occurred during the currency of a previous warning; or
- the conduct is of such seriousness that an oral warning is not appropriate.

Where it is found that such a disciplinary offence has occurred, a written warning will be given to the employee and a copy placed on his/her personal record within the Human Capital Management Sub-Department.

A written warning will be valid for six (6) months.

3. Final written warning - will normally be issued by the line manager if:

- A formal warning has already been issued and another offence has occurred while it is current;
- there is no improvement in the conduct about which the employee has previously been warned; or
- the conduct is of such seriousness that Level 1 and 2 actions are not appropriate.

Where it is found that such a disciplinary offence has occurred, a final written warning will be given to the employee and a copy placed on his/her personal record within the Human Capital Management Sub-Department.

4. Dismissal - will normally occur if:

- an allegation of gross misconduct is found to be proven,
- there is no improvement in the conduct which has been the subject of a final written warning, or
- another offence has occurred during the currency of a previous warning and a final written warning has already been issued.

Where a member of staff is dismissed; he/she will receive a written statement of the reasons for his/her dismissal. Should the Disciplinary Panel consider, however, that in light of all the circumstances, dismissal is not warranted, an alternative to dismissal may be imposed in the form of extending the period of the existing final written warning.

Employees with valid final written warnings will not be entitled to promotion or Company bonuses. Any dismissal for gross misconduct will take immediate effect once the decision has been made and the individual will be entitled to no notice period regarding the termination of their employment.

Below is a list of some examples of gross misconduct which may result in dismissal. This list is not exclusive or exhaustive:

- serious negligence resulting in unacceptable loss, damage or injury;
- intentional serious breach of Safe Parking Limited policy or regulations or improper conduct in relation to job responsibilities;
- bringing Safe Parking Limited into serious disrepute;
- serious breach of Safe Parking Limited policy on harassment and bullying;
- theft, fraud or deliberate falsification of records or Safe Parking Limited documents;
- assault or attempted assault of a physical or sexual nature;
- malicious damage to Safe Parking Limited property;
- deliberate refusal to comply with reasonable instructions or requests made by a line manager within the work place;
- a breach of health and safety rules which places a member of staff or others in danger;
- intentional misuse of confidential information;
- fraudulent misuse of the Safe Parking Limited property or name; and
- unauthorized entry to computer records, confidential files or inappropriate use of Safe Parking Limited data or computing equipment.

Conviction of a criminal offence outside the workplace and normal working hours may be deemed as gross misconduct depending on the nature of the offence, its relevance to the individual's employment and the sentence incurred.

## **Discipline**

**Policy Objective:** To maintain a disciplined and loyal workforce.

### **Policies & Procedures**

1. The Company procedures on discipline of its workforce will be based on the SPL procedure and operating guidelines. A strict compliance with Safe Parking Limited's code of ethics, rules and regulations will be expected from all employees.
2. The main purpose of disciplinary action is to make employees aware of behaviour and/or performance, which the Company considers to be unacceptable and to indicate corrective actions (where applicable), which must be taken if the employees are to remain in the Company's employment.
3. Prior to formal disciplinary procedures being invoked, a member of staff will normally have received from his/her supervisor some informal indication that his/her conduct or behaviour is unsatisfactory. Informal advice and guidance are not part of the formal Disciplinary Procedure and should be given in confidence, usually with no other person present. Members of staff for whom assistance or direction of this type is provided, are not entitled to representation.
4. In disciplinary cases, action will be initiated by an employee's line manager after consultation with the Head of Department and HR Department.
5. Where there is a disciplinary case to answer, the Head of Department will consult with the Head HR before establishing a disciplinary hearing. If it is deemed that a formal oral warning be issued, the HR Department may necessarily not be involved.
6. Where the charge is one of gross misconduct, the hearing will consist of a panel specified by the HR consisting of three (3) senior managers normally including their line managers or superiors. On being advised of the panel membership, the individuals concerned or their representatives should immediately make the Head HR aware if there is any conflict of interest arising from the selection of panel membership. The panel will be advised by a HR representative and the HR representative will be responsible for taking notes of such hearings.
7. The Head of Department will advise the member of staff, in writing that he/she is required to attend a disciplinary hearing at a specified place and time and include the details of the complaint that has been made against him/her. This shall indicate that he/she has the right to be accompanied at the hearing by a work colleague. The member of staff must be given at least seven (7) calendar days notice of the date for the hearing including all relevant documentation presented in support of the disciplinary charge to enable him/her to prepare. If the member of staff wishes to present any documentation in response to the allegation, it

must be presented to the Head of Department at least four (4) calendar days in advance of the hearing in order that it can be distributed.

8. If a member of staff does not attend the disciplinary hearing without good reason, the hearing may precede in his/her absence.
9. The Investigating Manager will not normally be the individual's line manager or the line manager of any person making a complaint that led to the disciplinary action. The Investigating Manager will normally present the case to the Head of Department (or a disciplinary panel if it is a case of gross misconduct) and the member of staff and his/her representative will have the opportunity to question him/her and present his/her response to the allegation. A member of the HR Department may also be present during the hearing to give professional advice to the Head of Department /Disciplinary Panel and to contribute as necessary.
10. A note will be taken of all disciplinary hearings and will be typed as soon as possible after the hearing by any of the parties. The typed notes will always be made available to all parties in advance of an appeal (if there be).
11. The Head of Department or the Disciplinary Panel, having fully considered the circumstances of the case, will decide what disciplinary action, if any, should be taken. The decision will normally be indicated orally to the member of staff at the hearing and a written confirmation outlining the reasoning for the decision will be produced within one (1) working day of the decision.
12. In cases of minor infringements on the Company's rules and regulations, the supervisor should, as soon as possible, issue an oral warning, and then consider the incident closed.
13. If the employee's mistakes/shortcomings are of a more grievous nature (Gross negligence, Theft, Unauthorized disclosure of sensitive information about the Company, and especially when he/she has already received an oral warning for the same offence, his/her Manager issues a query and may make a recommendation to the Head of Department, who will evaluate the matter, and if necessary involve the Lead/Manager, Human Capital Management.
14. Failure of the employee to improve behaviour may lead to dismissal.

**Disciplinary Guidelines**

OFFENCES	FIRST OFFENCE	SECOND OFFENCE	THRID OFFECE
Absence from work without approval or irregular absence	Written warning	1 – 3 days suspension without pay	Dismissal
Non signing of attendance register/falsification of time	Written warning	1 – 3 days suspension without pay	Dismissal
Private practice	5 days suspension	Dismissal	
Misuse or abuse of company's property	Written warning	Dismissal	
Unauthorized use of property of guest or fellow employee	Written warning or suspension	Dismissal	
Possession or drinking of alcoholic beverages or abuse of drugs or other intoxicating agents on company premises	Suspension or dismissal	Dismissal	
Conviction of a fraud or equivalent	Dismissal		
Charged with a felony or equivalent	Suspension without pay pending outcome		
Making a false statement or dishonesty	Dismissal		
Falsification of record	Written warning or dismissal		
Fighting	Suspension or dismissal	Dismissal	
Failure to wear ID Card	Written warning	Suspension	Dismissal
Unauthorized possession of fire arms or other dangerous weapon on company premises	Dismissal		

## **Communication**

**Policy Objective:** To guarantee an effective, open and frequent channel of information dissemination within Safe Parking Limited

### **Policies & Procedures**

1. The HR Department will develop a Communication Strategy to manage and centrally co-ordinate internal communication activities, which will be monitored and evaluated periodically.
2. All communication activities will be channelled, in a timely manner throughout the organisation using appropriate selected media and the effectiveness of such activities will be regularly assessed.
3. Employees shall not make representations to any individual or to the general public on matters concerning government policies or politics on behalf of the Company, neither are they to pass personal comments as representing the Company's views or positions.
4. All dealings with the government and official authorities must be transparent and above board and employees must not exceed the limits of their actual or ostensible authority.
5. Statements and declarations to government and official bodies can only be issued through persons authorized by the Managing Director. Such statements must be true, correct and in line with the Company policies.

## **Conflicts of Interests**

**Policy Objective:** To avoid situations of conflict between personal interests and official obligations of the employee while protecting Safe Parking Limited's legitimate interests and operational activities.

### **Policies & Procedures**

1. A (potential) conflict of interest will exist where an employee's current work performance or future career progression within the Company is - or could be seen by others to be - impaired by an outside appointment, relationship or activity.
2. The Company reserves the right to determine situations that pose as conflict of interest and will ensure all employees are aware, understand and comply with all applicable situations.
3. All staff shall be required to fill out a 'Conflict of Interest Declaration', which will disclose any circumstance (actual or potential) that could be deemed to be of conflict with the duties of the employees. The Company will also communicate its position and advise employees (in writing) if necessary on expected actions to redress situations reported by employees.
4. Claimed ignorance shall not be accepted as an excuse for acts interpreted as conflicting with the Company's interest. The Company reserves the right to determine disciplinary action on employees where employees' conflicts of interest are not declared and are eventually discovered by the Company.



### **Political Activities**

**Policy Objective:** To provide employees with a liberal process of participating in Government.

### **Policies & Procedures**

1. Safe Parking Limited employees who desire to hold full time political appointments or take active parts in politics will be required to either resign their appointments or take leave of absence from their current appointments in the Company.

### **Conditions of Employment and Service**

**Policy Objective:** To establish and maintain conditions of work and employment, designed to attract and retain high-value employees appropriate for Safe Parking Limited's business and in conformity with the Nigerian laws.

#### **Policies & Procedures**

##### **Work Schedule**

- a. Your normal working hours are set out in your Employment Contract.
- b. The official working week shall be between forty to fifty (40 – 50) hours per week including one hour per break per working day (7am-6pm). The required hours of work may be varied at the discretion of Management. Break periods cannot be accumulated and will not be a negotiation tool for the purposes of leaving early, arriving late to work or as a means of extending any other periods.
- c. We wish to emphasize that the provision of work schedules are intended to serve as a general guide and not to constitute a rigid system. We must at all times, bear in mind the pursuit of the best interest of the company's business and the accomplishment of its set mission. To this end, employees may be required to work beyond or outside their regular hours.
- d. The Company reserves the right to change the work schedules at any office or location in accordance with operational requirements, (giving as much notice as possible to affected employees).
- e. In general, all staff shall be required to work in excess of the stipulated number of hours in order to complete assigned daily tasks, or if, because of pressure of work they may be required to do so by their line managers.
- f. Unauthorized absence from work is intolerable and when longer than a period of three (3) to five (5) consecutive working days is considered sufficient reason for termination of appointment.
- g. It is the responsibility of line managers to know and understand the conditions of service and to apply the procedures concerning them in a fair and equitable manner.
- h. It is the responsibility of HR Department to assist line managers with the application and interpretation of these procedures and to recommend to Management, such changes as may be necessary.
- i. It is the responsibility of line managers to promptly report cases of absence of subordinates and other staff to the HR Department. Failure to do so may attract appropriate disciplinary measures.

### **Rest days/Public Holiday**

All Public Holidays so designated and gazetted by the Federal Government will be observed by SPL as days off with pay. However, based on departmental needs, employees may be required to work on such public holidays but will be compensated in accordance with company policy on overtime. All public holidays must be authorised by Management.

1. Its business practices, in terms of the conditions of work, will be in line with practices prevalent in the Micro payments industry. Staff will observe official public holidays declared by the Federal Government of Nigeria. These days will be regarded as leave of absence with pay.
2. The Company pays monthly salary to employees both for the days on which they are required to work, and for the days on which they are not required to, such as paid leave and public holidays.

## **I. COMPENSATION & BENEFITS**

### **Compensation Structure**

**Policy Objective:** To have a compensation structure designed to attract, retain and motivate the appropriate caliber of staff required to achieve Safe Parking Limited's business objectives.

#### **Policies & Procedures**

1. The Company will pay salaries, which, when the value of allowance and benefits are taken into account, are fair and in line with those paid by comparable companies in Nigeria.
2. Compensation will be adjusted based on an employee's job responsibility and importance, general economic trends and employee potential (i.e. the highest level of position in the Company which it is judged an employee can reach).
3. The compensation strategy will be the primary basis for the design or adjustment of the Company's salary structure, which will be based on evaluation of jobs and supplemented by information on going market rates for similar jobs across its defined pay market, to ensure external competitiveness and internal equity across all job grades.
4. Salary for newly recruited employees will be determined by the salary scale as operated by the company. Comparable employees already in the Company are also used as benchmark.

### **Determination of Salaries**

Each job is assigned grade, which bears a direct relationship to its level of responsibility in the company and each grade in turn has a salary range. Each job grade carries a minimum and maximum job value (MJV) being the minimum and maximum salary which the company is prepared to pay to an employee who is performing the work of a position entirely satisfactorily, provided he/she meets the qualification and experience for the position.

### **Payroll Deductions**

The company allows for payroll deductions from the wages and salaries paid to employees for pension (Retirement savings), PAYE and if surcharged for any disciplinary offence issues. Payroll deductions for pensions, PAYE and any other voluntary contributions shall be made at least monthly and remitted to the appropriate recipient or government agency as specified by the employee.

### **Contributory Pension Fund**

All staffs are eligible for this scheme. Each month the staff will contribute 7.5% of his/her annual basic salary to the Scheme while the company contributes an amount equivalent to 7.5% of his/her annual basic salary. The funds shall be managed by a selected pension fund Administrator. The staff will be eligible to draw from their pension savings account on attainment of age Fifty (50) or the following ground(s) as provided by the pension Act 2004.

(If an employee is retired on the advice of suitable qualified physician or a properly constituted medical board certifying that the employee is no longer mentally or physically capable of carrying out the functions of his office, Is retired due to his total or permanent disability either of mind or body; or an employee retires before the age of 50 years in accordance with the terms and conditions of his employment shall be entitled to make withdrawals in accordance with section 4 of this Act.

### **Tax (Pay As You Earn)**

The tax system applicable to the Company payroll is Pay as You Earn (PAYE). This is in accordance with the Nigerian Tax System.

### **National Social Insurance Trust Fund**

Membership of N.S.I.T.F. is mandatory. All staffs are by law required to join this fund. Details of the contribution will be explained to the staff by the HR/Admin department.

### **Allowances**

Employees of the company shall be entitled to the following allowances which can be reviewed from time to time by Management without consultation of employees; Transport, Housing, Leave, Utility etc.

### **Medical Allowance/Facility**

The medical allowance is paid as part of an employee's monthly salary and it is expected that employees make monthly contribution towards NHIS pool. However, it is expected that employees be registered with any HMO that is registered with NHIS

### **Leave Allowance**

Every worker shall be entitled after twelve months continuous service to a holiday with full pay. Fifty percent (50%) of the employee's monthly salary shall be paid as leave allowance when an employee proceeds on an annual leave vacation.

### **Bonus/Thirteenth Month**

The company reserves the right to give bonuses in cash/kind or pay a 50% thirteenth month salary.

### **Compensation, Reward & Recognition**

**Policy Objective:** To attract and retain top performers by offering industry competitive compensation levels.

#### **Policies & Procedures**

1. Safe Parking Limited's Compensation Strategy shall be derived from its HR strategy and defined along the following key dimensions; pay market and competitive positioning.
2. The pay market shall comprise leaders in the Parking Management/Logistics industry.
3. Safe Parking Limited shall maintain equitable and consistent pay practices in compliance with applicable labor laws and within the constraints of its budgetary process and financial limitations.
4. Safe Parking Limited's aim is to establish and maintain pay practices, which reflect local living costs and which are competitive relative to its defined pay market. As such, compensation practices of the defined pay market shall be surveyed periodically and the findings used to review Safe Parking Limited's salary structure to ensure its competitiveness and support of its compensation strategy.
5. Safe Parking Limited recognizes that high performance is critical to the achievement of its business goals and objectives and as a part of its commitment to adopting and embedding a culture of performance shall reward employees at every level based on merit, competence and job performance.
6. Safe Parking Limited shall use an organized and systematic method of classifying jobs and administering salaries to ensure that pay levels are competitive and internally equitable.
7. Pay is payable monthly in arrears –on or before the 7<sup>th</sup> day of the following month. Where employees have worked for less than a month, the pay shall be calculated on a pro-rated basis.

## **J. PERSONNEL RECORDING & ADMINISTRATION**

### **Employee Records & Data Management**

**Policy Objective:** To outline the conditions for maintaining employee records in Safe Parking Limited's physical documentation and electronic database systems.

#### **Policies & Procedures**

1. Personnel records will be kept on all current and former Safe Parking Limited employees regardless of employment classification effective from the date of assumption stated on their employment letter.
2. The Head HR will ensure that all relevant Personnel records relating to an employee are up-to-date and accurately captured in both the physical documents and electronic database systems.
3. The Company reserves the right to define the degree of access to Personnel records for all employees and may review the control and level of access as appropriate.
4. Employee consent will be sought in writing with the approval of the Head HR before disclosure of any records /information related to the individual is made to requests or inquiries from individuals, third party or organisations outside of Safe Parking Limited
5. Employee records kept or disclosed on behalf of employee will be treated as strictly confidential to protect the employee's privacy and will comply with all relevant regulations of government and related professional bodies.

## **Employee Declarations**

**Policy Objective:** To state the Company's position on legal issues involving its employees.

### **Policies & Procedures**

1. All employees are to make an official declaration in the event of a Birth, Wedding, Change of Name, Death, Court Case, Criminal Case, and Police Investigation.
2. When required to appear in court or summoned by a law enforcement agency in a case not concerning him/her, the period of absence will be considered as leave period since it is not work related.
3. When the case is such that a warrant has been issued for the arrest of the employee (for an offence not related to the Company), the period of absence will be regarded as suspension for the employee.
4. All declarations are to be accompanied by official certificates: Marriage Certificate, Birth Certificate, Death Certificate, Police Report, etc.
5. When appropriate, a criminal record check is performed on new employees before their appointment to protect Safe Parking Limited's interest and that of its employees and clients.



## **Company Facilities**

**Policy Objective:** To state the principles guiding use of Company facilities.

### **Policies & Procedures**

1. No office complex facility will be used for private meetings by staff, except for personal visitors who will be attended to at designated place(s) within the facility.
2. In order to ensure a safe, secure and professional working environment, the treatment of visitors must be guided by the following:
  - 2.1 All Visitors must complete a visitor's slip administered by the front desk officer at the reception and wait for their visitors at the designated space in the reception area.
  - 2.2 The front desk officer will immediately send a message to the staff providing the visitor's particulars and requesting a response. The staff can either come and receive his/her visitor or request that the visitor should leave a message or wait.
  - 2.3 If the front desk officer does not get a response, he/she will ask the visitor to either wait a bit longer or leave a message [the latter being the preferred step].
  - 2.4 Except with the approval of a Head, all unofficial visitors should be received and attended to at the reception area.
  - 2.5 If staff is expecting a visitor, he/she should provide the front desk officer with the details beforehand so he/she can extend the necessary protocols to the visitor when he/she comes.
  - 2.6 When expecting a high profile visitor, please meet the visitor at the reception to usher him/her through the necessary protocols.
  - 2.7 On no account should any visitor be allowed or ushered into the office without observing the necessary protocol [of at least completing the visitor's register].
  - 2.8 Similarly, on no account should a staff member indicate the availability or otherwise of another staff member to a visitor or inquirer. The front desk officer should be allowed to perform this task.
  - 2.9 All staffs are required to maintain the sanctity, tidiness and professional outlook of the reception at all times as it is the first representation of Safe Parking Limited that a visitor meets. This means no unnecessary meetings, social meetings, standing, etc. at the reception area.



### **Access and Visitors Control**

**Policy Objective:** To ensure the security of Safe Parking Limited's human and material assets through controlled access.

#### **Policies & Procedures**

1. Access into, around, and out of Company premises/grounds will be controlled through the strict use of identity cards/access cards/badges/biometrics.
2. All employees must be issued identification cards and must display the cards at all times within office premises.
3. Any loss of the ID should be promptly reported to the HR Department.
4. When proceeding on vacations or during periods of extended absence, staff are expected to leave their keys, access badges and other office equipment or resources with their managers, or with the staff officially designated to act in their position (if any) or Admin Department.
5. The Company will not at any time accept responsibility or liability for the safe keeping or loss of personal property of employees.

## **Employee Health and Safety**

**Policy Objective:** To maintain a safe and healthy working environment for all of its employees.

### **Policies & Procedures**

1. The use or possession of illegal drugs, alcoholic beverages, fire arms and weapons is prohibited within the Company's premises.  
Accordingly, the Company reserves the right to conduct searches or inspection of employees' personal effects or lockers when reasonable suspicion exists; and to carry out exceptional medical examination of employees if it is in the interest of other employees.
2. Refusal to submit to Company's request through an authorized representative to conduct the search or investigation or medical examination constitutes a disciplinary offense.
3. Possession of illegal drugs and substances or fire arms will lead to automatic dismissal.
4. The Company recognizes that it is the individual's right and choice whether to smoke or not. However, all areas of the Company's premises and facilities have been designated "No – Smoking". The Company therefore prohibits smoking in such common public areas as hallways, conference rooms, meeting rooms, open work areas where it would impact non-smokers.

## Traveling and Subsistence

**Policy Objective:** To outline the Safe Parking Limited's position on travel and related expenses, incurred while on authorised official assignments away from resident work locations.

### Policies & Procedures

1. Employees who are required to travel in the execution of their official duties shall not be economically disadvantaged in so doing; Safe Parking Limited shall pay for or reimburse travel costs incurred for official duties.
2. All employees shall undertake official journeys by the most economical means with regard to available means of transport, routes and duration. The approach to travel expenditure is that costs must be kept at acceptable level. Please note: The Company reserves the right to assign a staff to a particular location where it feels that family/relations are available for economic reasons. In such cases the travel allowance will only cover class of travel, transportation and daily allowance.
3. Based on an employee's job grade, allowance for local and foreign travel as well as estacodes shall cover:
  - a. Class of travel
  - b. Hotel
  - c. Transportation
  - d. Daily allowance
  - ✓ The trip must be approved by the MD with the appropriate delegation.
  - ✓ Cost should be managed by limiting the number and duration of both local and foreign business trips.
  - ✓ Receipts for transportation and accommodation must be retired upon return. Failure to retire receipts would translate to the same amount (transportation and accommodation allowance) being deducted from salary at the end of the month.
  - ✓ A travel request form must be filled at least 48 hours before the travel and signed off by the Supervisor and HR to ascertain location, duration and mode of travel.
  - ✓ Assigned deliverables must be drafted, understood and agreed upon by the party/parties travelling
  - ✓ The deliverables must be weighted by HR and signed off by the Supervisor (achieved/partially achieved/not achieved all to 100%)
  - ✓ Upon return the deliverable must be rated by HR and signed off by the Supervisor
  - ✓ A successful deliverable is one that has "achieved". This translates to a guaranteed pay at the variable pay at the end of the month.

## **Leave Administration**

**Policy Objective:** To provide employees with optimal opportunity for rest in order to enhance work output and productivity and mitigate the "on desk" risk of errors.

### **Policies & Procedures**

1. Safe Parking Limited recognizes the following types of leave:
  - a. Annual Leave
  - b. Compassionate Leave
  - c. Maternity Leave
  - d. Paternity Leave
  - e. Sick Leave
  - f. Examination Leave
  - g. Study Leave
  - h. Adoption Leave
  - i. Unpaid Leave/Casual Leave
2. Application for all types of leave should be made using the leave application form.
3. The operating guidelines for each are as described below.

### **Annual Leave**

1. Safe Parking Limited provides paid annual leave to all categories (and levels) of confirmed employees in the organisation every fiscal year, as stated in the employment offer letter.  
The annual leave can be taken all at once or in parts, with the endorsement of the Heads, HR and approval by the MD.
2. New employees shall qualify to proceed on paid annual leave only upon confirmation, and a minimum of six (6) post-confirmation months of service.
3. The Company encourages employees to take all leave days due to them within the fiscal year. Employees may however carry over a maximum of five (5) days of leave per year to the following fiscal year. This provision shall not apply to employees commencing service within the financial year.
4. Employees may proceed on leave only at a time deemed convenient for both the employee and the business. Where specific business circumstances prevent an employee from taking full leave entitlement in the year, a maximum of ten (10) leave days may be carried forward into the first quarter of the following fiscal year, subject however to the consent of the Supervisor and approval by the Managing Director.
5. An application for leave must be made two (2) weeks ahead of the leave start date (except for sick leave) to allow for proper planning to cover the employee's absence. It is the employee's responsibility to confirm approval prior to proceeding on leave.
6. Except in cases of termination of employment, no monetary compensation shall be granted to an employee in lieu of annual leave.
7. Any absence from duty not specifically covered by other provisions in the policy and which cannot be reasonably justified shall be charged to the employee's leave period.
8. Where the employee has no accrued annual leave, absences shall be labelled as 'unauthorized absence' and applicable salary deductions made for the period.
9. The Management of Safe Parking Limited reserves the right to recall any employee from leave in the event of specific business demands. If leave is so cancelled, Safe Parking Limited will refund the employee in full for any expenses that the employee has incurred (e.g. payment of deposits, tickets, etc), provided proof of such disbursements are provided. (Such compensation will, however, not be granted in cases where leave is cancelled during an employee's notice period).
10. Extended leave communicated will be approved on specific grounds; whereas extended leave not communicated shall be met with disciplinary action.

### **Compassionate Leave**

1. Compassionate leave of up to five (5) working days shall be granted to employees in the event of the a life and death situation or death of spouse, children or parent(s), serious injury and wedding of an immediate family member or next-of-kin.
2. For this purpose, 'immediate family members' are regarded as an employee's close relation by blood or marriage. These include the employee's spouse, children (including legally adopted children), own parents, parents-in-law, grandparents, cousins, brothers and sisters. A more distant relative or other person living in the same household might also be considered as 'immediate family'.
3. Employees shall be required (in due course) to produce a medical or death certificate, or other documentation, in support of an application for compassionate leave.
4. This leave is without pay.

### **Maternity Leave**

Leave of absence for maternity purposes shall be granted to confirmed members of staff who have put in not less than 12 months service.

- a. Maternity leave will be granted to any female employee who has completed six months continuous services prior to her confinement.
- b. It shall be for six weeks before and six weeks after confinement or at the discretions of the employee but not more than twelve weeks in total.
- c. The employee must receive full pay in the first month of confinement and will be placed on half pay for the remaining two months. She must produce a medical certificate issued by a medical Practitioners recognised by the company stating that her confinement will probably takes place within six weeks.
- d. For a period not exceeding three months, on resumption from maternity leave, nursing mothers shall be allowed to half an hour twice a day, during working hours to nurse their baby, or to close an hour earlier than normal closing time for same purpose.

Employees granted maternity leave that are already eligible for annual leave, will be advised to take their annual leave as part of their maternity leave. It is recognized that frequent annual maternity leave periods shall affect staff performance vis-à-vis set performance targets. Female employees therefore are advised to give a space of at least 18 months so as to manage the frequency of their maternity leave requirement in a way that will not impact negatively on their job performance.



### **Examination Leave**

Examination leave of a maximum of two weeks in a year may be granted an employee who is writing a recognized professional or academic examination that is recognized and considered beneficial to the company

Approval will be at Management discretion who will take into consideration the exigency of work and likely replacement during the period of absence.

All applications for examination leave must be accompanied with official copies of the relevant time table.

Any approved study examination leave shall be with pay upon confirmation and without prior to confirmation.

### **Study Leave**

1. Safe Parking Limited's provision for study leave shall be such that provides mutual benefits to the employee as well as the Organisation.
2. On application, employees who have spent a minimum of five (5) years of continuous employment with the Organisation may be granted study leave (without pay) for a maximum period of two (2) years, to study a discipline relevant to his/her current job or a job that falls within his/her next two (2) career moves, as contained in the approved development plan.
3. Employees who have spent less than five (5) years in service may be granted study leave if they satisfy the following conditions:
  - i. The employee must have a rating of above average performance in the last two (2) appraisal cycles.
  - ii. The employee seeking study leave must not be involved in any pending disciplinary case.
  - iii. The intended course of study shall be full time and not a part time or a distance learning course.
  - iv. The proposed course of study shall equip the employee for a leadership role in Safe Parking Limited or to take on more/challenging responsibilities.
  - v. On application, confirmed employees shall be granted paid examination leave for courses pre-approved by Management, up to a maximum of ten (10) working days per annum.

- vi. Each application must have attached, as supporting documents, an evidence of enrolment together with a valid examination timetable.
- 4. An employee previously granted study leave shall be re-engaged into the Organisation's employment at the sole discretion of Management. Where upon the expiration of a period of study leave an employee is not re-engaged or indicates his/her intention not to return to employment with the Organisation, it shall be deemed that employment with the Organisation is terminated on the date of the commencement of the study leave.
- 5. All outstanding entitlements as at the date of commencement of the study leave shall be paid as terminal employment benefits.

### **Sick Leave**

1. The Company encourages employee wellness and work-life balance at all times towards ensuring that employees are not immobilized due to ill health. However, in the event of absence resulting from illness or other unforeseeable circumstances, an employee shall be required to notify his/her Line manager on or before seven 7am of that day. The employee shall follow this with an SMS alert to the HR.
2. To be considered for sick leave, an employee must fulfil the condition in Paragraph 1 above and also fill the sick leave form on the first day of resumption after the illness, otherwise the days of absence will be deducted from employee's annual leave.
3. No employee shall be granted sick leave for a period, more than two (2) consecutive working days without producing an original medical certificate from a duly qualified medical practitioner (as designated by SPL), or a duly approved permit from the Head HR. The medical practitioner shall attest to the fact that he/she is unable to perform his/her duties and shall state the probable duration when the employee shall be under medical treatment.
4. Medical certificates are only accepted if they are original and if the visit to the doctor has taken place at the onset of, or during the period of absence. Certificates dated on or after the date of return to work are not valid.
5. Except in circumstances beyond the employee's control, medical reports must be produced not later than the close of business of the third working day following the employee's initial absence from duty.
6. Where an employee has overspent the approved period of sick leave, extra days off work shall be accrued and subsequently deducted from his/her available annual leave days. Further absences (beyond available leave days) shall be processed as unpaid leave.
7. Where it is medically certified that the professional ability of an employee is impaired as a result of illness, accident or disability, Safe Parking Limited shall on the basis of a report from an approved physician and consultation with HR, decide on an appropriate course of action.
8. Cumulative sick leave in excess of thirty six (36) working days in a thirty six (36)-month cycle must be taken as either unpaid leave or annual leave. Sick leave in excess of twelve (12) working days within the first year of employment and twenty-four (24) working days after first year of employment per year shall be regarded as prolonged illness.
9. If an employee is absent from work on two (2) or more occasions within a period of eight (8) weeks, he/she will be required to produce a medical certificate for any further absence in the following eight (8) weeks, regardless of the length of absence.
10. Employees who are absent from work due to illness on the day immediately preceding or following a weekend or a public holiday will be required to submit a medical certificate.
11. If an employee falls ill while on annual leave, he/she is allowed to reclaim an equivalent number of days provided the Company is notified of such illness within twenty-four (24) hours of

the employee falling ill and a medical certificate is attached to the application for reclaiming leave days.

### **Paternity Leave**

1. The Organisation shall grant a paid paternity leave, of five (5) consecutive work days, to married male employees, in the event of the birth of the employee's biological child or the legal adoption of a child less than six (6) years of age.
2. Eligible employees shall be required to make a formal request for paternity leave to the HR, and attaching proof of birth or adoption.
3. Paternity entitlements must be taken within three (3) months of the birth or adoption of the child.

### **Adoption Leave**

1. Female employees, who legally adopt children under six (6) years of age, are entitled to one (1) month paid adoption leave.
2. Proof of adoption shall however be required before such leave is approved.
3. Adoption leave must be taken within three (3) months of the adoption of the child.

### **Unpaid Leave/Casual Leave**

1. This leave is only granted in the case of an emergency or the need to attend to a pressing family matter that cannot be covered by any of the above leave types.
2. The leave days are not paid for and are deductible from the total number of leave days taken in the year.
3. This leave is granted for a total of 14 days for senior staff and 8 days for junior staff in a year; taken for only 5 days maximum at a stretch.
4. Employees, who have used up their full annual leave entitlements, may be granted leave without pay.
5. Approvals for unpaid leave shall be at the discretion of the respective line managers, with the consent of HR together with the GM/COO.
6. HR shall proceed to make deductions from the employee's salary as appropriate.

### **Absenteeism**

1. Unless a line managers are duly informed in advance, employees' failure to turn up at work before noon (12.00pm) on a work day shall be construed as absent for that day. This shall attract the issuance of a caution letter.
2. Failure to notify the respective line managers of absence after 24 hours, shall translate to loss of pay for the day(s) involved.
3. Regular absence from work without approval and/or without a valid reason shall be regarded as gross misconduct.
4. Excessive absenteeism, tardiness and lack of punctuality shall be basis for disciplinary action, up to and including termination of appointment.

### **Leave of Absence**

1. An employee may be granted leave of absence at the discretion of the Management:
  - To study at his/her expense
  - To assume a political appointment
2. No period of notice shall run concurrently with any type of leave of absence. Leave of absence taken during a period of notice shall therefore be treated as leave without pay.
3. No employee shall exceed the maximum duration of two (2) years for his/her leave of absence, but there could be a renewal or extension of a maximum of two (2) years.

## EXIT MANAGEMENT

### Resignation

**Policy Objective:** To establish a formal, courteous and fair process for employees to leave Safe Parking Limited's employment without disruption to its normal business operation.

#### Policies & Procedures

1. The party (Company or Employee) who initiates separation will be required to give the minimum stipulated written notice (at least two (2) weeks) in advance of the intended date to sever employment relationship or payment in lieu of such notice, unless the employee's terms and conditions of employment state otherwise.
2. All stipulated monetary and holiday entitlements / liabilities of an employee up to the date that the employee resigns his/her appointment with the Company will be determined and made available to the employee.
3. An employee who wishes to resign is expected to give written notice to the office of the Human Resources through his/her Head of Department or make payment in lieu of notice which will be based on basic salary;
  - All staff -1 month notice or 1 month basic pay

This does not apply to probationary employee.



## **Retirement**

**Policy Objective:** To ensure that long serving employees who have reached the end of their established working term in Safe Parking Limited can maintain a reasonable standard of living in retirement.

### **Policies & Procedures**

1. The compulsory retirement age for employees is fifty-five (55) years of age or thirty-five (35) years of service whichever comes first. Employment with the Company will terminate on the date the employee reaches this compulsory retirement age/ number of service years.
2. Early retirement can be proposed (by the Company or the Employee) when the employee has served for at least fifteen (15) years and is fifty (50) years of age. This is provided such employees fulfil all the conditions stipulated by the Company.
3. All stipulated monetary and holiday entitlements of an employee up to the date that the employee resigns his/her appointment with the Company will be determined and made available to the employee.

## Termination

**Policy Objective:** To outline Safe Parking Limited's position on cessation of employment occurring through dismissal or death.

### Policies & Procedures

1. The Company reserves the right to terminate the service of an employee, with prior notice, if the terms and conditions of agreement of employment is breached or the Company assesses the continuous performance rating of such employee as poor as previously stipulated and agreed with the employee.
2. The Company may terminate employment immediately and without notice or payment in lieu of notice in the event of gross misconduct by the employee, and all benefits to the employee cease on the effective date of dismissal. There will be no end of service benefits for such employees.
3. Where a staff is suspected of serious misconduct e.g. fraud cases, he/she may be suspended from work until the case has been fully investigated and decided upon. All cases of suspension will be treated with dispatch.  
A staff under suspension shall be required to hand-over all company's property in his charge to his supervisor as he shall be forbidden to carry on his duties and to visit the company except with express permission of the departmental Head.
4. An employee may be summarily dismissed for certain offences covered by the broad headings of: incompetence, disobedience of lawful orders, negligence or gross misconduct. A disciplinary panel shall be constituted to determine the validity of the offence/accusations and make appropriate recommendation for Upper Management approval.
5. In the unfortunate event of an employee's death while in service, the contract of employment is automatically terminated.
6. In the event that an employee granted leave of absence does not resume duties at the end of the leave, or indicates an intention not to return to employment, such employment will be deemed to have terminated from the date of the commencement of the leave.
7. All stipulated monetary and holiday entitlements of an employee up to the date that the employment with the Company is terminated will be determined and made available to the employee.

## **Redundancy**

**Policy Objective:** To efficiently manage all involuntary and permanent loss of employment due to reduction in manpower requirements.

### **Policies & Procedures**

1. Any anticipated reduction in manpower as a result of re-organisation, change in technology or any other valid reason will be fully communicated to employees.
2. Where redundancy is inevitable, the Company after examining all other clauses within the Nigerian Labour Laws will apply the principle of "last in first out" to those who, in the opinion of the Company, are of comparable skill and efficiency.
3. The Company will also endeavour to find an alternative job for an employee before declaring him/her redundant. Should opportunities re-open personnel whose employments were terminated for redundancy will be given preference over other candidates.
4. Employees released through redundancy after due consideration will be paid entitlements, determined by the Company in addition to all their entitlements, as if such employee had resigned.

### **Death or Permanent disability**

**Policy Objective:** To outline Safe Parking Limited's position on cessation of employment occurring through death or permanent disability.

#### **Policies & Procedures**

1. Employees have a duty to take reasonable care of their own and other people's safety, and to co-operate with Management as much as possible to enable the Company carry out its operations in a safety conscious manner.
2. In the event of an employee's death or permanent disability while still in the service of Safe Parking Limited, the dependants/heirs are entitled to all payments/allowances and benefits accrued under the Retirement Benefit of the Company.
3. In the event that the employee's death or disability was caused by/as a result of an industrial accident or illness, the persons identified as heirs/dependants will also receive whatever payments are due under the Workmen Compensation Act.

## **Entitlements and Payments**

**Policy Objective:** To determine the terms of entitlements and benefits due to employees leaving Safe Parking Limited

### **Policies & Procedures**

1. Payments and entitlements accrued to individuals will only be made subject to such employees' settlement of outstanding fees or monies collected from the Company, and returning all Company assets in their custody.
2. Where such employee's entitlements are not sufficient to liquidate the advance payments, outstanding loans or monetary equivalent of entitlements already enjoyed, the Company will enter into an agreement or endorse a repayment plan with such an employee.
3. The following types of advances shall be available for any interested employee:
  - Salary Advance

### **Salary Advance**

The Company may grant salary advance to a member of staff upon request provided the following conditions, amongst others, are satisfied:

- i. That there is a pressing financial need such as payment of fees, settlement of medical bills for parents, house rent, dependents or relatives, etc.
- ii. That the repayment of such advance would not further worsen the employee's financial position.
- iii. That the repayment period shall not exceed the current month.
- iv. Availability of funds limited within a budget of N50, 000.

## **Employment and Service Testimonial**

**Policy Objective:** To state the conditions governing Safe Parking Limited's issuance of references for employees leaving to take up positions in other organisations.

### **Policies & Procedures**

1. A Reference Letter is provided for employees who put in a formal request for it. Provision of such letters is subject to a cordial parting of ways between the employee and the Company.
2. Employees whose appointments were terminated will not be given letters of reference by the Company.
3. Contents of the Reference Letter will be limited to:
  - Name of Employee
  - Number of Years spent in Safe Parking Limited
  - Position Attained/ Department
  - Grounds for leaving Safe Parking Limited
4. A Service Testimonial (for long outstanding service to the Company) will be issued to employees after milestone years in the Company (10, 15, 20, 25, etc).

## MISCELLANEOUS

### Social Collections, Gifts & Parties

**Policy Objective:** To outline the procedure regarding contributions towards farewell gifts/collections and staff functions/parties. The procedure is designed to regulate the manner in which contributions are collected from employees for farewell gifts and parties.

#### Policies & Procedures

1. Employees may, if they so wish, contribute towards a farewell gift for any employee irrespective of length of service. The collection may be organised during office hours.
2. The Company, at its discretion, may bear the cost of a modest farewell party, which should be organised by the departmental head for employees who have had more than one (1) year's service.
3. In the event that long serving employees leave the Company, it may be appropriate for the Company to add to the amount collected by the staff as deemed fit by the Managing Director.
4. Collections/ gifts / parties for staff who resigned and exited in good standing will be treated as follows :
  - a. 0 – 1 year in Company: No Company gift or collection and no formal function. Colleagues may organize gift, collections or function.
  - b. 2- 3 years in Company: Company-wide collection. Collection is to be handled by a department colleague.
  - c. 3+ years in Company: N50,000 Company gift or voucher and function plus collection as mentioned.
5. Gifts for other occasions shall be as follows:
  - a. Childbirth: No formal collection or Company donation. Staff contributions permitted.
  - b. Natural Disasters: This section deals with assistance for employees that suffer natural disasters such as fire outbreak, flood, etc that results in the permanent displacement of the employee from his/her place of residence.
    - i. Staff must promptly notify the HR Department of the occurrence of the disaster.
    - ii. If necessary, the Company may undertake a site inspection.
    - iii. The Company reserves the right to assist the employee by providing a temporary accommodation for a period of one (1) month, renewable for another period of one (1) month.
    - iv. No formal collection or Company donation. Staff contributions are permitted.



- c. Bereavement:
  - i. The Company reserves the right to provide a cash gift or equivalent towards burial expenses of a staff's immediate family member (spouse and children).
  - ii. Staff must notify the HR Department of the death of the immediate family member.
  - iii. The Company reserves the right to be represented at the burial by a staff of Human Resources and/or the concerned Department.
  - iv. Point III applies to functions within Nigeria only.
- d. Weddings: On a one off basis, the Company reserves the right to provide a cash gift as follows:
  - v. Officer - N30, 000
  - vi. Head - N40, 000
  - vii. Manager - N50, 000
  - viii. MD - N60, 000
  - ix. Staff must notify HR through a formal wedding invitation. Presentation of gift shall be done after the wedding.
  - x. The Company reserves the right to be represented at the wedding by a staff of Human Resources and/or the concerned Department. This is limited to weddings taking place in Nigeria. Staff representation on behalf of the Company shall be limited to one (1) of the recognised ceremonies i.e. traditional or fatiha/church.

### **CONFLICT RESOLUTION POLICY**

- a. It is the company's intention to foster a healthy, responsive work environment. However, in any work situation, employment problems may occur, misunderstanding, dispute regarding job duties, work performance, work relationships, Management decisions or even possible misconduct.
- b. The company places great confidence in employee's ability to satisfactorily resolve these conflicts by working directly with the Head of Department.
- c. For problems requiring further attention, the appeal process can be followed as stated.
- d. These conflict resolution processes cannot be used to challenge performance reviews, terminations, or breach of company's written policies, procedures and handbook

### **SAFETY AT WORK**

As an employer, the Company has legal obligations under the Health and Safety law to ensure the health of our employees at work. We are committed to creating a working environment that minimizes the risk to your health. This means ensuring that the demands of your job are reasonable and you are adequately trained and supported to undertake your role. It means doing our best to give you as much control as possible over how your work is planned and carried out and dealing promptly with issues such as unacceptable behavior by the public, security personnel and colleagues. However;

- a. It is the responsibility of all employees to take all necessary precautions to protect themselves, others and the company properties.
- b. Employees are required to report all accidents and safety hazards or potential hazards to appropriate authority.
- c. An employee who operates vehicles or electrical/power engines or other sensitive equipment is required to be drug and alcoholic free.
- d. An employee who fails to comply with safety policies and procedures will be subject to disciplinary actions, which may include termination of appointment.
- e. Please be particularly alert to any unsafe or hazardous conditions and report them immediately to your Head of Department or to the office of the Human Resources/Admin.
- f. If an on-the-job accident results in injury, regardless of how serious the case, the employee or employees who witnessed the accident must immediately report to the supervisor or Head of Department/Human Resources/Admin.

### **FIRE FIGHTING EQUIPMENT**

Employees must acquaint themselves with the use of firefighting equipment at their place of work. Also Management will train employees on the use of firefighting equipment at regular intervals.

### **CLOSING AND BALANCING ACCOUNT**

Should an employee's employment with the company terminate, the employee shall be required , before leaving employment to close and balance his/her accounts and hand over his/her duties satisfactorily and in accordance with the rules and regulations of the company. In addition, the employee shall return his/her identity card and any other company property before leaving the company premises.

### **ALTERATIONS**

No alterations in these conditions of service shall be binding unless issued in writing by the company Head Human Resources /Executive Management.

**Appendices****A.1 Appendix 1: End of Service Terminal Benefit Schedule**

Computation of voluntary withdrawal benefit shall be as follows:

<b>NO OF YEARS SERVED</b>	<b>% OF ANNUAL GROSS SALARY</b>
Under 3 years	Nil
3- 4 years	15%
5 years	30%
6-10 years	50%
11-15 years	75%
16-20 years	100%
Above 21 years	100% plus 7.5% per additional

**A.2 Appendix 2: Penalty Values to be imposed on employees**

<u>Item</u>	<u>Penalty</u>
Insured Asset	% of the net book value of the asset *
Uninsured Asset	% of the net book value of the asset *

\* Percentage will be as approved by Safe Parking Limited MD/CEO based on the recommendation of the Human Capital Management Lead/Head after considering the specific circumstance.

**FOR: SAFE PARKING LIMITED****Acknowledgement of Receipt and Understanding**

I

.....hereby certify that I have read and fully understand the contents of the Employee Handbook. Furthermore, I have been given the opportunity to discuss any information contained therein or any concerns that I may have. I certify that my employment and continued employment is based in part upon my willingness to abide by and follow SAFE PARKING LTD.'s policies, rules, regulations and procedures. My signature below certifies my knowledge, acceptance and adherence to SPL's policies, rules, regulations and procedures and that SPL's offer of employment was based on my promise to abide by and follow said policies, rules, regulations and procedures. I acknowledge that SPL reserves the right to modify or amend its policies at any time, without prior notice. These policies do not create any promises or contractual obligations between this Company and its employees.

Printed Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_