

Employee Handbook

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Introduction

OSTEC is a leading IT infrastructure services provider, we provide a single source of technology, skills and expertise to help IT departments realise greater value from their technology investments. Our services capability spans three key areas: Technology sourcing, Infrastructure integration and Managed services. It enables us to offer a true end-to-end approach. We can advise clients on how to manage their IT strategy, implement appropriate technology solutions and manage elements of the IT infrastructure on their behalf.

Equal opportunities

OSTEC is committed to a policy of equal opportunity in all aspects of employment, regardless of race, gender, ethnic or social origin, colour, sexual orientation, marital status, physical state, religion, conscience, belief and culture. This policy applies to all employees and job applicants, who must be at least 18 years old.

The Managing Director has a specific responsibility for ensuring that decisions affecting individuals are taken on non- discriminatory grounds and ensuring that this policy statement is disseminated at all levels throughout the company.

Selection criteria will be regularly reviewed and monitored to ensure that individuals are selected, trained, promoted and treated solely on the basis of individual merit and ability

All staff have an obligation to respect and act in accordance with the policy.

Recruitment

OSTEC aims to attract and retain employees with the appropriate level of skills, qualifications and personal qualities to meet the objectives of the organisation.

Recruitment Procedures

OSTEC employs the following general methods in recruiting staff members: Advertisements in the press, use of professional recruitment agencies, and personal recommendations or contacts.

In filling vacant positions, current members of staff with requisite qualifications and experience shall be encouraged to apply and will be given full consideration alongside other applicants.

Recruitment will be done with the objective of efficiency and cost effectiveness.

Personnel Selection Panel

For senior management positions, the Managing Director may chair a selection panel comprising at least one other senior staff member.

For non-Managing or junior positions, the Managing Director may delegate to other management staff who, with at least one other member of staff, will interview suitable candidates.

Written tests, Presentations etc., may be employed as a means of assessing the suitability of candidates for any position.

Contracts and letters of Appointment

Conditions of employment for all staff members shall be those set in this document unless otherwise stated in a letter of appointment or contract. Where no mention is made of a particular issue in a contract or letter of appointment the provisions of this document shall apply.

References

In all cases of new employment, letters of references shall be obtained from at least two referees, including the applicant's most recent employer unless the prospective employee gives convincing reasons for not wanting reference from current employer.

In the case of junior members of staff such as cleaners etc., where written reference may not be practical, it is good practice to check the background of the applicants before engaging them. Such verbal references must be recorded as a file note. Applicants may be engaged on casual or temporary basis for a period while assessing their performance.

Letters of Appointment or Contract

Once the right candidate has been identified and references received, an offer of employment may be made to the selected candidate. This offer must contain a job title and a job description. A letter of appointment should state among others:

- a) Title of post
- b) Period of appointment (permanent or fixed term)
- c) Starting salary
- d) Salary review date (usually at the end of probation on confirmation, and thereafter once a year on 1st May)
- e) Probation period
- f) Notice period (for termination)

Orientation /Training

OSTEC will administer an appropriate programme of orientation to introduce the new member of staff to other staff members, and to his or her job.

Job Description

A Job description is provided to each staff member upon employment. Job descriptions may be revised at the discretion of the Managing Director on an annual basis during performance reviews, according to the requirements of the position. Following such revision, the Managing Director will discuss with the staff member the current requirements of the job, the skills required, and if necessary, organise further training to enable the staff member to adequately perform the duties.

Employment of Relatives

OSTEC reserves the right not to employ closely related people in a direct line management relationship or within the same department. Employment of the relative of a staff member and any problems envisaged should be discussed with the Managing Director. The decision reached following these discussions shall be final. Short term assignments, consultancies, and employment that is not of a permanent nature may be entered into at the discretion of the Managing Director.

Probation Period

Unless stated in a letter or contract of appointment, each staff member shall undergo a probationary period of six months. An interview may be organized with the new staff member prior to the completion of the probationary period. After successful completion of the probationary period, the staff member shall receive a formal letter of confirmation.

Hours

Official working hours for office staff are from 8:30am – 5:30pm, Mondays to Fridays, with a one hour lunch break. It is a requirement that each full-time staff member works at least 40 hours per week including the lunch hour, except where a public holiday falls within the week. Weekends, as well as statutory public holidays, are non- working days. OSTEC's offices shall be closed formally on weekends and public holidays. However, OSTEC is a Support Services company and as such; staff will occasionally be required to work after normal working hours during the week and also on weekends.

If you are too ill to come to work, your supervisor or any other manager must be notified at least two hours before the start of your work time on the day that you are unavailable for work.

"Flexi-hours" may be introduced when it becomes necessary, but only at the discretion of the Managing Director.

Nationals of other countries may request permission from the Managing Director to celebrate important national days.

Overtime

OSTEC is a support services company that is required to offer out of office hours support. Overtime is therefore not a paid allowance. Instead, the company will compensate for this when setting salary levels of staff. OSTEC will pay for transportation for out of hours work.

Salary

OSTEC aims to recognise the value of all jobs relative to each other within the organisation and in comparison with similar jobs outside, as well as to

recognise the value of the individual to the organisation, and to pay within the salary range applicable to the job.

It must be stressed that in determining an individual's salary on appointment, or at subsequent reviews, no differentiation will be made on the basis of gender, race, sex, or age of the individual. However, the following is taken into consideration:

- *the value to the organisation of the relevant experience the individual brings,

- *the value in comparison to existing staff who had similar jobs, and

- *the level of position.

Payment of salary

Salaries shall be paid on the last working day of every month, in arrears. It is the responsibility of an employee to check that the correct salary has been paid. OSTEC reserves the right to reclaim any overpayments made. Salary payments shall be made by direct bank transfer to staff members' account where ever possible. All staff members are obliged to open bank accounts.

Salary Advance

OSTEC may in the case of emergencies extend salary advances of up to 50% of employee's net salary, re-payable over a maximum period of one month. Granting of advances are subject to the availability of funds and OSTEC observes no obligation to do so. All applications should be made in writing to the Administrative Department.

Salary Deductions

Only statutory deductions and deductions approved by the Managing Director shall be made from employees' salaries. No deductions shall be

made from an employee's salary without his or her consent except to recover a debt owed to OSTEC or salary, which was overpaid in error.

OSTEC reserves the right to recover salary or other advances from an employee's terminal benefits where an employee terminates his or her services before fully setting any outstanding debts or in the case where the staff member was dismissed.

Salary reviews

Staff salaries are subject to annual review in May 1. However, OSTEC may find it necessary to consider reviewing salary more than once a year.

Conduct

OSTEC is an IT Facilities management company. We strive to give all our customers courteous, clear and comprehensive service –

Though not all staff members will have technical expertise when they are hired, all employees are required to learn and know OSTEC's products and services, within a reasonable amount of time from the commencement of their employment.

All employees are required to conduct themselves in a manner that enhances the efficiency of OSTEC's Operations, that brings credit upon OSTEC and that in no way is offensive to clients or to fellow employees.

Discrimination

Ostec adheres to a policy that enables all individuals, regardless of race, color, gender, national origin, age, religion, sexual orientation, veteran's status, or disability to work and study in an environment unrestricted by discriminatory behavior or acts. Harassment of an individual or group will

not be condoned and any member staff that violates this policy will be subject to disciplinary action

Anti Corruption & Bribery Policies

Employees of OSTEC shall under no circumstance give any form of gift to existing or potential customers as a reward for any act of favour shown.

Employees are not to engage in any actions whatsoever that could be seen as bribery.

Employees shall not at any point in time hold unofficial meetings with clients or potential customers without prior notice to the office.

Accept a gift or favour that is freely offered by suppliers, dealers, and others only if it is of nominal value, involves a normal sales promotion, advertising, or publicity, and there is a legitimate business purpose up to a maximum \$100 is considered to be nominal value. Never accept any type of gifts or favours from an individual or organization that does business with the Company, or is actively seeking to do business with the Company.

All employees are required to be cognizant of the OSTEC policy on anti corruption & bribery published in this handbook.

Failure to abide by any of these rules would lead to the offenders' dismissal

Dress and appearance

All employees should portray a professional image when working at or representing OSTEC. Clothes should be clean, pressed and free from rips

and tears; and general overall appearance should be clean and neat. No one will be allowed on the floor if they are not well dressed.

Termination of service

Notice period during Probationary Period

Unless stated in a letter or contract of appointment the services of a staff member under probation may be terminated with one week notice by either party.

Notice period After Confirmation of Appointment

Unless otherwise stated in the contract after confirmation of appointment, a notice period of three (3) months is required of either party prior to the termination of services for management staff or, three month's salary in lieu of notice on either side.

For junior staff members, a month's notice is required or in lieu, one month's salary.

However the Managing Director may arrange with the leaving employee for a period more convenient to both parties without recourse to payment in lieu of notice.

Dismissal

Nothing in the above clause shall limit the right of OSTEC to terminate an employee's appointment without notice and without compensation for acts or omissions, which constitute a legal cause for summary dismissal. The following may be sufficient cause for summary dismissal.

- Theft of any kind

- Consistent drunkenness
- Violence/Causing bodily harm
- Any other lawful cause for summary dismissal, as may be specified under Ghana's employment code.

Involuntary termination

OSTEC may terminate the services of an employee under the following conditions:

- Inability of the employee to perform the job satisfactorily according to the requirements of the position.
- Inability to conform to OSTEC practices and to cooperate to uphold the policies and procedures of OSTEC as established.

Job Abandonment

Employees who are absent without advising their superior for three days and who have no satisfactory reason for being absent without notice are considered to have abandoned their jobs. Job abandonment is considered to be a voluntary termination of employment.

Redundancy

If a change in work procedures or organisational restructuring makes a staff member's position redundant, every effort will be made to place him or her elsewhere in the organization. However if no suitable post is vacant, the staff member may be offered redundancy in accordance with the labour law. In addition he or she will be entitled to all other benefits accrued to him or her as end of service benefit.

Retirement

Staff members shall retire at the statutory retirement age, currently at sixty years in Ghana. However, a staff member on permanent open-ended contract may opt for early retirement according to labour laws. Any benefits accruing to each staff member shall be calculated up to the time of leaving the employment of OSI.

Nothing in the above prevents the Managing Director from entering into mutual agreement for the retiring staff member to continue to offer his or her services for specified periods.

Procedures At termination

Staff members leaving OSI for any reason will be paid their final accrued salaries and all other benefits only after the Managing Director has checked that all OSI's property has been returned in good order and that all outstanding financial obligations to OSI have been discharged.

Exit Interview

Upon the termination of service, an employee will return all of OSI's properties in his or her care, e.g. vehicles, computers, ID cards, etc. After discharging all financial and other obligations to OSI the employee will be given an exit interview.

Performance and development

All employees will participate in formal quarterly appraisal interviews with their department heads.

Quarterly Evaluations will be centered around the employee's ability to meet job roles. I.e. if one exceeds job requirements or if one does not meet job requirements

Where it is judged that job requirements are not being reached, candidates will be given 3 months, including extra training period to get themselves from ***"Does not meet most job requirements"*** to ***"Partially meets job***

requirements" at the least. If after the 3 month period, candidate shows no improvement and still falls under ***"Does not meet most of job requirements"***, candidate's contract will be terminated.

The purpose of the appraisal is to recognise achievement, to improve staff performance, to aid in assessment of staff potential and to facilitate manpower planning. Additionally, the aim is to identify areas for improvement, training needs, and any constraints inhibiting effective performance. Employees will also be given the opportunity during the review to provide upward feedback on the performance of their manager.

Leave

Unless otherwise stated in a letter of appointment or contract, staff members shall be entitled to 20 working days of paid leave in each calendar year. An employee is entitled to pro rata of the due leave in his/her first or last year of service. Non-national members of staff may request additional five (5) days of paid leave if they need to travel outside the country. Staff members must be employed for six months before they can begin to take annual leave.

Leave schedules shall be agreed between the staff member and his or her manager. Leave must be taken in the year earned. No un-utilized leave may be commuted into cash unless in the case of terminal leave if the Managing Director considers that the best option. Unless there are compelling reasons, leave days may not be carried into the following year; in any case not more than five days leave may be carried over to the next year unless with written agreement with the Managing Director. Where an employee is recalled upon to undertake an official assignment and is called to resume leave, transport and other expenses shall be reimbursed. However recalling of staff members from leave must be done on exceptional circumstances.

Annual Leave Schedules

Annual leave schedules covering all OSTEC employees shall be prepared as much in advance as possible to ensure adequate coverage of work and should be mutually agreed upon with respective managers.

Maternity Leave

OSTEC recognizes the need for expectant mother to have adequate rest before and after confinement.

Female employees who have been employed with OSTEC for at least 12 months shall be entitled to maternity according to provisions for the labor laws prevailing in the country, but shall not be less than three months per confinement

Maternity leave shall be granted six weeks before the expected date of child delivery and six weeks after child delivery with full pay on production of a certificate from a qualified midwife or a medical center. Female staff member shall inform the office of expected date of delivery, at least three months in advance. The employee shall be allowed reasonable time off for post-natal care on resumption of duty. Any additional days off requested shall be granted at the discretion of the Managing Director, ideally using flexi-time. Where maternity leave is taken within the calendar year, annual leave shall be forfeited for that year. Where annual leave has already been taken knowingly when pregnant, this may be taken out of the following year's leave.

Paternity Leave

Male staff members shall, following one year's completed service, be entitled to one week's paternity leave. This may be taken during the last month before expected date of confinement of the wife or the following three months after delivery. The male staff member shall inform the office of the expected date of confinement of his wife as soon as it is practicable.

Casual Leave

At the discretion of the Managing Director, a staff member may be granted up to five days paid casual leave with a possible five days unpaid leave, to attend a pressing personal matter, such as marriage, serious illness, death or funeral of a family member, or examinations. This must be agreed in advance of the casual leave.

Leave Without Pay

A staff member who does not qualify for casual leave may appeal to the Managing Director for leave without pay. Leave without pay may be granted at the discretion of the Managing Director.

Sick Leave

Staff members should inform their managers two hours before the start of work, on the day when they fail to show up for work for reasons of ill-health. In the case of shift workers, they should inform their managers two hours prior to the beginning of the shift, in order to leave time to secure a replacement. If the manager is not present, the administrative assistant or another manager should be informed who will leave a note for the staff member's manager.

If a staff member is out sick for more than one day, he or she should call his or her manager every morning to inform him or her that he or she will not be in. When an employee is out sick, he or she must produce a doctor's note from one of the OSTEC authorized clinics on the day he or she returns.

Staff on hospitalization or long absence resulting to illness, shall be granted sick leave within any one calendar year, on the following basics:

First three months	-	Full pay
Second three months	-	Half pay

In the case of prolonged sickness, a doctor's certificate will be required every month. If at the end of six months the staff member is still unfit to resume work, the Managing Director may hold an interview with the staff member or his or her physician to determine if the staff member can resume work. Where the Managing Director is convinced that the staff member will be unable to resume work, he or she reserves the right to terminate the employment of the staff member.

If you expect to be absent for more than five (5) consecutive work days as a result of illness, injury or disability, you must submit a written request for medical leave to your supervisor as far in advance of your anticipated leave as practicable.

Where sickness absence occurs intermittently and frequently, the company reserves the right to investigate such absenteeism, and to withhold salary where there are reasonable grounds to do so.

Funeral Leave

In the event of a death of an employee's immediate family (parent, child, spouse, brother/sister) an employee may take one to three days paid leave in order to attend to family obligations.

National Holidays

OSTEC will take all bank holidays of the Republic of Ghana. Where these fall on a weekend the Monday following the holiday will be taken in lieu.

Independence Day – March 6
Easter - Good Friday/Easter Monday
Labour Day – May 1
Republic Day – July 1
Farmer's Day
Eid
Eid Adha
Christmas Day – 25 December

Boxing Day – 26 December

Emergency Absence

If you cannot come to work because of illness or other emergency, you should advise your supervisor as soon as possible so that suitable arrangement can be made for your department. If you know in advance that absence may be necessary, your request should be made to your supervisor as early as possible.

Punctuality

Promptness in reporting to work is important to both you and to OSTEC. It is an indication of your conscientiousness and reliability. Tardiness can and most probably will hinder the operation of your department. Always be prompt.

Unauthorized Absence

Absence from work, which does not fall into one of these following categories, will be considered to be unauthorized absence:

- Approved annual leave
- Sickness absence in accordance with the companies procedures
- Absence to attend medical or dental appointments in accordance with the companies procedures
- Approved unpaid leave
- Authorized special leave

Staff Benefits

Medical

The company is a member of a medical insurance organization. Staff members are encouraged to contact the admin manager for more details
Optical costs (inclusive of frames) shall be covered to the tune 50\$ per calendar year

Life Assurance

The company will subscribe to an insurance policy which will pay out to employees on long term injury and payment to family in the event of death.

Death of Employee

On the death of an employee, OSTEC will contribute funds for an appropriate burial. In addition to that the Managing Director may authorize a financial package equivalent to \$500 to assist the surviving spouse and children.

Death of Immediate Family

On the death of the employee's immediate family, (that is parents, spouse, child, and brother/sister), the Managing Director may authorize a financial package equivalent to \$300, to assist the employee carry out burial and funeral rights.

Grievances

The company will resolve as quickly as possible any grievance you may have about your employment.

If you have a grievance, the first step is to raise it with the person whom you immediately report to, who in most cases, can best respond to your complaint.

If however, the grievance can not be resolved, the following procedure should be adopted.

Stage One

You should arrange to see your manager or your supervisor, to discuss the details of your grievance. The manager will try to agree a satisfactory solution and will confirm any decision or propose action to you, in writing within five working days.

If the manager or supervisor decides that further enquires need to be made, you will be notified of this. In due course you will be informed of the outcome of the enquires.

Stage Two

If you are dissatisfied with the manager's or supervisor's decision or proposed action, you should advise him/her that you will be putting the grievance in writing. The written grievance should be given to the Managing Director who will arrange to see you and discuss the matter fully and try to reach a satisfactory solution. Within five working days of this discussion, the manager or supervisor will write to give you a decision, which will be final.

If your grievance actually lies with your manager or supervisor another manager or supervisor is available for guidance.

Health and Safety at work

OSTEC recognizes and accepts its responsibility to provide a safe and healthy working environment for its employees and visitors. This includes provision of safe equipment and work systems, together with appropriate training information and supervision.

Co-operation by all is vital to the success of our policy and places responsibility on you to take responsible care of your own health and safety and that of others who may be affected by your work activity. You

are encouraged to make suggestions and seek further clarification if rules and procedures are not clear.

OSTEC provide users and employees with an environment that complies with local and applicable international standards of occupational health and safety requirements. All installations are designed and operated to protect the health and safety of employees and users.

First Aid

A first aid box is located in the main office. Only staff trained and certified by the Red Cross may administer to staff. Staff members are encouraged to rush to the nearest clinic where injuries cannot be managed through the giving of First Aid to the injured.

All company vehicles should also carry First Aid kits.

Smoking at Work

Otsec office is a no-smoke zone. Smokers are requested not to smoke inside the office premises. Smokers are strongly advised against smoking, owing to the health hazard's known to be associated with smoking. Under no circumstances should anybody staff or visitor should be allowed to enter the office with a lit cigarette. No-smoking sign should be pasted visibly around the office premises, rest rooms and meeting rooms.

AIDS/HIV Policy

It is OSTEC's policy not to discriminate against any member of staff with HIV or AIDS. Discrimination against any member of staff will be treated as a disciplinary matter.

Should an employee became HIV positive, he or she will be treated with support and understanding, and strict confidentiality will be maintained on the part of OSTEC.

Unless an HIV infected employee develops symptoms that reduce or hinder his or her ability to work, OSTEC will not alter the terms of employment in Ghana. Any illness that may arise out of HIV related infection would be treated in the same way as any sickness as detailed above.

OSTEC, may in conjunction in a local partner, present bi-yearly HIV/AIDS workshop for staff to attend.

Ergonomics

Owing to the risks associated with computer screens, particularly to one's eye sight and repetitive injuries, staff member are advised not to associate themselves to continuous use of the computer for more than 2 hours without a 10 to 15 minute break. This break may be in form of other work not involving computer screens or a short walk around or within the building. All staff member are asked to abide by this advice.

Staff members should also be aware of the way they are seated and the position of their hands when using the keyboard, and take appropriate breaks to avoid repetitive stress injury.

Other work: paid or unpaid work

You are not permitted to undertake other paid work, where this might conflict in any way with the interests of the company. If you wish to take up other paid work, you must obtain prior written consent from your manager. Failure to comply with this will be regarded as a disciplinary matter.

If you wish to hold appointment as Director of any company (whether paid or unpaid) you must obtain prior written consent from the Managing Director who will ensure that there is no conflict of interest.

If you have any doubt about the application of the above rules in any particular case or if you feel that there are exceptional circumstances, you should discuss the matter with your manager/supervisor/Managing Director.

Telephones and mail

Telephones are for business calls. The lines should not be used for personal calls. Personal call can only be approved by Duty Managers and should be limited to important matters only and limited in duration.

Solicitations

OSTEC prohibits solicitations or collections of any kind during working hours.

Environment

OSTEC is committed to maintain high standards of environment performance throughout all of its operations and activities by:

- Limited physical disturbances
- Ensuring responsible and efficient use of energy and natural resources.
- Limiting waste generation, discharges and emissions, and handling waste in a responsible manner.
- Maintaining emergency preparedness plans and response capabilities.

OSTEC is also committed to reducing use and recycling whenever possible. Staff members are asked to limit the amount of printing they do, and to

reuse paper. Furthermore, lights and air conditioners must be turned off when staffs are not in their office.

Reporting Procedure

Anyone with a complaint or concern about the Company/employee should try to contact their supervisor or manager responsible for the group which provides the relevant service, recognizing however, that this depends on the seriousness and sensitivity of the issues involved and who is suspected of wrongdoing. The employee's complaint or concern will be dealt with on a strict confidential and anonymous basis.

Sexual harassment

It is the policy of OSTEC to maintain a non-discriminatory work environment that is free of sexual harassment. The sexual harassment of employees by management personal or by co-workers is strictly forbidden.

All allegations of sexual harassment will be thoroughly and promptly investigated. Where allegations are substantiated, appropriate disciplinary action up to and including termination of employment will be taken against the individuals responsible.

Definition of sexual harassment

Sexual harassment is defined as any unwelcome sexual advance, request for sexual favors, or other verbal or physical conduct of a sexual nature provided that the conduct is employment related if:

- Submission to the conduct is either an explicit or implicit term or condition of employment.

- Submission to or rejection of the conduct is used as a basis for an employment decision affecting the person rejecting or submission to the conduct; or
- The conduct has the purpose or effect of substantially interfering with an affected person's work performance or creating an intimidating, hostile, or offensive work environment.

Complaint Procedure

Any employee who believes that he or she is the subject of sexual harassment responsible for advising management of incident(s) and cooperating in any investigation that is conducted. Employees should report incidents of sexual harassment to their supervisor or other manager.

Expense reimbursement

Expenses reasonable and necessarily incurred by managers and qualified staff in connection with an assignment or on company business are allowed on a reimbursement basis. Reimbursement will only occur when the employee has submitted an expense form and the necessary receipts.

All expenses reasonably and necessarily incurred must be pre-authorised by the Managing Director of the Finance Manager.

Use of vehicles

Stringent controls are to be maintained on the use of vehicles, covering regular maintenance, log books, drivers' hours and restrictions on use of vehicles for private purposes.

Users of vehicles must ensure they do not leave valuable items like Laptops, handbags, and bags that may be thought to contain money in their vehicle when they leave the vehicle unattended, even if the vehicle is locked.

Who Can Drive OSTEC's Vehicles

Only insured OSTEC drivers can drive OSTEC vehicles.

Accidents and driving offences

All driving offences, accidents, bumps or scrapes to the vehicle must be reported as soon as practicable and must be followed by a written report. Where any damage to the vehicle is ascertained to be due to gross negligence or carelessness of the user, the Managing Director may ask him/her to pay for the repair. Drivers will be responsible for all court fines and parking tickets for offences committed due to their carelessness or negligence.

OSTEC reserves the right to repossess the vehicle immediately if the driver is caught driving under the influence of alcohol or drugs. In addition, appropriate disciplinary action may be taken. Any misuse of vehicles may render that particular staff member being disqualified from using OSTEC's vehicles or appropriate sanctions may be applied.

Confidentiality and disclosure of records

The company needs to maintain up-to-date records of key information on all staff. You should, therefore notify your manager/supervisor of any changes in your personal circumstances, as soon as they occur.

Examples of changes include change of address and/or telephone number, marital status, dependents, qualifications, next of kin and next of kin's address for contact purposes.

This information is for OSTEC's purposes only and will not be shared with a third party.

IT security policies

Storing of pornographic and offensive applications and files are not allowed on the server. Most of these materials contain viruses and threats, which could pose security threats to our network.

Staff are not allowed to conduct any activities, tests or experiments on the network, any computer or any equipment without the prior authorisation and supervision of the IT Manager.

Installing and executing hacking tools and utilities or any other malicious programmes, which pose security threats and disrupt the operations of the company are strictly prohibited.

Only applications and services defined and approved by the company are allowed to run on our systems. Staffs are not allowed to install any other applications or services, since this could overburden the system and affect its performance. In cases where extra applications need to be installed legitimately, the prior authorisation of the IT Manager must be given. User Accounts and passwords are not to be given out to friends and non-staff members. Do not write passwords down in your dairies or any

other place; memorise them. I case you forget, ask the Tech Department. Use passwords that are difficult to guess, preferably, alphanumeric characters.

If you find any security loopholes, report them immediately to the IT Manager. Staffs are solely responsible for any operations carried out with their user Account.

Internship

OSTEC will as part of its mission encourage the social and economic development of the community through internships. The company will encourage Attachments in all its departments. Attachments will however be for a minimum period of 3 months only.

Career Development

OSTEC is a knowledge - based business and as such, its success depends by and large on the mindsets, skills, backgrounds, and competencies of the people it employs. Consequently, the development and nurturing of talent is a key business success factor. OSTEC will therefore identify the training and development needs of staff and organize work related courses both internally and

externally. Performance review will form an integral part of the identification process.