

COMPANY POLICY MANUAL(Effective Date: January 1, 2025)(Applies to all employees and contractors)

1. INTRODUCTION

This Company Policy Manual serves as a comprehensive guide for all employees, contractors, and associates, providing clear direction on the company's standards, responsibilities, and expectations. Our primary goal is to create a safe, respectful, and productive workplace that aligns with the company's mission and values. Every employee is expected to read and understand this manual, as compliance with these policies ensures the company maintains a professional environment where all team members can thrive.

2. CODE OF CONDUCT

All employees are expected to conduct themselves with the highest standards of integrity, honesty, and professionalism. Any form of discrimination, harassment, or intimidation is strictly prohibited, and employees are required to treat their colleagues, clients, and partners with respect and dignity at all times. Confidential company information, trade secrets, and proprietary data must be protected both during and after employment. Employees are also required to disclose any potential conflicts of interest to management and to comply fully with all applicable laws, regulations, and company policies. The company expects employees to maintain transparency in all business dealings and uphold ethical behavior in every aspect of their work.

3. WORK HOURS AND ATTENDANCE

The standard workweek is Monday through Friday, from 9:00 a.m. to 6:00 p.m., including a one-hour lunch break. Employees are expected to maintain punctuality and record attendance accurately. Consistent adherence to scheduled work hours is critical to ensure smooth operations and teamwork. Requests for flexible schedules, hybrid arrangements, or occasional remote work must be approved by direct supervisors. Employees must communicate unplanned absences or tardiness before the start of the workday. Habitual absenteeism or repeated tardiness may lead to disciplinary measures. The company recognizes the importance of work-life balance and encourages employees to plan leaves responsibly while ensuring business continuity.

4. WORK FROM HOME (WFH) POLICY

The company supports flexible and remote work arrangements where job roles, performance, and business requirements allow. Employees working from home are expected to maintain a professional work environment that is quiet, safe, and free from distractions. Core business hours must be respected, and employees should remain responsive to communication through company-approved tools such as email, video conferencing, or messaging platforms. Data security remains a priority; employees must use company-provided or approved devices, ensure secure handling of confidential information, and adhere to IT security protocols, including VPN usage. Performance expectations remain unchanged, and employees are accountable for meeting deadlines, attending meetings, and maintaining productivity. The company may provide essential equipment such as laptops or headsets, while internet and utility expenses are typically the employee's responsibility unless otherwise agreed. Work-from-home arrangements are periodically reviewed and may be adjusted based on business needs or performance metrics.

5. LEAVE POLICY

Employees are entitled to various leave benefits to promote well-being, work-life balance, and compliance with legal requirements. Full-time employees accrue annual leave at the rate of 1.5 days per month, totaling 18 days per year. Sick leave entitlements include ten days per year, and absences exceeding two consecutive days require submission of a medical certificate. Maternity leave is provided for twelve weeks with full pay, while paternity leave is granted for ten days. Public holidays are observed according to the national calendar. Emergency leave may be granted at the discretion of management. Unused leave days may be carried forward up to a maximum of ten days. Employees are encouraged to plan leave in advance and coordinate with their managers to ensure

operational efficiency.

6. REIMBURSEMENT POLICY

Employees may request reimbursement for reasonable and pre-approved business expenses, including travel, lodging, meals, and supplies required for work-related purposes. All reimbursement requests must include a detailed account of the expense, receipts, and the purpose of the expenditure, and should be submitted within thirty days of incurring the cost. Expenses that are personal or unauthorized are not eligible for reimbursement. For employees using personal vehicles for work purposes, mileage reimbursement will be provided at the standard government rate. Remote employees are encouraged to submit digital receipts to streamline processing. The reimbursement process ensures transparency and fairness, enabling employees to perform their duties without financial disadvantage.

7. EMPLOYEE BENEFITS

The company provides a comprehensive benefits package to support employees' health, financial security, and professional development. Full-time employees are eligible for health insurance coverage after thirty days of service, while retirement benefits include a contribution of five percent of base salary from the company to a retirement fund. Life and disability insurance is available to eligible employees. In addition, wellness initiatives such as fitness reimbursements, mental health resources, and stress management programs are offered to encourage holistic well-being. Professional development is supported through an annual allowance for relevant courses, certifications, or workshops, reflecting the company's commitment to employee growth and career advancement.

8. PERFORMANCE AND EVALUATION

Employee performance is reviewed annually through a formal process that evaluates achievements, competencies, and alignment with company goals. Feedback is provided to support growth, identify areas for improvement, and recognize exemplary contributions. Promotions, salary adjustments, and other career progression opportunities are based on merit, performance outcomes, and business needs. Mid-year feedback sessions may be conducted to provide guidance and facilitate open communication between employees and managers. Employees exhibiting consistent underperformance may be placed on a performance improvement plan with clear objectives, timelines, and support to ensure accountability and opportunity for improvement.

9. INFORMATION TECHNOLOGY (IT) USAGE POLICY

All company-provided devices, email accounts, and internet access must be used strictly for legitimate business purposes. Personal use should be minimal and must not interfere with professional responsibilities. Employees are prohibited from downloading or installing unlicensed software or engaging in activities that could compromise IT security. Passwords must remain confidential, regularly updated, and not shared with unauthorized personnel. The IT department reserves the right to monitor system usage, ensuring compliance with these policies and protecting company data. Employees working remotely must adhere to the same security and usage standards to maintain data integrity and confidentiality.

10. ANTI-HARASSMENT AND EQUAL OPPORTUNITY

The company maintains a zero-tolerance stance on harassment or discrimination in any form. Employees are entitled to a safe and inclusive workplace, free from intimidation, bullying, or unfair treatment. Complaints can be reported confidentially to the Human Resources department without fear of retaliation. Every complaint is investigated thoroughly, promptly, and fairly. Equal employment opportunities are guaranteed for all employees, regardless of gender, race, religion, age, sexual orientation, or other protected characteristics. All employees are expected to actively contribute to a culture of respect, inclusion, and professionalism.

11. SAFETY AND SECURITY

Employee safety and security are paramount. All employees are expected to comply with established health and safety procedures, immediately report accidents or

unsafe conditions, and contribute to a secure workplace environment. Access control measures, such as visible ID badges, help maintain security on-site, and visitors must be accompanied by employees at all times. Employees working remotely must also ensure their workspace meets basic safety standards, including proper ergonomic arrangements and electrical safety. Emergency protocols and first aid procedures are to be followed without exception to minimize risk and maintain operational continuity.

12. DISCIPLINARY POLICY

Disciplinary action is applied to maintain order and uphold company standards. Depending on the nature and severity of the infraction, disciplinary measures may include verbal warnings, written warnings, suspension, or termination. Serious misconduct, including theft, harassment, or breaches of confidential data, may result in immediate termination. Employees are entitled to appeal disciplinary decisions through the HR department, ensuring fairness and due process. The disciplinary framework aims not only to correct behavior but also to provide guidance for professional growth and accountability.

13. EXIT POLICY

Employees intending to resign must provide a minimum of two weeks' notice. All company property, including documents, devices, and access credentials, must be returned before the final working day. The company will process final settlements, including salary, accrued leave encashment, and other benefits, within thirty days. An exit interview may be conducted to gather feedback, identify improvement opportunities, and ensure a smooth transition. Maintaining professionalism during the exit process is expected to preserve positive relationships and uphold company standards.

14. ACKNOWLEDGMENT

By continuing employment with the company, all employees acknowledge that they have read, understood, and agreed to comply with these policies, including guidelines on work hours, performance expectations, remote work, IT usage, safety, and conduct. Employees are encouraged to review this manual periodically and consult their manager or HR with any questions. Adherence to this manual is vital for maintaining a respectful, secure, and productive workplace environment.

End of Document