

## **NZiZA CODE OF CONDUCT**

At NZiZA, we are committed to upholding the highest standards of professionalism, integrity, and ethical conduct in all aspects of our operations. Our Code of Conduct serves as a guide for employees, instructors, and consultants to ensure a positive and respectful work environment.

### **1. Professionalism and Integrity:**

At NZiZA, we hold ourselves to the highest standards of professionalism, honesty, and integrity in every interaction we have, whether it's with our colleagues, clients, or stakeholders. This means that we prioritize clear communication, mutual respect, and transparency in all dealings. Additionally, we are committed to upholding ethical standards and ensuring compliance with relevant laws, regulations, and company policies. By doing so, we not only earn the trust and respect of those we work with but also maintain the integrity of our organization and the services we provide.

### **2. Respect and Diversity:**

We believe in treating every individual with dignity, respect, and fairness, irrespective of their race, gender, age, religion, nationality, disability, or any other distinguishing characteristic. We are committed to nurturing an inclusive and diverse workplace culture where everyone feels welcomed, valued, and empowered to bring their unique perspectives and talents to the table. By embracing diversity and creating an environment of inclusivity, we not only enrich our organization but also encourage innovation, collaboration, and collective growth.

### **3. Confidentiality and Data Security:**

We prioritize the protection of confidential information, intellectual property, and proprietary data entrusted to us by our clients, partners, and colleagues. This means implementing robust security measures and strict protocols to safeguard sensitive information from unauthorized access or disclosure. Additionally, we are committed to respecting the privacy rights of individuals and complying with all relevant data protection regulations when handling personal information. By maintaining the highest standards of confidentiality and data security, we uphold the trust and confidence of those we serve while demonstrating our commitment to ethical business practices.

### **4. Conflict of Interest:**

We are dedicated to upholding the integrity of our professional conduct and ensuring that the interests of our organization remain paramount. We actively avoid conflicts of interest and refrain from participating in any activities that could jeopardize our professional integrity or the reputation of NZiZA. In the event that a potential conflict of interest arises, we promptly disclose it to management and seek guidance on the appropriate steps to mitigate its impact effectively. By prioritizing transparency and accountability in our actions, we uphold the trust of our stakeholders and maintain the integrity of our organization.

#### **5. Compliance and Legal Obligations:**

We are committed to operating in full compliance with all relevant laws, regulations, and industry standards that govern our operations, spanning areas such as employment practices, health protocols, and intellectual property rights. We prioritize adherence to these legal and ethical guidelines to ensure the well-being of our employees, the integrity of our services, and the trust of our stakeholders. In the event of any suspected violations of laws or company policies, we promptly report them to management or the appropriate authorities, demonstrating our unwavering dedication to transparency, accountability, and responsible business practices.

#### **6. Professional Development:**

We prioritize the ongoing growth and development of our team members. We actively invest in professional development and continuous learning to enhance our skills, expand our knowledge, and refine our expertise in our respective fields. Moreover, we foster a culture of support and encouragement, where team members are empowered to thrive through mentorship, training opportunities, and constructive feedback. By nurturing a collaborative environment that values personal and professional growth, we not only elevate the capabilities of our team but also strengthen the quality of our services and the success of our organization as a whole.

### **ATTENDANCE AND PUNCTUALITY POLICY**

At NZiZA, we recognize the importance of consistent attendance and punctuality in maintaining a productive and efficient work environment. This policy outlines our expectations regarding attendance, lateness, and the procedures for managing attendance-related issues.

## **1. Attendance Expectations:**

**1.1. Regular Attendance:** All employees are expected to report to work at their designated start times and maintain regular attendance throughout their scheduled work hours.

**1.2. Schedule Adherence:** Employees are required to adhere to their assigned work schedules and notify their immediate supervisor or manager 24 hours before of any planned absences or schedule changes.

**1.3. Unplanned Absences:** In the event of unforeseen circumstances or emergencies that prevent an employee from reporting to work, they must notify their supervisor or manager as soon as possible.

## **2. Punctuality Expectations:**

**2.1. On-Time Arrival:** Employees are expected to arrive at work on time and be ready to begin their duties promptly at the start of their workday.

**2.2. Tardiness:** Tardiness is defined as arriving late to work beyond the designated start time. Employees who are unable to arrive on time must notify their supervisor or manager in advance and provide a valid reason for their tardiness.

## **3. Attendance Management:**

**3.1. Recording Attendance:** Employees are responsible for accurately recording their attendance, including any absences, tardiness, or early departures, in the designated attendance tracking system or log.

**3.2. Attendance Review:** Supervisors and managers will monitor employee attendance records regularly and address any patterns of absenteeism or tardiness through counseling, coaching, warning, or disciplinary action as necessary.

## **4. Reporting Absences:**

**4.1. Notification Process:** Employees must notify their supervisor or manager as soon as possible in the event of an unplanned absence due to illness, family emergency, or other personal reasons.

**4.2. Documentation:** Employees may be required to provide documentation, such as a doctor's note or official documentation, for extended absences or absences due to medical reasons.

## **5. Consequences of Non-Compliance:**

**5.1. Disciplinary Action:** Failure to adhere to this Attendance and Punctuality Policy may result in disciplinary action, up to and including verbal warnings, written warnings, probation, or termination of employment, depending on the severity and frequency of the infractions.

## **6. Flexibility and Accommodations:**

**6.1. Flexible Work Arrangements:** NZIZA recognizes that certain circumstances may require flexible work arrangements, such as remote work or adjusted schedules, to accommodate personal or family needs. Employees are encouraged to discuss any such requests with their supervisor or manager.

## **7. Communication and Feedback:**

**7.1. Open Communication:** Employees are encouraged to communicate openly and transparently with their supervisor or manager regarding any attendance-related concerns or challenges they may encounter.

**7.2. Feedback Mechanism:** NZIZA welcomes feedback from employees regarding the effectiveness of this Attendance and Punctuality Policy and encourages suggestions for improvement.

## **PERFORMANCE MANAGEMENT POLICY**

At NZIZA, we are committed to fostering a culture of continuous improvement, accountability, and excellence. This Performance Management Policy outlines our approach to evaluating and enhancing the performance of our employees to support their professional growth and contribute to the success of our organization.

### **1. Performance Expectations:**

**1.1. Clear Expectations:** Employees may be required to set or receive from their managers clear and specific performance expectations aligned with their roles, responsibilities, and organizational goals. This can be set for weekly, monthly or quarterly basis.

**1.2. Performance Goals:** Employees will collaborate with their supervisors or managers to establish SMART (Specific, Measurable, Achievable, Relevant, Time-bound) performance goals that support individual and organizational objectives.

### **2. Performance Evaluation:**

**2.1. Regular Feedback:** Supervisors and managers will provide ongoing feedback and coaching to employees to facilitate their development and address performance issues in a timely manner.

**2.2. Formal Evaluations:** Formal performance evaluations will be conducted at regular intervals (Weekly, Monthly, and annually) to assess employee performance against established goals and competencies.

### **3. Performance Measurement:**

**3.1. Objective Criteria:** Performance evaluations will be based on objective criteria, including quantitative metrics, qualitative assessments, and observable behaviors related to job performance.

**3.2. 360-Degree Feedback:** Performance evaluations may incorporate feedback from multiple sources, including supervisors, peers, subordinates, and external stakeholders, to provide a comprehensive assessment of employee performance.

### **4. Performance Improvement:**

**4.1. Development Plans:** Employees identified as needing improvement will collaborate with their supervisors or managers to create personalized development plans outlining specific actions, timelines, and resources to address performance gaps.

**4.2. Training and Support:** NZIZA will provide training, coaching, and support to employees to help them develop the knowledge, skills, and competencies needed to succeed in their roles.

### **5. Recognition and Rewards:**

**5.1. Recognition Programs:** NZIZA will annually implement recognition programs to acknowledge and reward employees who demonstrate exceptional performance, achievements, or contributions to the organization.

**5.2. Merit-Based Rewards:** Rewards, such as bonuses, promotions, or other incentives, will be allocated based on merit, performance, and contributions to the success of the organization.

### **6. Performance Documentation:**

**6.1. Performance Records:** Supervisors and managers will maintain accurate and up-to-date records of employee performance evaluations, feedback, development plans, and any disciplinary actions taken.

## **7. Confidentiality and Fairness:**

**7.1. Confidentiality:** Performance-related information will be treated confidentially and shared only with individuals directly involved in the performance management process, in accordance with applicable privacy laws and regulations.

**7.2. Fairness:** Performance evaluations will be conducted objectively, neutrally, and without bias, ensuring fairness and equity for all employees.

## **8. Communication and Feedback:**

**8.1. Open Dialogue:** NZIZA encourages open and honest communication between employees and supervisors or managers regarding performance expectations, feedback, and development opportunities.

**8.2. Feedback Mechanism:** Employees are encouraged to provide feedback on the effectiveness of the performance management process and suggest improvements for consideration.

## **TRAINING AND DEVELOPMENT POLICY**

At NZIZA, we are committed to fostering the continuous growth, development, and success of our employees. This Training and Development Policy outlines our approach to providing opportunities for learning, skill enhancement, and professional development to support the achievement of individual and organizational goals.

### **1. Training Needs Assessment:**

**1.1. Individual Assessments:** Employees will have the opportunity to participate in individual assessments to identify their training and development needs based on job requirements, career aspirations, and skill gaps.

**1.2. Organizational Needs:** Training needs will also be identified at the organizational level to address emerging trends, technological advancements, and industry best practices relevant to NZIZA's operations.

### **2. Training Programs and Initiatives:**

**2.1. Curriculum Design:** Training programs will be designed to align with the strategic objectives of NZIZA and cover a diverse range of topics, including technical skills, soft skills, leadership development, and industry-specific knowledge.

**2.2. Delivery Methods:** Training initiatives may be delivered through a variety of methods, including instructor-led workshops, online courses, self-paced modules, mentorship programs, conferences, and external seminars.

### **3. Accessibility and Inclusivity:**

**3.1. Equal Access:** Training opportunities will be accessible to all employees, regardless of their role, level, or tenure within the organization, to promote equal access to learning and development resources.

**3.2. Inclusive Content:** Training materials and content will be designed to be inclusive, culturally sensitive, and relevant to the diverse backgrounds and experiences of our employees.

### **4. Training Investment:**

**4.1. Financial Support:** NZIZA will allocate financial resources to support employee training and development initiatives, including tuition reimbursement, professional certification fees, and training materials.

**4.2. Time Allocation:** Employees will be provided with dedicated time and resources to participate in training activities without compromising their regular job responsibilities.

### **5. Performance Integration:**

**5.1. Application of Learning:** Employees will be encouraged to apply newly acquired knowledge and skills in their day-to-day work to reinforce learning and drive performance improvement.

**5.2. Feedback and Evaluation:** Supervisors and managers will provide feedback and support to employees as they integrate new learning into their work, monitor progress, and evaluate the impact on performance.

### **6. Continuous Improvement:**

**6.1. Evaluation and Feedback:** Training programs and initiatives will be regularly evaluated for effectiveness, relevance, and impact and feedback will be asked from participants to inform continuous improvement efforts.

**6.2. Adaptation to Change:** NZIZA will remain agile and adaptable to changes in technology, industry trends, and organizational needs, updating training programs accordingly to ensure their ongoing relevance and effectiveness.



## **CONFLICT RESOLUTION POLICY**

At NZIZA, we recognize that conflicts may arise in the workplace from time to time, and it is essential to address them promptly and effectively to maintain a positive and productive work environment. This Conflict Resolution Policy outlines our approach to managing conflicts in a fair, transparent, and respectful manner.

### **1. Open Door Policy:**

1.1. **Accessibility:** NZIZA maintains an open-door policy, encouraging employees to raise concerns, criticisms, or conflicts with their immediate supervisor, manager, or Human Resources representative.

1.2. **Confidentiality:** All discussions related to conflict resolution will be handled with the utmost confidentiality to protect the privacy and dignity of all parties involved.

### **2. Informal Resolution:**

2.1. **Dialogue:** Employees are encouraged to engage in open and honest dialogue to address conflicts informally, directly, and constructively with the individuals involved.

2.2. **Mediation:** In cases where direct communication does not resolve the conflict, mediation may be facilitated by a neutral third party, such as a supervisor, manager, or Human Resources representative, to facilitate a resolution.

### **3. Formal Resolution Process:**

3.1. **Reporting:** If informal attempts at resolution are unsuccessful, employees may initiate a formal resolution process by submitting a written complaint or grievance to their supervisor, manager, or Human Resources.

3.2. **Investigation:** Upon receiving a formal complaint or grievance, NZIZA will conduct a thorough and impartial investigation to gather relevant information, evidence, and perspectives from all parties involved.

### **4. Resolution Options:**

4.1. **Negotiation:** Parties involved in the conflict will be encouraged to negotiate and collaborate in good faith to find mutually acceptable solutions that address underlying concerns and promote reconciliation.

4.2. **Resolution Plan:** NZIZA may develop a resolution plan outlining specific actions, timelines, and responsibilities for addressing the conflict and preventing its recurrence.

### **5. Escalation Procedure:**



**5.1. Chain of Command:** If a satisfactory resolution cannot be reached at the initial level, employees may escalate the matter to higher levels of management or CEO for further review and intervention.

**5.2. Appeal Process:** Employees dissatisfied with the outcome of the conflict resolution process may have the option to appeal the decision through established appeal procedures outlined in NZIZA's policies.

## **6. Protection against Retaliation:**

**6.1. Non-Retaliation:** NZIZA prohibits retaliation against any employee who raises a concern, files a complaint, or participates in the conflict resolution process in good faith.

**6.2. Confidentiality:** The identity of individuals involved in the conflict resolution process will be protected, and confidentiality will be maintained to prevent retaliation or adverse consequences.

## **7. Training and Awareness:**

**7.1. Training:** NZIZA will provide training and resources to employees and managers on conflict resolution skills, communication techniques, and strategies for managing conflicts effectively.

**7.2. Awareness:** Employees will be informed of the Conflict Resolution Policy and procedures through regular communication, training sessions, and inclusion in employee handbooks or manuals.

## **EQUAL EMPLOYMENT OPPORTUNITY POLICY**

NZIZA is committed to providing equal employment opportunities to all individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or any other characteristic protected by applicable laws and regulations. This Equal Employment Opportunity Policy reflects our dedication to diversity, inclusion, and fairness in all aspects of employment.

### **1. Recruitment and Hiring:**

**1.1. Non-Discrimination:** NZIZA prohibits discrimination in recruitment, hiring, promotion, compensation, benefits, and all other terms and conditions of employment based on protected characteristics.

**1.2. Merit-Based Selection:** Employment decisions will be based on qualifications, skills, experience, and job-related criteria, ensuring fair and objective evaluation of all candidates.

## **2. Promotion and Advancement:**

2.1. **Meritocracy:** Promotion and advancement decisions will be based on performance, potential, and merit, without regard to protected characteristics, ensuring equal opportunities for career growth and progression.

2.2. **Career Development:** NZIZA will support employees in developing clear career paths through mentorship, training, and development opportunities, fostering a culture of equal opportunity and upward mobility.

## **3. Harassment and Discrimination:**

3.1. **Zero Tolerance:** NZIZA maintains a zero-tolerance policy towards harassment, discrimination, or retaliation against any individual based on protected characteristics, including but not limited to race, gender, religion, or sexual orientation.

3.2. **Reporting Mechanisms:** Employees are encouraged to report any incidents of harassment, discrimination, or retaliation promptly to their supervisor, manager, or Human Resources representative for investigation and resolution.

## **4. Accommodations and Accessibility:**

4.1. **Reasonable Accommodation:** NZIZA will provide reasonable accommodations to qualified individuals with disabilities to ensure equal access to employment opportunities.

4.2. **Accessible Facilities:** NZIZA is committed to providing accessible facilities and technologies to accommodate the needs of employees with disabilities and ensure a barrier-free work environment.

## **5. Compliance and Accountability:**

5.1. **Compliance with Laws:** NZIZA will comply with all applicable laws and regulations governing equal employment opportunity, including the Equal Employment Opportunity Act, Title VII of the Civil Rights Act, and other relevant legislation.

5.2. **Accountability:** Managers, supervisors, and employees at all levels are responsible for upholding and promoting the principles of equal employment opportunity in their interactions and decision-making processes.

## **COMMUNICATION CHANNELS POLICY**

At NZIZA, effective communication is essential for fostering collaboration, transparency, and alignment across our organization. This Communication Channels Policy outlines the

various channels and protocols for internal communication to ensure timely, clear, and efficient exchange of information among employees, departments, and management.

### **1. Formal Channels:**

**1.1. Email:** Email is the primary formal communication channel for distributing official announcements, updates, requests, memos, and documents. Employees are expected to check their email regularly, time to time, and respond promptly to messages as appropriate.

**1.2. Meetings:** Meetings, both in-person and virtual, serve as formal communication channels for discussing projects, initiatives, progress updates, and strategic objectives. Meetings should be scheduled in at least 48 hours before, have clear agendas to maximize efficiency and participation. All company meetings should have clearly, detailed written, and filed minutes.

### **2. Informal Channels:**

**2.1. Instant Messaging:** Instant messaging platforms, such as WhatsApp or Microsoft Teams, facilitate real-time communication for quick questions, updates, and informal discussions among team members.

**2.2. Internal Social Platforms:** Internal social platforms or collaboration tools provide opportunities for employees to share ideas, celebrate achievements, and engage in casual interactions to foster a sense of community and camaraderie.

### **3. Departmental Communication:**

**3.1. Department Meetings:** Regular departmental meetings allow teams to discuss specific projects, goals, challenges, and initiatives relevant to their areas of responsibility.

**3.2. Interdepartmental Collaboration:** Cross-departmental communication is encouraged to facilitate collaboration, coordination, and knowledge-sharing across different teams and functions within NZIZA.

### **4. Feedback Mechanisms:**

**4.1. Suggestion Box:** NZIZA maintains a suggestion box or digital feedback platform where employees can submit suggestions, feedback, or ideas anonymously or directly to management for consideration.

**4.2. Performance Reviews:** Formal performance reviews provide opportunities for supervisors and employees to discuss performance, goals, development opportunities, and any feedback or concerns in a structured setting.

## **5. Leadership Communication:**

**5.1. Town Hall Meetings:** Periodic town hall meetings hosted by senior leadership provide opportunities for employees to receive updates on organizational strategy, performance, and goals and ask questions directly to leadership.

**5.2. Open-Door Policy:** Senior leadership maintains an open-door policy, encouraging employees to approach them with questions, concerns, feedback, or ideas for improvement at any time.

## **6. Emergency Communication:**

**6.1. Emergency Protocols:** In the event of emergencies or urgent situations, NZiZA will communicate relevant information, instructions, and updates to employees promptly through designated emergency communication channels, such as email, text messages, or phone calls.

## **7. Compliance and Confidentiality:**

**7.1. Compliance:** All communication channels and practices at NZiZA will comply with applicable laws, regulations, and organizational policies, including those related to data privacy, confidentiality, and security.

**7.2. Confidentiality:** Employees have to maintain the confidentiality of sensitive information shared through communication channels and adhere to data protection protocols to safeguard proprietary information and personal data.

## **CONFIDENTIALITY AND DATA SECURITY POLICY**

NZiZA recognizes the importance of maintaining the confidentiality, integrity, and security of sensitive information and data entrusted to us by our clients, partners, employees, and stakeholders. This Confidentiality and Data Security Policy outlines our commitment to protecting confidential information and complying with data protection regulations to safeguard the privacy and security of all individuals and entities associated with our organization.

### **1. Data Classification:**

**1.1. Sensitive Information:** NZiZA classifies data into categories based on sensitivity, including personal identifiable information (PII), proprietary business information, financial data, and confidential client information.

1.2. **Access Controls:** Access to sensitive data is restricted to authorized personnel only, based on the principle of least privilege, to prevent unauthorized access, disclosure, or misuse.

## **2. Confidentiality Obligations:**

2.1. **Confidentiality Agreements:** Employees, consultants, and third-party vendors are required to sign confidentiality agreements or non-disclosure agreements (NDAs) to acknowledge their responsibility to protect confidential information and respect the privacy rights of individuals.

2.2. **Need-to-Know Basis:** Access to confidential information is granted only to individuals who have a legitimate business need to access such information for performing their job duties or responsibilities.

## **3. Data Protection Measures:**

3.1. **Encryption:** NZIZA implements encryption measures to protect data both in transit and at rest, ensuring that sensitive information remains secure and confidential.

3.2. **Firewalls and Antivirus Software:** Firewalls and antivirus software are deployed to prevent unauthorized access, malware infections, and other security threats that could compromise the confidentiality and integrity of data.

## **4. Data Handling and Storage:**

4.1. **Secure Storage:** Confidential information is stored in secure, access-controlled environments, such as encrypted databases, password-protected servers, or secure cloud storage solutions, to prevent unauthorized disclosure or loss.

4.2. **Data Retention:** NZIZA follows data retention policies and schedules to ensure that confidential information is retained only for as long as necessary for legal, regulatory, or business purposes, and securely disposed of when no longer needed.

## **5. Data Sharing and Transfer:**

5.1. **Secure Transfer:** When sharing or transferring confidential information externally, NZIZA uses secure methods, such as encrypted email, secure file transfer protocols (SFTP), or password-protected documents, to prevent interception or unauthorized access during transit.

5.2. **Third-Party Vendors:** NZIZA ensures that third-party vendors and service providers handling confidential information adhere to strict data security standards and comply with

contractual obligations to protect the confidentiality and security of the data they process on our behalf.

#### **6. Incident Response and Reporting:**

**6.1. Incident Response Plan:** NZIZA maintains an incident response plan to address security incidents, breaches, or data breaches promptly, including procedures for containment, investigation, notification, and remediation.

**6.2. Reporting Protocol:** Employees are encouraged to report any suspected security incidents, breaches, or violations of this policy to their supervisor, manager, or designated security officer for immediate action and resolution.

#### **7. Compliance and Accountability:**

**7.1. Legal Compliance:** NZIZA complies with all applicable data protection laws, regulations, and industry standards, including but not limited to the General Data Protection Regulation (GDPR), the California Consumer Privacy Act (CCPA), and other relevant legislation.

**7.2. Accountability:** All employees are accountable for upholding the principles of confidentiality and data security outlined in this policy and are subject to disciplinary action for violations, including termination of employment, if necessary.

### **WORKPLACE ENVIRONMENT POLICY**

At NZIZA, we are dedicated to fostering a positive, inclusive, and respectful workplace environment where all employees feel valued, supported, and empowered to thrive. This Workplace Environment Policy outlines our commitment to promoting diversity, equity, and well-being, and sets forth the standards of behavior expected of all individuals within our organization.

#### **1. Respect and Dignity:**

**1.1. Mutual Respect:** All employees are expected to treat each other with respect, courtesy, and professionalism, regardless of differences in background, identity, positions, or perspective.

**1.2. Dignity:** NZIZA maintains a zero-tolerance policy towards harassment, discrimination, bullying, or any form of disrespectful behavior that undermines the dignity or well-being of others.

## **2. Diversity and Inclusion:**

**2.1. Celebrating Diversity:** NZIZA celebrates diversity in all its forms and is committed to creating an inclusive environment where individuals of all backgrounds feel welcome, valued, and respected.

## **3. Health and Safety:**

**3.1. Workplace Safety:** NZIZA is committed to providing a safe and healthy work environment for all employees, consultants, visitors, and stakeholders, and complying with all relevant health and safety regulations and standards.

**3.2. Wellness Programs:** NZIZA may implement wellness programs, initiatives, or resources to support the physical, mental, and emotional well-being of employees and promote a culture of well-being.

## **4. Communication and Collaboration:**

**4.1. Open Communication:** NZIZA encourages open and transparent communication at all levels of the organization, fostering collaboration, sharing of ideas, and constructive feedback to drive innovation and continuous improvement.

**4.2. Teamwork:** Employees are encouraged to collaborate and work together as a team, leveraging each other's strengths and expertise to achieve common goals and objectives.

## **5. Work-Life Balance:**

**5.1. Flexibility:** NZIZA recognizes the importance of work-life balance and may offer flexible work arrangements, such as telecommuting, flexible hours, or compressed workweeks, where feasible and in alignment with operational needs.

**5.2. Leave Policies:** NZIZA provides employees with access to leave policies, including vacation leave, sick leave, parental leave, and other types of leave to support their well-being and personal responsibilities outside of work.

## **7. Compliance and Accountability:**

**7.1. Policy Compliance:** All employees are expected to adhere to the principles outlined in this Workplace Environment Policy and comply with all relevant laws, regulations, and organizational policies governing workplace conduct.

**7.2. Accountability:** Employees who violate this policy or engage in behavior inconsistent with the values and expectations of NZIZA may be subject to disciplinary action, up to and including termination of employment.



## **WARNINGS POLICY**

NZiZA is committed to maintaining a productive and professional work environment where employees understand and meet performance expectations. This Warnings Policy outlines the procedures for issuing warnings to address performance issues or violations of company policies, providing employees with an opportunity to improve their conduct or performance.

### **1. Types of Warnings:**

**1.1. Verbal Warning:** A verbal warning may be issued for minor performance issues or policy violations as an informal means of addressing the issue and providing guidance for improvement.

**1.2. Written Warning:** A written warning is issued for more serious performance deficiencies or repeated policy violations. Written warnings outline the specific issue, expected changes in behavior or performance, and consequences of further infractions. Written warnings are documented in the employee's personnel file or email.

#### **1.2.1 Written Warnings Classification: Green, Yellow, and Red**

At NZiZA, written warnings are categorized into three levels – Green, Yellow, and Red – each representing different degrees of severity in addressing performance issues, behavioral, or policy violations. These classifications provide clarity and consistency in the disciplinary process, allowing for appropriate intervention and corrective action.

#### **1. Green Warning:**

**Nature:** A Green Warning is the initial stage of the disciplinary process, typically issued for minor performance issues, Behavioral, or isolated incidents of policy violations. It serves as a formal notice to the employee that their conduct or performance is below expected standards and requires improvement.

**Purpose:** The primary purpose of a Green Warning is to alert the employee to the specific areas where improvement is needed and to provide them with an opportunity to rectify their behavior or performance before it escalates further.

**Content:** A Green Warning document outlines the specific issue(s) or concern(s) observed, clarifies the expected standards of conduct or performance, and provides guidance or resources for improvement. It may include a timeline for improvement and consequences for failure to meet expectations.

**Impact:** While a Green Warning is a formal disciplinary action, it is intended to be corrective rather than punitive. Employees receiving a Green Warning are encouraged to engage in dialogue with their supervisor or manager to understand the expectations and develop a plan for improvement.

## **2. Yellow Warning:**

**Nature:** A Yellow Warning is issued when performance issues persist or when there are repeated instances of policy violations following a Green Warning more than two times. It indicates a moderate level of concern regarding the employee's conduct, behavioral or performance and signals the need for more significant intervention. Yellow warning might be provided immediately without green warning, in case employee or consultant fails to deliver according to the pre-determined goals or pre-claimed expectations, downfall of sales performance, unprofessional communication with a client, which doesn't impact the company's income, uncommunicated leave, absence at work, and others that can be decided by the manager.

**Purpose:** The purpose of a Yellow Warning is to emphasize the seriousness of the situation and to provide a clearer directive for improvement. It serves as a wake-up call for the employee to take corrective action and demonstrates the organization's commitment to enforcing standards.

**Content:** A Yellow Warning document expands upon the concerns raised in the Green Warning, highlighting the continued deficiencies in conduct or performance and the potential consequences of further infractions. It may include a more detailed action plan for improvement and a shorter timeline for compliance.

**Impact:** Receiving a Yellow Warning signifies that the employee's behavior or performance is not meeting expectations and that further disciplinary action may be warranted if improvements are not made. It is a formal indication that the situation is escalating and requires immediate attention.

## **3. Red Warning:**

**Nature:** A Red Warning is the most severe level of written warning, issued in response to serious or persistent performance issues, behavioral or significant policy violations following previous warnings. It represents a critical juncture in the disciplinary process, indicating that one more infraction must result in termination of employment.

Red warning might be provided immediately without green or yellow warning, in case:

- employee or consultant fails to deliver according to the pre-determined goals or pre-claimed expectations, downfall of sales performance repeatedly,
- unprofessional communication with a client that impact the company's income,
- breach of employment contract terms or policies,
- misconduct, including dishonesty to the director,
- any kind of theft, or harassment of a client,
- Failure to meet performance expectations after the implementation of a Performance Improvement Plan (PIP)
- Any action or behavior deemed harmful to the Company's interests, like negotiating deals, work, or other personal benefits that are not related to the company's assignments,
- Applying for the other jobs within a probationary period,
- Receiving corruption or asking for a bribe to perform any service to a client,
- Providing training to a third party in any way without our written authorization,
- Using company's property or funds in personal affairs,
- Being involved in external projects or works during our office work,
- Absence at work for 15 days or any time after ignorance of two (2) official communications, and other reasons that can be decided by the CEO of the company.

**Purpose:** The purpose of a Red Warning is to convey the gravity of the situation and to clearly communicate the consequences of continued non-compliance. It serves as a final opportunity for the employee to address the concerns raised before facing more severe disciplinary action like termination of employment. The CEO of the company may terminate the employment immediately without a need for another chance after the issuance of red warning.

**Content:** A Red Warning document outlines the specific performance deficiencies or policy violations that have led to the escalation of disciplinary action. It clearly communicates the consequences of failing to meet expectations, up to and including termination of employment, and may include a short timeline for improvement.

**Impact:** Receiving a Red Warning is a serious matter that requires immediate attention and action from the employee. It signifies that the organization has exhausted lesser

interventions and is prepared to take decisive action if the employee does not demonstrate significant improvement within the specified timeframe.

## **2. Issuance of Warnings:**

**2.1. Performance Issues:** Performance-related warnings may be issued when an employee fails to meet job expectations, goals, or standards of performance despite prior coaching, feedback, or support.

**2.2. Policy Violations:** Warnings may be issued for violations of company policies, procedures, codes of conduct, or ethical standards that warrant corrective action.

## **3. Warning Process:**

**3.1. Investigation:** Before issuing a warning, supervisors or managers conduct a thorough investigation into the circumstances surrounding the performance issue or policy violation, gathering relevant information and evidence.

**3.2. Documentation:** Warnings are documented in writing, clearly stating the nature of the issue, the corrective action required, and any consequences of further infractions. Copies of written warnings are provided to the employee and retained in their personnel file.

## **4. Progressive Discipline:**

**4.1. Progressive Approach:** NZIZA follows a progressive discipline approach, where warnings escalate in severity for repeated or escalating performance issues or policy violations.

**4.2. Corrective Action Plan:** Employees receiving warnings may be required to develop and implement a corrective action plan outlining steps to address the identified issues and improve their performance or behavior.

## **5. Employee Rights and Appeals:**

**5.1. Employee Consultation:** Employees have the right to discuss and provide input on the contents of a warning before it is finalized. Supervisors or managers may meet with the employee to clarify expectations, address concerns, and answer questions. Once it is found that the employee was innocent, the retrieval of the warning might be communicated in writings.

**5.2. Appeals Process:** Employees who believe a warning has been issued unfairly or without justification may request a review or appeal of the decision through established grievance procedures outlined in NZIZA's policies.

## **6. Confidentiality and Privacy:**

**6.1. Confidentiality:** Information related to warnings and disciplinary actions is treated confidentially and shared only with individuals directly involved in the disciplinary process on a need-to-know basis.

**6.2. Privacy Rights:** NZIZA respects the privacy rights of employees and ensures that disciplinary actions are conducted in a manner that preserves their dignity and confidentiality.

## **7. Continuous Feedback and Support:**

**7.1. Coaching and Support:** Alongside warnings, employees are provided with coaching, support, and resources to help them address performance issues, develop their skills, and succeed in their roles.

## **HOLIDAYS POLICY**

NZIZA recognizes the importance of providing employees with time off to rest, recharge, and spend time with their loved ones. This Holidays Policy outlines the procedures and guidelines for the allocation, scheduling, and observance of holidays within our organization, ensuring fairness, consistency, and respect for cultural and religious diversity.

### **1. Holiday Allocation:**

**1.1. Designated Holidays:** NZIZA designates specific holidays each year, which may include national or public holidays, religious observances, and other culturally significant days.

**1.2. Public Holiday:** NZIZA will respect all international and local public holidays. However, a standard public holiday that is directly a day before or after a weekend will not be considered. Employees who need to attend this type of holiday must request it in writing 24 hours before.

### **2. Eligibility:**

**2.1. Full-Time Employees:** All full-time employees of NZIZA are eligible for holiday benefits in accordance with their employment contracts or applicable policies.

**2.2. Part-Time Employees:** Part-time employees may be eligible for pro-rated holiday benefits based on their scheduled hours of work and length of service.

### **3. Leave Scheduling:**

3.1. **Advance Notice:** Employees are encouraged to request leave 15 days in advance, taking into consideration operational needs and staffing requirements.

#### **4. Holiday Observance:**

4.1. **Religious Accommodation:** NZIZA respects the religious and cultural diversity of its employees and accommodates requests for time off to observe religious holidays, where feasible and in accordance with operational requirements.

4.2. **Cultural Sensitivity:** Managers and supervisors are encouraged to be sensitive to the cultural backgrounds and traditions of their team members when scheduling holidays and organizing workplace events.

#### **5. Holiday Pay:**

5.1. **Paid Holidays:** NZIZA may provide paid time off for designated holidays, with employees receiving their regular rate of pay for the hours they would have worked on the holiday.

5.2. **Overtime Pay:** Employees who are required to work on designated holidays may be eligible for premium pay or compensatory time off in accordance with applicable laws, regulations, and company policies.

#### **6. Holiday Closure:**

6.1. **Office Closure:** NZIZA may close its offices on designated holidays to allow employees to enjoy uninterrupted time off and to promote work-life balance.

6.2. **Emergency Operations:** In certain circumstances, such as essential services or client commitments, NZIZA may need to maintain limited operations or have staff on call during holidays. Employees required to work in these situations will receive appropriate compensation and recognition for their service.

#### **7. Holiday Reminders:**

7.1. **Communication:** Regular communication reminders will be sent to employees leading up to holidays to ensure awareness of upcoming holidays, holiday scheduling procedures, and any relevant policies or guidelines.

#### **8. Compliance and Accountability:**

8.1. **Policy Compliance:** Managers, supervisors, and employees are expected to adhere to the provisions of this Holidays Policy and comply with all relevant laws, regulations, and company policies governing holiday observance and time off.

**8.2. Documentation:** Records of holiday requests, approvals, and time off taken will be maintained for record-keeping and payroll purposes in accordance with NZIZA's policies and procedures.

## **FINANCIAL MANAGEMENT POLICY**

NZIZA recognizes the importance of sound financial management practices to ensure the effective stewardship of resources and the long-term sustainability of the organization. This Financial Management Policy outlines the principles, procedures, and responsibilities governing the management of financial resources within our organization.

### **1. Budgeting and Planning:**

**1.1. Annual Budget:** NZIZA prepares an annual budget that reflects the organization's strategic priorities, operational needs, and revenue projections. The budget is approved by senior management or the Board of Directors and serves as a roadmap for financial decision-making throughout the fiscal year.

**1.2. Forecasting:** Regular financial forecasting and monitoring are conducted to assess the organization's financial performance against budgeted targets and to identify potential risks or opportunities for course correction.

### **2. Revenue Generation:**

**2.1. Diversified Revenue Streams:** NZIZA seeks to diversify its revenue streams through a combination of training program fees, sponsorships, partnerships, and other sources of funding to reduce dependency on any single source of income.

**2.2. Fee Structure:** Training program fees are set based on market research, cost analysis, and consideration of affordability for target audiences, ensuring that fees are competitive while also covering the cost of delivering high-quality training services.

### **3. Expense Management:**

**3.1. Cost Controls:** NZIZA implements cost controls and expense management strategies to optimize resource allocation, minimize unnecessary expenditures, and ensure efficient use of financial resources.

**3.2. Approval Processes:** Clear approval processes are established for authorizing expenditures, with designated individuals responsible for reviewing and approving budgeted expenses in accordance with established guidelines and thresholds.

### **4. Financial Reporting:**



**4.1. Timely Reporting:** Financial reports are prepared regularly, providing accurate and timely information on the organization's financial position, performance, and cash flow to management, the Board of Directors, and other stakeholders.

**4.2. Transparency:** NZIZA is committed to transparency in financial reporting, ensuring that stakeholders have access to relevant financial information and understand how financial resources are being utilized to achieve organizational goals.

## **5. Compliance and Risk Management:**

**5.1. Regulatory Compliance:** NZIZA complies with all applicable laws, regulations, and accounting standards governing financial management, including tax regulations, reporting requirements, and auditing standards.

**5.2. Risk Assessment:** Regular risk assessments are conducted to identify and mitigate financial risks, such as liquidity risk, credit risk, and operational risk, to safeguard the organization's financial stability and reputation.

## **6. Internal Controls:**

**6.1. Segregation of Duties:** Duties and responsibilities related to financial management are segregated to prevent conflicts of interest and to ensure checks and balances in the handling of financial transactions, approvals, and reporting.

**6.2. Audit Trails:** NZIZA maintains comprehensive audit trails and documentation of financial transactions, ensuring accountability, transparency, and the ability to track and reconcile financial activities.

## **7. Continuous Improvement:**

**7.1. Performance Evaluation:** NZIZA conducts periodic reviews and evaluations of its financial management processes and practices to identify areas for improvement, streamline operations, and enhance financial performance.

**7.2. Training and Development:** Training and development opportunities are provided to staff involved in financial management to enhance their skills, knowledge, and expertise in financial planning, budgeting, reporting, and compliance.