



EMPLOYEE HANDBOOK

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Introduction

This handbook contains policies, procedures and other items related to the daily administration of Nerdma (hereinafter “the Company.”) Its primary purpose is to ensure understanding, eliminate the need for personal decisions on matters of company-wide policy, and help promote consistency throughout Nerdma. Each employee should be aware of the manual’s contents and adhere to company policies and procedures. We encourage you to read this handbook thoroughly and refer to it in the event you have questions about your employment.

This Employee Handbook is not all inclusive and does not address in detail the Company’s insurance or other benefit plans. Any questions regarding these policies or any benefits offered by the Company should be directed to the Human Resources Manager and/or Senior Management. Questions or concerns regarding the Company’s insurance and other company benefits will be determined by reference to the actual benefit plan documents and policies rather than any summaries contained in this Employee Handbook.

The Company reserves the right to make any changes or to discontinue any policy at its sole discretion, without advance notice. The policies, procedures and benefits summarized in this handbook are not a contract, express or implied, between the Company and its employees. The Company will attempt to notify you of any such changes as soon as is reasonably possible, and updates to this handbook summarizing such changes may be distributed to you. You, the employee, are to insert any such updates into your handbook, keeping it current at all times.

If you have any questions about this handbook, please ask the Human Resources Manager and/or Senior Management. We are sincerely interested in helping you succeed as a team member.

Disclaimer

This handbook is intended only to outline the employment policies, procedures and benefits of NERDMA. This manual is not intended to be all-inclusive and should not be considered to be an employment contract. NERDMA reserves the right to change employment policies, procedures, benefits or this manual at any time without notice. It is the responsibility of the employee to stay abreast of policy. NERDMA will make every effort to notify employees of any policy changes, additions or deletions. Said changes will immediately become a part of this manual.

Nerdma's Vision

To be the leading brand in ICT and technological innovation in Africa.

Mission Statement

Our clients are the most important part of our organisation. We invest time and resources in understanding their needs and expectations by viewing situations from different vantage points. We pride ourselves in our ability to transcend limits, to think beyond!

Our processes are deliberately tailored to inculcate imagination and innovation which are the bedrock of our solutions. These solutions are delivered by a dedicated and well-trained team that interacts closely with clients throughout the project; from inception to delivery and beyond.

Employment

Career Opportunities

It is our desire to see each and every employee achieve their highest potential. We will do our best to provide opportunities, and training, guidance and where possible education assistance. See your immediate supervisor if you have questions.

Open Door Policy

It is our objective to provide a work environment free from elements that would deter employees from performing their best work. All concerns may be expressed through our open door policy. Management at NERDMA maintains this open door policy to discuss any issues you may have. Feel free to express yourself about work related or personal matters. We welcome your input.

Equal Opportunity Employment

Employees are hired based solely on NERDMA personnel requirements and the qualifications of each individual candidate.

We will not tolerate nor condone discrimination due to age, race, sex, nationality or disability. We will comply with the laws of the Republic pertaining to employment. Furthermore, we will not discriminate due to age, race, sex, nationality or disability when making decisions regarding termination of employees.

Any questions or concerns regarding any aspect of this policy should be directed to the Human Resources / Admin Manager.

Background Checks

Candidates considered for employment who have been given a conditional offer of employment will be required to submit to a background check. The background check will verify if the employee has been convicted of any crimes or is currently charged with any criminal offense and will verify previous/current employment, education and credit checks. Personal references may be contacted. Information obtained as a result of the background check that is inconsistent with information provided by the employee may cause an offer to be rescinded.

Disabled Employees

The Company will attempt to reasonably accommodate disabled employees and job applicants to permit them to perform the essential functions of their jobs in a safe and efficient manner. The Company will provide afford reasonable facilities within the workplace for applicants and employees with disabilities.

Applicants or employees with disabilities should feel free to inform their supervisor or the Human Resources Manager and/or Senior Management of the disability in order to suggest how the Company may reasonably accommodate them.

Eligibility for Employment / Worker Documentation

NERDMA requires employees to submit the following documentation prior to commencement of employment:

- Copy of ID / Passport
- Passport holders must also present a valid work permit. Work permits with 6 months or less must be accompanied by a copy of a renewal application lodged with the Department of Home Affairs.
- Copy of educational qualifications. Foreign qualifications must be backed up by a SAQA report

NERDMA reserves the right to revise this policy without notice to comply with the laws of the Republic.

Probationary Hiring Practice

A. Terms of Employment:

Senior Management shall make decisions on behalf of the Company regarding the hiring of new employees. Such authority shall extend to the determination of the terms of employment of any new employee. Senior Management may delegate decisions relating to hiring of new employees and the determination of terms of employment to other supervisory staff employees as they see fit.

B. Probationary Period:

All non-contracting employees shall be on probation for a period of three (3) months from the date of employment. All employees will be under “evaluation” during such three month period. Your immediate supervisor will be responsible for evaluating your performance, aptitude and compatibility with co-workers. Dissatisfaction with work should be conveyed to the employee in order to give an opportunity for improvement. Either the Company or the employee is free to terminate the employee’s employment at any time during this period. Employees are expected to give ten (10) days’ notice of their intent to resign from their employment with the Company.

There is no probation period for Independent Contractors. The Company will be entitled to terminate this agreement with a 1 (one) calendar months’ notice. The contractor is also entitled to terminate this agreement with 1 (one) calendar months’ notice to the company.

- C. For non–contracting employees, a written evaluation shall be given to the employee at the end of the Probationary Period. At the end of the evaluation period, you may be invited to become a full time employee who may entitle you to additional benefits. In the event your evaluation information indicates you do not qualify, your employment will be terminated.
- D. The Probationary Period may be extended at the discretion of the Senior Management, but for no more than three (3) additional months. Such an extension shall be confirmed in writing to the employee, and reasons given for the extension.

Promotions and Transfers

It is the policy of Nerdma to promote from within, when business and personal circumstances permit. Promotions depend on a variety of factors, including, among others, your qualifications and length of service. Among the qualifications taken into consideration are education, experience, performance record, ability, character, skill, attendance and attitude.

You may become eligible for promotion in an area or department other than the one to which you are currently assigned. If you are interested in such a promotion, you should mention your interest to your Supervisor/Manager or apply for the job via the company’s portal. He/she may then discuss with your ways in which you can prepare yourself for promotion and keep current on openings as they occur.

Performance & Evaluation Reviews

Annual performance and evaluation reviews will outline the competencies you need to perform your job functions successfully. Your contributions to your department and NERDMA are also reviewed and documented. Your supervisor will discuss job requirements for your duties and identify your specific skills. Together you will establish plans for your growth and development. All performance reviews will become a permanent part of your personnel file.

Familial Employment

NERDMA does allow family members and relatives of employees to be considered for employment, provided they are qualified for the position and no other conflict of interest exist. Hiring decisions will be the exclusive responsibility of Senior Management.

Moving Expense for Relocation

NERDMA does not pay relocation expenses for new hires or employees offered positions requiring relocation.

Part-Time Employment

NERDMA does offer part-time employment positions. Employees who work less than thirty (30) hours per week will be considered part time. Direct all questions regarding benefits for part-time workers to the Human Resources Manager.

Employment of Minors

NERDMA does not offer employment to minors.

Minimum Wage

NERDMA adheres strictly to minimum wage standards as outlined by the South African government.

Criminal Convictions

Criminal convictions are taken seriously at NERDMA. We reserve the right to disqualify any applicant for employment that has been convicted of a criminal offense.

Furthermore, conviction of a crime may result in an automatic termination. NERDMA will make every effort to evaluate the nature and circumstances of the conviction. With the safety and well-being of co-workers at stake, convicted employees may be subject to appropriate disciplinary action, up to and including termination.

Job Postings

NERDMA may post available hiring positions for consideration of current employees.

Seniority

NERDMA does not consider length of continuous service when making decisions for advancement, job placement, layoffs or staff reductions.

Union

NERDMA is not affiliated with any union.

Supervision

Your Supervisor/Manager has the responsibility to see that your department runs smoothly. Since you play an important part in this responsibility, your Supervisor/Manager has a real interest in your welfare, your progress and your future. He or she will rely on you to be accurate, dependable and cooperative. Please do not hesitate to approach your Supervisor/Manager with any questions, comments or suggestions you have.

Personnel File

NERDMA maintains a confidential personnel file for each employee. Files are controlled by the Human Capital Manager. Employees must acquire permission to view his or her personnel file from Senior Management. These files are the property of NERDMA; no documents may be altered or removed by the employee. Every reasonable effort is made to keep the information confidential; access is limited to staff members who require access to perform their job functions. Copies will not be distributed to any third party unless mandated to do so by a court of law.

Payroll Policies

Compensation

Compensation for employment is based on performance. Rates are established by mutual agreement between the employee and NERDMA. Raises also, are based on a combination of the macro-economic environment, business performance, employee performance, growth and productivity. Salary increases are considered annually. Employees are not guaranteed tenure or retirement benefits.

Pay Days

Employees are paid monthly, on the last day of the month. When the last day falls on a Sunday, employees will be paid on the preceding Saturday. Pay periods run from the 27th day of the month to the 26th of the subsequent month.

Contractors must submit their timesheets every Friday. In the last week of the month, timesheets must be submitted at the close of business on the last day of the month. Failure to submit accurate timesheets each week will delay the payment of the contractor's salary.

PAYE, UIF, Skills Development Levy

By law, the Company is required to deduct, where applicable, payroll taxes, in accordance with the laws of the Republic. These deductions will be reflected on the employees' pay slips.

Overtime

Contracting staff will be paid overtime as agreed between NERDMA and specific clients that contractors will be consulting for. Overtime rates vary from client to client, and as independent contractors, these rates are not covered by the Basic Conditions of Employment Act.

Non-contracting staff do not accrue overtime.

Wage and Salary Disclosure

Compensation programs are confidential between the employee and NERDMA. Disclosure of wages or compensation to any third party or other employee is prohibited and could be grounds for termination.

Reimbursement of Expenses

Expenses to be reimbursed by NERDMA must be approved in writing prior to expenditure. To receive reimbursement, you must furnish the Accounting department with two items: receipts for all expenses and a properly completed expense form (available from your immediate supervisor).

Reimbursement of expenses shall occur 2 days after submission of the expense form and supporting documentation. If the aforementioned items are submitted at least one week before the payroll run of the month, the reimbursement shall be done in conjunction with the payroll payment.

Permission for use of the Company Credit Card must be obtained in writing from the Finance Manager and/or Director prior to any such use.

We appreciate your expenditures on behalf of NERDMA and will make every effort to reimburse you in a most timely fashion.

Prohibited Conduct

Weapons

Possession of weapons is prohibited on company property and while on duty performing company business at any location. Any employee on duty or on company premises in possession of a weapon will be subject to appropriate disciplinary action, up to and including termination. Report any weapon possession to your immediate supervisor or Senior Management.

Weapons are generally defined as guns, knives, swords, machetes, chains, bats, and other objects universally considered a weapon by the vast majority of society. A “weapon” can also be any object which would do harm to another when used as such. NERDMA shall deem any such object a “weapon” for the purpose of enforcing of this policy.

Alcohol, Drugs & Illegal Substance Abuse

Possession of alcohol, illegal drugs or other illegal substances is not permitted on company property, or while on duty in the employment of NERDMA. Furthermore, employees are not permitted to report for duty while under the influence of alcohol, illegal drugs or other illegal substances. Employees failing to adhere strictly to this policy will be subject to disciplinary action, up to and including termination.

The welfare and success of the Company depends on the physical and psychological health of all its employees. The abuse of drugs and alcohol poses a serious threat to both the Company and its employees. It is the right of the Company and the responsibility of the employee, to maintain a safe, healthy and efficient working environment. Employees must report any suspicious activity to their immediate supervisor or Senior Management.

Any employee in possession of or under the influence of alcohol or drugs (illegal or misuse of legally prescribed) while on the Company premises or while on Company business is subject to discipline, up to and including termination.

Notwithstanding the foregoing, the possession and reasonable use of alcohol shall be permitted on Company property in the event that the Director preapproves said possession and use in conjunction with a special event or occasion.

All employees may be required to submit to and pass random drug and alcohol tests at the workplace, as an express condition of their employment.

Employees may also be tested for the presence of drugs following an accident or other occurrence (whether at work or which occurs outside the workplace) that involves one or more

of the following covered events: a fatality, an injury to an employee or other individual, substantial damage to vehicles, and/or substantial damage to property.

If the employee has violated the Company's drug and alcohol policy, the employee must pass a drug and alcohol test prior to returning to work, and is subject to random testing thereafter for a period of two (2) years, regardless of whether the employee's job is safety-sensitive. Whenever an employee is tested for any reason, the Company may in its discretion prohibit the employee from returning to his or her job until receipt of the test results by the Company. Any employee with positive test results is subject to discipline, up to and including termination.

If an employee is convicted of driving under the influence of drugs or alcohol or is convicted of any criminal drug offense, the employee must notify the Human Resources Manager and/or the Director within five (5) days of the conviction. The Company may elect to thoroughly investigate all of the circumstances, and Company officials may utilize drug and alcohol testing if reasonable suspicion is established by the investigation. After the investigation is complete, the Company will determine the appropriate response to take. The employee may be required to seek counseling, and may be disciplined up to and including termination.

The Company reserves the right to implement additional forms of drug and alcohol screening and to establish such procedures as it finds necessary to effectively enforce this policy. Refusing to cooperate with these procedures is cause for disciplinary action, up to and including termination.

Sexual and Other Unlawful Harassment

NERDMA is committed to providing a work environment free from harassment of its employees based on race, colour, religion, sex, nationality, age, disability or veteran status. It is the objective of NERDMA to provide a working environment free from discrimination and conduct commonly referred to as sexual harassment. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when

1. submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment
2. submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual, or
3. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment also refers to behavior inappropriate in the workplace because it is offensive, unwelcome behavior which would not occur but for the sex of the offended person. Both sexual harassment, and accusations of sexual harassment, are disrupting to the work environment.

Harassment, particularly sexual harassment, may take many forms. The most blatant form of sexual harassment occurs when a manager or supervisor demands or requests sexual favours as a term, condition or privilege of employment, as a requirement of continued employment or as an opportunity for advancement. Other forms of harassment can be committed by anyone (manager or non-manager; full-time, part-time or temporary employees; vendors and other non-employees) present in the work environment. Unwelcome verbal comments or physical conduct of a sexual nature (including overt displays of affection, familiarity or the display of

sexually explicit or suggestive material) which are sufficiently offensive and pervasive so as to create a hostile work environment constitute sexual harassment as well, but this type of conduct, even when not unwelcome, is always unacceptable at Nerdma. Vulgar language, jokes or innuendoes directed at an individual or group based on physical characteristics, stereotypes or cultural biases, as well as photographs, pictures, or printed material which others might find offensive or degrading are also unacceptable in the workplace. Conduct, as described above, by and among members of the same gender may similarly constitute sexual harassment.

Reporting:

Employees who believe they have been subjected to harassment of any kind are required to immediately report it to their supervisor or Human Resources Manager / Senior Management and/or Director. If the supervisor is the harasser, if the supervisor is unavailable or if the employee does not feel comfortable reporting the harassment to his or her supervisor, the employee may bypass the supervisor and report it to the Human Resources manager / Senior Management and/or Director.

Any supervisor or manager who becomes aware of possible harassment of any kind should immediately report it to the Human Resources Manager and/or Director.

Employees are reminded that all complaints of such conduct will be taken seriously, investigated promptly and dealt with appropriately and employees should not hesitate to bring such complaints to the attention of management for fear of retribution. Nerdma will not tolerate threats or acts of retaliation or retribution against any employee for reporting harassment or making complaints of any kind.

Employees who are determined to have engaged in harassment or to have misused their positions of authority are subject to immediate discipline, up to and including termination.

Standard of Conduct

We believe that the men and women who accept employment can properly be expected to understand the basic rules of proper conduct in an industrial society; that they have respect for themselves and their work associates; and that they willingly adhere to our work rules and good work practices when they are properly informed.

To coincide with these basic beliefs, it is our policy to enable everyone to work in harmony by establishing reasonable standards of conduct, by communicating these standards in an understandable way, and by counseling with those who violate them.

Compliance with this Standard of Conduct policy is considered a requirement of employment with the company. However, compliance with such conditions does not necessarily equate to adequate performance as an employee. These disciplinary measures outlined in this policy are guidelines only. The company at all times reserves the right to issue whatever discipline it deems appropriate under the circumstances, including, in all cases of misconduct, the right to terminate any employee for a first offense of any incident of misconduct.

The Standards of Conduct are divided into two (2) levels of misconduct "Category One" - the most serious offenses, and "Category Two" - less serious in nature.

The procedure for enforcing these rules is as follows:

Category One Offenses:

The commission of a Category One Offense, such as those listed below, will, except in unusual circumstances, result in immediate termination:

1. Stealing from any of the following: clients, employer, employees.
2. Wilful damage or destruction of company property.
3. Fighting on company property.
4. Falsifying records or wilfully providing false employment-related information.
5. Refusal to perform assigned duties or to obey instructions from Nerdma Management or clients (insubordination).
6. Possession of firearms, dangerous weapons, explosives, etc., on company premises.
7. Wilfully endangering of the rights or safety of another employee.
8. Failure to perform satisfactorily during the Probationary Period
9. (First 6 months of employment).
10. Failure to report to work for three (3) consecutive workdays without notifying the company and/or without acceptable reason.
11. Immoral or indecent conduct on company property.
12. Reporting to work drunk or noticeably under the influence of alcohol or drugs, in the possession of open containers, or the use of alcoholic beverages, or intoxicants, of any kind, or illegal drugs on company premises.
13. Unauthorized leaving of company premises during working time.
14. Sleeping on the job.
15. Unauthorized posting of material or defacing materials on company bulletin boards.
16. Violation of No-Solicitation/Distribution rule (after one prior warning).
17. Gross negligence resulting in injury to another employee or damage to company property.
18. Unlawful harassment or discrimination of any form. (See Harassment policy)
19. Failure to attend monthly One on One review sessions with your line manager and/or Director.

Category Two Offenses:

Commission of a Category Two Offense, such as those listed below, will often result in the progressive disciplinary action provided below. However, the Company reserves the right to dispense with any of the suggested disciplinary steps listed below and take whatever action it deems appropriate, including immediate termination for a first offense, depending upon the severity of the offense and the totality of the circumstances.

<u>Violation Number</u>	<u>Disciplinary Action</u>
FIRST	Documented verbal warning
SECOND	Written warning
THIRD	Final written warning
FOURTH	Discharge

Examples of Category Two Offenses include, but are not limited to:

- (1) Unsatisfactory job performance.
- (2) Failure to follow safety rules and regulations.
- (3) Gambling on company property.
- (4) Disorderly conduct.
- (5) Unauthorized use or operation of machines, tools or equipment.
- (6) Excessive time on breaks or taking unauthorized breaks.
- (7) Poor housekeeping, creating or contributing to unsanitary conditions.
- (8) Excessive waste of material or supplies.
- (9) Unauthorized starting or stopping work early.
- (10) Failure to wear required protective equipment or to otherwise follow safety rules and regulations.
- (11) Use of abusive or threatening language.
- (12) Excessive tardiness or absenteeism governed by the attendance policy.

Policies & Procedures

Attendance

The Company's efficient operation requires dependable attendance as well as continued application to the job by each employee. If you are unable to report to or remain at work because of an illness or other emergency, you must notify your Supervisor/Manager at least one hour before your starting time, or immediately if less than one hour remains.

You must continue to notify your Supervisor/Manager daily thereafter until you are able to return, or until you request leave in connection with your situation. The Company will determine, based upon the merit of your circumstances, whether your absence or tardiness is excusable. You may be asked to provide a letter from your physician if you absent for more than two consecutive workdays.

Oversleeping or lack of transportation is not legitimate reasons for an excused absence or tardiness. Unexcused absences may result in a loss of pay for the period of absence, and may also result in disciplinary action, up to and including termination.

The Company maintains attendance records which are reviewed, along with other factors, at the time salary increases and promotion are considered. Excess absenteeism and tardiness, whether excused or unexcused, may result in a poor performance evaluation which may hold you back or result in your release.

Parking

Parking space is provided by the Company, and employees are asked to park in the designated employee areas and not in the areas for volunteers. Nerdma cannot be responsible and assumes no liability for any loss, theft, and fire or damage whatsoever to your vehicle or its contents. For your own protection, we expect you to observe all parking rules, drive safely and defensively, lock your car, and leave no valuables exposed.

Work Schedule Requirements

With variations in workload based on demand from our clients, it is our responsibility to meet critical deadlines, sometimes with little notice. As a result, you may be required to work overtime be it pre-planned or spontaneous. Overtime is mandatory when required; it is a condition of employment.

Working hours are assigned based on the business needs of the Company and its recipients. Your Supervisor/Manager will notify you of your working hours. The establishment of a normal work week and work days, however, does not necessarily mean that your work schedule will remain the same. Your Supervisor/Manager will notify you of any change to your work schedule.

Staff Meetings

Group meetings of all administrative staff employees are to be held monthly at a time and place determined by Senior Management. All administrative staff employees are required to attend said group meetings. All other employees shall attend group meetings upon being provided notice by their supervisor. Such meetings shall be held on an “as needed” basis.

One on One Sessions

Our business is very technical. We provide software solutions to clients thus our staff must remain competent and abreast of the latest technologies. Monthly one on one sessions with line Nerdma line managers and at times, client staff, are mandatory for all technical staff, both contracting and non-contracting.

Emails

Emails are the Company's formal communication method. All employees must regularly check their emails for important information from the Company.

Suggestions

Nerdma always encourages employees to submit suggestions, comments or new ideas which may benefit the company or working conditions. If you wish to remain anonymous, every precaution will be made to preserve your privacy. Any suggestion, comment or new ideas should be submitted in written form to the Director.

Timesheets

If you are an hourly employee, the timesheet is an important record of your hours worked each day. It is used to compute your remuneration and to obtain other information necessary for billing clients.

Contractors must submit their timesheets every Friday. In the last week of the month, timesheets must be submitted at the close of business on the last day of the month.

Lunch and other Work Breaks

Employees are entitled to one hour lunch break per day. It is the responsibility of your immediate supervisor to establish your lunch and other work break schedule.

Workplace Dress Code

NERDMA encourages employees to dress comfortable, with consideration given to maintaining a professional appearance. Appropriate attire should be worn at all times in keeping with commonly recognized standards. If you interface with clients or are scheduled to meet with clients on an occasional basis, be prepared and dress appropriately. Be considerate of the company's image as well as your image with customers and your co-workers.

You are expected to dress appropriately for the position you hold. Comfort, safety and professionalism should be considered.

Medical Attention at Work

NERDMA requires employees to notify a supervisor when medical attention is required for any reason, accident or illness. Employees requiring transportation to a medical facility must be taken by trained medical personnel. Transportation and medical costs are the responsibility of the employee.

Working Remotely

Electronic media has opened the door to new opportunities for working away from the office. When clients and Nerdma permit it, employees may work at home on condition that they maintain the highest standards of performance and productivity. Nerdma and/or clients will install monitoring devices to ensure that clients are not compromised in any way. Employees must be available online at a moment's notice to avoid frustrating clients.

Nerdma and/or the client reserve the right to instruct employees to work from the client's premises or the Nerdma offices at any given point in time.

Reporting Personal Information Changes

Employees must notify the Admin Department whenever there is a change in their personal information on file with NERDMA. This includes name, address, phone number, income tax information, emergency contacts and any other information which the Company would logically require to properly process an employee's documentation or to facilitate communications with an employee or his or her emergency contacts.

Gifts, Entertainment & Meals

NERDMA employees and their families are not allowed to give or receive business gifts, favors, meals or entertainment to or from any clients or suppliers of NERDMA, except as pre-approved by the Director.

If you or a co-worker is approached to give or receive such gifts you are required to request permission from the Director.

Visitors

Due to the nature of our business, all visitors who are not visiting for business purposes will be restricted to the regular lobby area. All business visitors must have authorization to go beyond the reception area. See your immediate supervisor for authorization. Notify a supervisor immediately if you become aware of any unauthorized visitors.

Personal Property

NERDMA is not responsible for personal property of employees in facilities, vehicles or parking areas. Any personal items brought on premises deemed inappropriate by NERDMA, will be removed without notice. As always, be considerate of the company's image as well as your image with customers and co-workers.

Personal Cell Phones

Use of personal cell phones, mobile phones or personal digital assistants is approved for business contact during standard working hours. Please limit personal calls to communication regarding important family matters where time is of the essence.

Phone Systems, Voice Mail and Personal Calls

One of the most important tools of the Company business is the telephone. You are requested to inform your friends and family that calls at work on Company lines will be received only when absolutely necessary. Supervisors/Managers and office personnel are instructed not to page an employee from his or her job for phone calls except in an emergency. Necessary personal calls are to be kept as short as possible. Compensation to the Company for any personal long-distance phone calls will be required from all employees.

Text Messaging

Use of personal cell phones, mobile phones or personal digital assistants for text messaging is approved for business contact during standard working hours. Please limit personal text messaging to communication regarding important family matters where time is of the essence.

Personal Safety

It is the desire of the Company that its facilities be a safe place for you to work. We need your cooperation to do this. From time to time, you Supervisor/Manager may give you safety training and safety-related rules and regulations to follow. Other safety-related rules or procedures may be posted at key locations. Strict adherence to these rules and regulations is a condition of continued employment. Failure to comply with all health, safety and environment policies and procedures may result in disciplinary action, up to and including termination.

If you become ill or have an accident, regardless of how minor it may appear, report it to your Supervisor/Manager immediately. He or she may help plan for you to get first-aid treatment and, if necessary, medical attention.

Food & Beverage

As long as reasonable care is taken to safeguard Company property, food and beverage are allowed within the immediate proximity of any Company computers (or related hardware) or other Company property. Employees should be mindful of potential business visitors within the work area. Meals should be eaten in the specified lunch area.

Smoking

Smoking is not allowed in NERDMA facilities. Smoking is allowed only in designated areas outdoors. While smoking, please be considerate of others. All smoking materials must be extinguished properly and disposed of in appropriate receptacles.

Office Parties

Office parties for employees of NERDMA may be held on company premises with written permission from the Director.

Solicitation

As a courtesy to other employees NERDMA does not allow solicitation of political information, religious information or items for sale. Solicitation for sale of items involving fund raisers for school projects and the like may be considered. See your immediate supervisor for approval.

Approaching fellow Employees in the workplace regarding non-work related activities, organizations, or causes, regardless of how worthwhile, important, or benevolent, can create unnecessary apprehension and pressures for the fellow employees. This conduct is, therefore, inappropriate. The Company has established rules, applicable to all employees, to govern solicitation and distribution of non-work related written material during working time. All Employees are expected to comply strictly with these rules.

- a) No Employee shall solicit or promote support for any cause or organization during his or her working time or during the working time of the Employee or Employees at whom the activity is directed.
- b) No Employee shall distribute or circulate any written or printed material in work areas at any time, during his or her working time, or during the working time of the Employee or Employees at whom the activity is directed; and
- c) Under no circumstances will non-Employees be permitted to solicit or to distribute written material for any purpose on Company property.

As used in this policy, “working time” includes all time for which an Employee is paid and/or is scheduled to be performing services for the Company it does not include break periods, or periods in which an Employee is not and is not scheduled to be performing services or work for the Company.

References

All requests for information about current, retired or terminated employees are to be referred to the Human Resources Manager and/or the Director. You are not to give an opinion or assessment of a former or current employee's job performance or attitude.

Housekeeping

Housekeeping is the responsibility of each employee. You are to keep your workstation and surrounding area as neat and orderly as possible.

Domestic Violence Statement

NERDMA recognizes that domestic violence can have an adverse impact on employee job performances and may also impact co-worker's performance.

NERDMA will assist employees affected by domestic violence, both the victim and the abuser within reasonable guidelines. Information will remain confidential as long as the safety of others is not at risk.

Confidential Information

As a matter of course employees of NERDMA will have access to confidential and proprietary information. This information includes, but is not limited to, personnel information, information concerning individuals served by Nerdma, contractual agreements, and other forms of confidential and proprietary information. It is a condition of employment that you do not disclose this information to third parties during or after employment. Disclosure of NERDMA confidential information without express written approval is prohibited and will result in disciplinary action and may include criminal prosecution.

ESG

Environment

Conserving energy and resources is a priority at NERDMA. Employees are required to conserve power and water in all reasonable ways. Recycling containers are provided throughout the facility for collection. Containers are marked for various materials. Please be certain to separate all recyclables and put them into the appropriate containers.

Social

Employees are required to promote equality and diversity in the workplace and respect the rights of other employees and stakeholders. This includes respecting the privacy of employees in matters that include and may not include work.

Employee health and safety is of utmost importance to NERDMA. Due care must be taken to ensure your personal safety and that of others.

Governance

Employees must conduct themselves in an ethical manner at all times. They must not engage in activities that bring the reputation of the company into disrepute. All NERDMA employees must comply with statutory requirements set by the state and other regulatory bodies

Please visit the Nerdma website www.nerdma.co.za for a detailed breakdown of ESG responsibilities.

Social Media

Purpose and Scope

Social media presents great opportunities for NERDMA team members to communicate with each other, clients and other stakeholders. It creates opportunities to promote the NERDMA brand, but it also creates risks and responsibilities. We encourage all our employees to follow the company's social media accounts. Employees must assume that anything they do on social media – whether on a business or personal account – could be viewed by a colleague, manager, shareholder, legislator, supplier, competitor, client or potential client. An employee's activity on social media reflects on NERDMA and can impact the work environment, and, subject to applicable law, will not be exempt from this policy just because it occurred on a personal account or as a NERDMA team member.

Related Policies and Consequence of Violations

NERDMA team members are mandated to adhere to this policy on **ALL** social media platforms, including blogs, websites, or any other tool or service that facilitates interactions over the internet.

This policy supplements other NERDMA policies and standards. If an employee's post violates a NERDMA policy in another forum, it will also violate it on social media. Team members who violate this or other NERDMA policies may be subject to disciplinary action up to and including termination of employment in accordance with the local laws where you are employed.

Our Social Media Guidelines

As a NERDMA team member, you are required to follow these four principles in all social media activity. Take time to familiarise yourself with them.

If you have any questions about the guidelines below, this policy, please contact the Human Resources Manager and/or other Senior Management.

- **Interact and Connect Respectfully**

Consistent with our Code of Conduct, every NERDMA team member must be respectful to others when conducting business on behalf of NERDMA or when they identify or could be identified as a NERDMA employee.

Even when you are on a personal account, your social media activity could be seen by clients and/or other stakeholders, thus you should treat every interaction on social media as if you are dealing with a potential client. While we value employee privacy and a diversity of perspectives across our entity, NERDMA has zero tolerance for racism, bigotry, express or implied threats of harassment or physical harm, or hate speech. "Hate speech" includes any speech – or endorsement or promotion of speech – that is derogatory toward a group of people based on a protected classification. These classifications include race, ethnicity, nationality, caste, gender, disability, etc.

How you say something can matter as much as what you say. You should not bully, harass or threaten violence against anyone on or outside of social media. If you find yourself in a disagreement on social media, always watch your tone or disengage.

- **Protection of Personal Information**

South Africa enacted the POPI Act of 2013 to protect personal information of persons. You are prohibited from sharing clients' and stakeholders' personal information on social media and/or online without their consent. In the event that such action is necessary as part of your work, authorization to share such information must be obtained from your supervisor in writing.

As a rule, you should never post personal information about someone else on social media without their permission. This could cause damage to that person, to your reputation and relationships, and to NERDMA, and could even result in lawsuits.

- **Transparency and Disclosure**

When you talk about NERDMA on social media, you should disclose that you work for NERDMA. Your friends may know where you work, but their network of friends and colleagues may not, and you don't want to accidentally mislead someone.

You should use the #IworkatNerdma hashtag in any post that discusses NERDMA. The disclosure needs to be in a place that is hard to miss, so simply having it in your bio, buried between two other hashtags, or in a place that requires the viewer to click or go somewhere else to see the disclosure is not enough. You should include the #IworkatNerdma hashtag

regardless of your privacy settings and adhere to any additional disclosure requirements under the laws of the Republic.

- **Social Media Responsibility**

Make sure you're engaging in social media conversations the right way. Your communications should typically reflect your area of expertise, particularly if you are communicating with a customer or otherwise about or on behalf of NERDMA. If you encounter customer questions or issues on social media, contact admin@nerdma.co.za.

All employees are encouraged to speak about the company and share news and information, but only authorized and/or Public relations staff may speak on behalf of NERDMA and issue official company responses. If you see something being shared related to NERDMA on a social media platform that shouldn't be happening, immediately inform your supervisor and/or admin@nerdma.co.za. And always remember that anything posted in social media can go viral, screenshot, reshared or reposted as there is very little privacy protection for anything shared on social media, no matter what your privacy settings may be.

If you mistakenly post something on a social media platform, it will be hard to delete completely. Ensure that you would be comfortable with your post showing up in your Manager's inbox, or the front page of a major news site. You should avoid posting content that might contain legal conclusions, intellectual property that belongs to other companies, or defamatory or inflammatory language. Everything you post online can be traced back to you, so be sure what you post is appropriate before you post it. Your post might be shared with others and archived even if you delete it later. Even if you put something in your bio about your content being just your own, that might not stop someone else online from complaining about your activity and noting that you work for NERDMA.

Social Media Account Ownership

If you participate in social media activities as part of your job at NERDMA on an account created for that purpose, that account is considered NERDMA's property and remains so if you leave the company — meaning you will not try to change the password or the account name or create a similar sounding account or assert any ownership of the account or the contacts and connections you have gained through the account. Any materials created for or posted on the account will remain NERDMA property. This doesn't apply to personal accounts that you may access at work, but does apply to all NERDMA and affiliate company branded accounts.

For any additional questions or support, reach out to admin@nerdma.co.za.

Company Property

Facilities Security

It is the responsibility of all employees to make sure the facilities and work areas are secure. Any employee entrusted with facility keys shall make certain the facility is secure when that employee is the last to leave. See your immediate supervisor if you will be left with this responsibility. This includes, but is not limited to, turning off appropriate lights, closing and locking all doors and windows and setting the security alarm.

Report any potential security risks to your immediate supervisor.

Office Supplies, Postage & Company Accounts

NERDMA postage, postage systems, shipping accounts and accounts with various vendors and suppliers are to be used for company business purposes only. Improper use of these items may result in appropriate disciplinary action, up to and including termination.

Company Vehicles

Use of company vehicles for personal purposes is prohibited. If you have been assigned a company car, it should be used strictly for company business and for travel to and from company business locations and activities. Employees found to be using company vehicles for personal use may be subject to appropriate disciplinary action, up to and including termination.

If part of your job assignment includes the operation of the Company vehicles, you must:

- a) Be initially authorized to operate a Company vehicle and remain qualified to do so. You must make certain that your name is included on the master list of authorized drivers maintained by the Human Resources Manager. Requirements for continuing qualification are:
- b) Maintain a valid driver's license.
- c) Within a 12-month period, while operating a Company vehicle, you have:
- d) One accident in which you were at fault
- e) Received at least two traffic fines
- f) Follow all traffic laws. NOTE: The Company does not pay for traffic fines for employees. Traffic fines are deducted in full in the immediate payroll run.
- g) Notify your Supervisor/Manager immediately of any faulty equipment on any the Company vehicle.

- h) Notify your Supervisor/Manager immediately if you are involved in an accident or receive a citation while driving a Company vehicle.
- i) Do not allow passengers to ride in the Company vehicles unless authorized by the Director.
- j) Secure Nerdma vehicles at all times when not in use.

Non-compliance with any of the above may result in termination of your driving privileges and your employment. Compliance with the above is not to be construed as a guarantee of driving privileges. The Company reserves the right to discontinue driving privileges at any time in its sole discretion.

Company Equipment

Company property, such as laser printers, copiers, computers and all production tools, are to be used for NERDMA business purposes only. Use of unauthorized equipment may result in appropriate disciplinary action, up to and including termination.

Your designated work area, desks and cabinets are not to be locked with personal locks. If you need assistance securing company property see your immediate supervisor.

Computers and Related Equipment

NERDMA provides employees access to computers, printers and other equipment on an as-needed basis, to perform their job requirements. This equipment is to be used exclusively for the business activities of NERDMA. Employees found to be using company computer equipment for personal use may be subject to appropriate disciplinary action, up to and including termination.

Employees are required to maintain their computers and related equipment in good working order. If any of your equipment needs service, repair or maintenance, notify your immediate supervisor.

Employees shall not use company systems to knowingly violate any city state or federal laws.

Computer games and personal software may not be installed on company equipment.

Company equipment shall not be used to create or store personal information or projects.

Company equipment shall not be used to store or display images depicting violence, sexually explicit material or are racially offensive material.

Software installed on company computers must be properly licensed and installed at the direction of the computer systems supervisor.

Employees are not permitted to download any software (free or otherwise) without express permission from the computer systems supervisor.

Internet

Company computer systems, connected to the internet, are connected for business purpose only. Accessing the internet for personal use is prohibited. Employees are expressly prohibited from allowing any third party to use company provided computers or internet services. Conducting company business on the internet must be done following all guidelines and policies for conducting business in conventional settings.

Do not expect privacy on company computers. Our software and systems have the capability of tracking each visit, each email, each chat and each file transfer, by every computer on the system. NERDMA maintains the right to limit internet access.

NERDMA will comply with any reasonable requests from law enforcement to review internet activities of any employee.

While accessing the internet, employees should be fully aware of the global reach of the media. Employees are required to maintain a high level of dignity and be mindful that they represent NERDMA to the world at large while online.

For protection of the company network and proprietary information, security measures have been installed on the systems. No employee shall, under any circumstances, attempt to disable or circumvent these security measures.

E-Mail & Electronic Communication

Company provided email is provided for business purposes only. Personal use should be kept to an absolute minimum.

All emails, sent or received, are company records and as such, are accessible to appropriate staff members.

No anonymous emails can be sent from company systems. All employees are required to identify themselves by name and email address.

Instant Messaging activity is prohibited except for business related forums which require approval from your immediate supervisor.

The Company's E-mail, computer, Internet, and voice mail systems are Company property. These systems are in place to enable employees to do their jobs efficiently and productively. Each of these systems is to be used solely for Company business purposes, and any personal use is prohibited without written authorization from the Executive Director. The Company may at any time intercept, monitor, copy, review, and download any communications or files that an employee creates or maintains on any of these systems without notification.

When using the Internet, employees shall not send information of a sensitive nature or that constitutes "confidential information" belonging to the Company or anyone else unless the information is properly encrypted to prevent interception by third parties. Employee communications via E-mail, computer, Internet, and voice mail systems will be subject to the same standards and policies the Company has established with respect to any other Company communications, including compliance with Company policies prohibiting discrimination and harassment. Employees are expected to use good judgment in their use of any of these Company systems, and shall immediately notify the supervisor and Executive Director if they

receive or become aware of any violation of Company standards and policies by any employee in the use of any of these systems.

Each employee's compliance with this policy regarding Company E-mail, computer, Internet, and voice mail systems is a term and condition of employment. Failure to abide by this policy and cooperate with the Company in the enforcement of this policy shall be grounds for discipline, up to and including termination.

Policies for Leave of Absence

Eligibility

Paid and Unpaid leave of absence is a benefit of working at NERDMA.

Contracting employees do not accrue leave days, but they are entitled to Unpaid leave. However, care must be taken to notify clients as contracting employees are expected to retain high availability at clients.

Non-contracting employees accrue 15 days annual leave per annum. Leave must be approved by the employee's line manager in advance.

Leave forms may be obtained from the Admin Officer and Human Resources Office.

Unused Leave

All unused leave days are forfeited at the end of the financial year (28 February).

Personal Leave of Absence

NERDMA will make every reasonable effort to consider personal leave of absence. Apply for unpaid personal leave of absence authorization from the Director. Many factors are considered when determining eligibility for personal leave of absence and is granted or denied solely at the discretion of NERDMA. When granted, the maximum allowable is 30 days per calendar year.

When it is necessary for an employee to be absent from work for an extended period of time, the Company may, in its discretion, grant employees a leave of absence for a limited period of time, under the terms and conditions specified herein. Leave under this policy will be granted only when supported by a valid reason requiring an extended absence. If granted, such leave will be without pay once paid accrued leave (i.e. sick pay, vacation) has been exhausted. Employees will be required to exhaust all paid accrued leave prior to utilizing unpaid leave under this policy.

Employees who have been employed by the Company for a minimum of one year will be eligible to apply for leave of absence under this policy. Attainment of one year of employment does not entitle an employee to a leave of absence, but merely provides the employee the

opportunity to request leave under this policy. Requests for a leave of absence must be made in writing to the Director at least thirty (30) days prior to the leave commencement date, if practicable, or as soon as the need for leave becomes known to the employee. The employee's written request must contain an explanation of the reasons for the leave as well as the anticipated length of the absence, including the dates upon which the leave will begin and end.

If leave is granted, the employee must comply with the terms and conditions of the leave, including keeping in touch with the Human Resources Manager and/or Director during leave, and giving prompt notice if there is any change in the return date. Not less than two (2) weeks prior to the employee's scheduled return date, the employee shall notify the Director in writing concerning his/her availability to return to work. Failure to follow this policy (e.g. failure to notify the Human Resources Manager and/or Director or to return to work as scheduled) may result in disciplinary action up to and including termination.

An employee must not accept other employment or apply for unemployment insurance while on a leave of absence. Acceptance of other employment while on leave will be treated as a voluntary resignation from employment at the Company. Benefits, such as paid time off, vacation, and holidays, will not accrue during a leave of absence.

Funeral Leave

NERDMA will provide reasonable time off for employees to attend funerals of friends and family.

For non-contracting employees, in the event of a death in the immediate family of the employee, up to three days paid time off may be granted to attend to family matters and funeral arrangements. Additional unpaid time off may also be granted. Contact the Human Resources Manager concerning your specific needs.

Contracting employees may apply for Unpaid leave to arrange/ attend funerals.

Severe Weather Closings

In the event the company must close for the day due to severe weather or emergencies, the company will make every reasonable effort to notify you. Non-contracting employees will be paid for the day up to a maximum of three days per occurrence

If weather conditions are so severe that you are unable to travel to work, contact your immediate supervisor. Employees will be paid for the day when these instances arise and travel restrictions can be independently confirmed.

Benefits

Overview

Benefits to employees are provided at the will of NERDMA and NERDMA reserves the right to modify or eliminate benefits without notice under conditions of law. The benefits listed herein are intended to be a general description only. Details of specific benefits are outlined in the documentation for the benefit program.

Worker's Compensation Fund

Employees suffering on-the-job injuries may be covered by Workers' Compensation Fund. The Company is responsible for the cost of this benefit and provides it at no cost to you. To qualify for coverage, you must report and record all accidents immediately upon occurrence. Any injury, regardless of how trivial it may appear, must immediately be called to the attention of your Supervisor/Manager or the Human Resources Manager so that appropriate arrangements may be made regarding medical attention and the filling out of proper reports in accordance with the Workers' Compensation laws. Failure to make a timely report may prevent your coverage being effective.

Unemployment Compensation Insurance

All employees are covered under applicable unemployment laws. The cost of this coverage is shared equally between the employee and the Company.

Policy Changes

The Company reserves the right to amend, modify or terminate any and all Company policies, including those contained in this handbook, at any time. As policy changes occur, the Company will take steps to inform all employees who have a job-related need to know. Such steps may include direct contact, posting notices on bulletin boards, or providing amended inserts for this handbook, for example. Any time you receive an insert for this handbook, you will also be informed which pages are superseded. You are expected to keep your handbook up to date.

Discipline Policies

Problem Resolutions

The solution to most problems is often found through communication. We will make every reasonable effort to assist in solving problems or disputes amongst employees.

We recommend the following:

For disputes between employees, first discuss the problem between the two employees and make every attempt to resolve it. If no resolution is reached, both employees together should approach a supervisor and allow the supervisor to participate in the resolution. If a resolution is not reached, it should be turned over to the Human Resources Manager. If a resolution is not reached, it should be turned over to the Director. The Director will gather and review all information and provide a solution with the best interest of all parties.

If any or both of the parties are not satisfied, a third party arbitrator will be called to settle the issue.

Violation of Company Policy

Employees found to be in violation of company policy will be given official notice of the infraction. All reasonable attempts to resolve the problem will be made to constructively resolve the situation. Appropriate disciplinary action, up to and including termination, may be taken if the violation continues.

Employees who believe they have been falsely charged with an infraction can appeal the charge to the Director. All appeals must be in writing clearly defining the reason you believe the charge was false. The Director will review all available information and make a ruling. All decisions of the Director are final.

Notices of violation, appeals and final disposition documentation will become a permanent record in the employee's personnel file.

Termination of Employment

Termination

Employees of NERDMA are not given tenure. They may choose to terminate employment at any time, considering agreed upon notice periods. Failure to comply with notice periods results in automatic loss of accrued leave and other severance benefits.

NERDMA may terminate employment at any time for any reason. If an employee is terminated for a severe violation of policy they will be escorted from the premises immediately.

NERDMA considers personnel files confidential. Any request for employment confirmation will be provided only with employment dates and positions held.

Exit Interviews

The Human Resource Manager will provide opportunity to all employees leaving NERDMA to have an exit interview. Request for exit interviews must be made with reasonable time for the Human Resources Manager to schedule the interview.

Final Payment

Employees choosing to terminate their employment with NERDMA are required to return all company property to their immediate supervisor before leaving the premises on their final day of employment. Upon receipt of all company owned property, the employee will receive their final salary / wages including any earned leave pay, if applicable, 48 hours after submission of company property.

Severance

NERDMA does not offer severance benefits for employees terminating employment without serving their notice period.

Final Encouragement

We are pleased that you are part of our team. We want to help you to do a job you are proud of and to help you feel at home here. If you have any questions or need any assistance, do not hesitate to see your Supervisor. He or she may help you directly or see that you receive the assistance you need.

We hope your career with us is long and rewarding, and we wish you satisfaction and success in your work. We hope our association will be a prosperous and pleasant one.

NERDMA reserves the right to make changes to this handbook for the purpose of modifying, revising and updating company policy and this manual. Notice of changes will be posted on the bulletin boards and become a part of this manual. Violation of any company policy may result in immediate termination.