

**NAYASA GROUP OF COMPANIES LIMITED**

## EMPLOYEE MANUAL

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**SECTION 1**

**INTRODUCTION**

This Manual is designed to acquaint you with NAYASA GROUP OF COMPANIES LTD and provide you with information about working conditions, benefits, and policies affecting your employment.

The information contained in this Manual applies to all employees of Nayasa Group of Companies. Following the policies described in this Manual is considered a condition of continued employment. However, nothing in this Manual alters an employee’s status. The contents of this Manual shall not constitute nor be construed as a promise of employment or as a contract between the Company and any of its employees. The Manual is a summary of our policies, which are presented here only as a matter of information.

You are responsible for reading, understanding, and complying with the provisions of this Manual. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

**1.1 CHANGES IN POLICY**

Our business and our organization are subject to change, therefore we reserve the right to interpret, change, suspend, cancel or dispute with or without notice all or any part of our policies, procedures and benefits at any time. We will notify all employees of these changes. Changes will be effective on the dates to be determined by the Company, and after those dates all outmoded policies will be null.

No individual supervisor or manager has the authority to change policies at any time. If you are uncertain about any policy or procedure, speak with your direct supervisor.

**1.2 EMPLOYMENT APPLICATIONS**

We rely upon the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

# SECTION 2

**DEFINITIONS OF EMPLOYEES STATUS**

**“EMPLOYEES” DEFINED**

An “employee” of Nayasa Group of Companies is a person (above 18 years) who regularly works for Nayasa Group of Companies on a wage or salary basis. “Employee” may include, regular full-time, regular part-time, and temporary persons, and others employed with the Company who are subject to the control and direction of Nayasa Group in the performance of their duties.

**REGULAR FULL-TIME**

Employees who have completed the 90-day probationary period and who are regularly scheduled to work 40 hours per week are generally eligible for the Company’s benefit package, subject to the terms, conditions, and limitations of each benefit program.

**REGULAR PART-TIME**

Employees who have completed the 90-day probationary period and who are regularly scheduled to work less than 40 hours per week are eligible for some benefits sponsored by the Company, subject to the terms, conditions, and limitations of each benefit program.

**TEMPORARY (FULL-TIME or PART-TIME)**

Those whose performance is being evaluated to determine whether further employment in a specific position or with the Company is appropriate or individuals who are hired as interim replacements to assist in the completion of a specific project or for vacation relief. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status until they are notified of a change. They are not eligible for any of the Company’s benefit programs.

**PROBATIONARY PERIOD FOR NEW EMPLOYEES**

A new employee whose performance is being evaluated under the period of 90 days to determine whether further employment in a specific position or with Nayasa is appropriate. When an employee completes the probationary period, the employee will be notified of his/her new status with Nayasa.

**SECTION 3**

**EMPLOYMENT POLICIES**

**3.1 NON-DISCRIMINATION**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Nayasa Group of Companies will be based on merit, qualifications, and abilities. Nayasa Group of Companies does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age or disability.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor and later to HR. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

**3.2 NON-DISCLOSURE/CONFIDENTIALITY**

The protection of confidential business information and trade secrets is vital to the interests and success of Nayasa Group of Companies. Such confidential information includes, but is not limited to, the following examples:

1. Business plans,
2. Financial information,
3. Marketing strategies,
4. Pending projects and proposals,
5. Trade Secrets,
6. Personnel/Payroll records, and
7. Returns and budgets (either historical or projected).

All employees are required to sign a non-disclosure agreement as a condition of employment.

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

**3.3 NEW EMPLOYEE ORIENTATION**

Orientation is a formal welcoming process that is designed to make the new employee feel comfortable, informed about the company, and prepared for their position.

An orientation plan will be completed for each new employee by a Human Resource Representative with details of:

* Introductions
* Overview of the company history (Vision and Mission)
* Job description
* Company goals and objectives
* Conditions of service
* Company core values

**3.4 PROBATIONARY PERIOD FOR NEW EMPLOYEES**

The probationary period for regular full-time and regular part-time employees lasts up to 90 days from date of hire, during this time, employees have the opportunity to evaluate our Company and management has its first opportunity to evaluate the employee. During this introductory period, both the employee and the Company have the right to terminate employment without advance notice.

Upon satisfactory completion of the probationary period, a 180-day review will be given, and benefits will begin as appropriate. All employees, regardless of classification or length of service, are expected to meet and maintain Company standards for job performance and behavior.

**3.5 OFFICE HOURS**

The normal working hours shall be from Mondays to Fridays; 8:00 am to 17:00 pm.

Employees are allowed a one-hour lunch break. Lunch breaks generally are taken between the hours of 12 p.m. and 2:00 p.m. on a tight schedule so that your absence does not create a problem for co-workers or clients.

**3.6 BREAK PERIODS**

Nayasa Group of Companies does not provide for employees to break during working hours except for the above outlined lunch period. Personal business should be conducted on the employee’s own time. If employees have unexpected personal business to take care of, they must notify their direct supervisor to discuss time away from work and make provisions as necessary.

Employees who do not adhere to the break policy will be subject to disciplinary action, including termination.

**3.7 PERSONNEL FILES**

Employee personnel files may include the following: job application, job description, résumé, records of participation in training events, salary history, records of disciplinary action and documents related to employee performance reviews, coaching, and mentoring.

Personnel files are the property of Nayasa Group of Companies, and access to the information is restricted. Employees who wish to review their own file should contact their supervisor or Human Resources Representative. With reasonable notice, the employee may review his/her personnel file in Company’s office and in the presence of their supervisor or Human Resources Representative.

**3.8 PERSONNEL DATA CHANGES**

It is the responsibility of each employee to promptly notify their supervisor or Human Resources Department of any changes in personnel data such as:

1. Telephone numbers,
2. Name and number of dependents, and
3. Individuals to be contacted in the event of an emergency.

An employee’s personnel data should be accurate and current always.

**3.9 EMPLOYEE PERFORMANCE REVIEW**

The purpose of performance appraisal is to achieve set goals. It will therefore be an ongoing process. It includes formal and informal review. The company shall encourage a two – way process, that is, employees can also give management feedback on performance.

All employees will undergo a formal performance review with their immediate managers at least twice a year.

* The manager and employee may agree on the date for a performance appraisal meeting to allow time to prepare.
* The manager and employee will meet and agree on plans and programmes and set targets.
* The manager and employee will agree on any objectives and outcomes for the next appraisal period
* Outside of this formal process, employees are encouraged to raise any issues they have when they arise

**3.10 STAFF WEEKLY ACTIVITY REPORTS**

As part of appraisal process, work schedules of all employees will be reviewed on weekly basis. All employees are to submit a report to their direct supervisor at the end of every week to be reviewed.

**3.11 CORRECTIVE ACTION**

Nayasa Group of Companies hold each of its employees to certain work rules and standards of conduct. When an employee deviates from these rules and standards, Nayasa expects the employee’s supervisor to take corrective action.  
Corrective action at Nayasa Group is progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.

The usual sequence of corrective actions includes an oral warning, a written warning, probation, and finally termination of employment. In deciding which initial corrective action would be appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee’s previous record.

Though committed to a progressive approach to corrective action, Nayasa Group considers certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to: theft in any form, insubordinate behavior, vandalism or destruction of company property, the use of company equipment and/or company vehicles without prior authorization by Executive Staff, untruthfulness about personal work history, skills, or training, divulging Company business practices, and misrepresentations of Nayasa to a customer, a prospective customer, the general public, or an employee.

**3.12 EMPLOYMENT TERMINATION**

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

* **Resignation** – voluntary employment termination initiated by an employee.
* **Termination** – involuntary employment termination initiated by Nayasa Group.
* **Layoff** – involuntary employment termination initiated by Nayasa Group of Companies for non-disciplinary reasons.

When an employee intends to terminate his/her employment with Nayasa Group of Companies, he/she shall give Nayasa Group of Companies at most four (4) weeks written notice.

Since employment with Nayasa Group of Companies is based on mutual consent, both the employee and Nayasa Group of Companies have the right to terminate employment at will, with or without cause during the Introductory/Probationary Period for New Employees.

Any employee who terminates employment with Nayasa Group shall return all files, records, keys, and any other materials that are property of Nayasa Group of Companies. No final settlement of an employee’s pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items will be deducted from the employee’s final salary.

**3.13 HEALTH-RELATED ISSUES**

Employees, who become aware of any health-related issue, including pregnancy, should notify their supervisor and Human Resources Representative of health status. This policy has been instituted strictly to protect the employee.

A written “permission to work” from the employee’s doctor is required at the time or shortly after notice has been given. The doctor’s note should specify whether the employee is able to perform regular duties as outlined in his/her job description.

A leave of absence may be granted on a case-by-case basis. If the need arises for a leave of absence, employees should notify their supervisor and Human Resources Representative.

**3.14 SUPPLIES; EXPENDITURES; OBLIGATING THE COMPANY**

Only authorized persons may purchase supplies in the name of Nayasa Group. No employee whose regular duties do not include purchasing shall incur any expense on behalf of Nayasa Group of Companies or bind Nayasa Group of Companies by any promise or representation without written approval.

**SECTION 4**

**STANDARDS OF CONDUCT**

The work rules and standards of conduct for Nayasa Group of Companies are important, and the Company regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in conducting the Company’s business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment.

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment.

1. Theft or inappropriate removal or possession of property;
2. Working under the influence of alcohol or illegal drugs;
3. Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace;
4. Fighting or threatening violence in the workplace;
5. Boisterous or disruptive activity in the workplace;
6. Negligence or improper conduct leading to damage of company-owned or customer-owned property;
7. Insubordination or other disrespectful conduct;
8. Unnecessary noise making / talking during working hours
9. Smoking in the workplace;
10. Sexual or other unlawful or unwelcome harassment;
11. Excessive absenteeism or any absence without notice;
12. Unauthorized disclosure of business “secrets” or confidential information;
13. Violation of personnel policies; and
14. Unsatisfactory performance or conduct.

**4.1 ATTENDANCE/PUNCTUALITY**

The Company expects that every employee will be regular and punctual in attendance. This means being in the office, ready to work at their starting time each day. Absenteeism and tardiness places a burden on other employees and on the Company.

If you are unable to report for work for any reason, notify your supervisor before regular starting time. You are responsible for speaking directly with your supervisor about your absence. It is not acceptable to leave a message, except in extreme emergencies. In the case of leaving a message, a follow-up call must be made later that day.

Should undue tardiness become apparent, disciplinary action may be required.

**4.2 ABSENCE WITHOUT NOTICE**

When you are unable to work owing to illness or an accident, please notify your supervisor. This will allow the Company to arrange for temporary coverage of your duties, and help other employees to continue work in your absence. If you do not report for work and the Company is not notified of your status, it will be assumed after three consecutive days of absence that you have resigned.

If you become ill while at work or must leave the office for some other reason before the end of the workday, be sure to inform your supervisor of the situation.

**4.3 HARASSMENT, INCLUDING SEXUAL HARASSMENT**

Nayasa Group of Companies is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual’s sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated.

If you believe you have been the victim of harassment, or know of another employee who has, report it immediately. Employees can raise concerns and make reports without fear of reprisal.

Any employee who becomes aware of possible harassment should promptly advise their supervisor or the Human Resources Representative who will handle the matter in a timely and confidential manner.

**4.4 TELEPHONE USE**

Nayasa telephones are intended for the use of serving our customers and in conducting the Company’s business.

Personal usage during business hours is discouraged except for extreme emergencies. All personal telephone calls should be kept brief to avoid congestion on the telephone line.

If an employee is found to be deviating from this policy, he/she will be subject to disciplinary action.

**4.5 PUBLIC IMAGE**

A professional appearance is important anytime that you come in contact with customers or potential customers. Employees should be well groomed and dressed appropriately for our business and for their position in particular.

The following items are considered inappropriate working attire for Nayasa Group of Companies:

* Open-toed sandals
* Slippers
* Spaghetti-strapped shirts
* Tank tops or revealing shirts
* Short miniskirts
* Sheer clothing
* T-shirts with inappropriate or offensive gestures or advertising

When meeting with a client, the dress code is more business-oriented.

Consult your supervisor if you have any questions about appropriate business attire.

**4.6** **SUBSTANCE ABUSE**

The Company is committed to providing a safe and productive workplace for its employees. In keeping with this commitment, the following rules regarding alcohol and drugs of abuse have been established for all staff members, regardless of rank or position, including both regular and temporary employees. The rules apply during working hours to all employees of the Company while they are on Company premises or elsewhere on Company business.

* The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse on Company property is prohibited.
* Being under the influence of illegal drugs, alcohol, or substances of abuse on Company property is prohibited.
* Working while under the influence of prescription drugs that impair performance is prohibited.

So that there is no question about what these rules signify, please note the following definitions:

* Company property: All Company owned or leased property used by employees.
* Controlled substance of abuse: Any substance that has an impact on your attitude.
* Drug: Any chemical substance that produces physical, mental, emotional, or behavioral change in the user.
* Drug paraphernalia: Equipment, a product, or material that is used or intended for use in concealing an illegal drug, or otherwise introducing into the human body an illegal drug or controlled substance.
* Illegal drug:
* Any drug or derivative thereof whose use, possession, sale, transfer, attempted sale or transfer, manufacture, or storage is illegal or regulated under any federal, state, or local law or regulation.
* Any drug, including – but not limited to – a prescription drug, used for any reason other than that prescribed by a physician.
* Inhalants used illegally.
* Under the influence: A state of not having the normal use of mental or physical faculties resulting from the voluntary introduction into the body of an alcoholic beverage, drug, or substance of abuse.
* Consistent with the rules listed above, any of the following actions constitutes a violation of the Company’s policy on drugs and may subject an employee to disciplinary action, up to and including immediate termination.
* Using, selling, purchasing, transferring, manufacturing, or storing an illegal drug or drug paraphernalia, or attempting to or assisting another to do so, while during employment.
* Working or reporting to work, conducting Company business or being on Company property while under the influence of an illegal drug or alcohol, or in an impaired condition.

**4.7 TOBACCO PRODUCTS**

The use of tobacco products is not permitted anywhere on the Company’s premises.

**4.8 INTERNET USE**

Nayasa employees are allowed use of the internet and e-mail when necessary to serve our customers and conduct the Company’s business.

Employees may use the Internet when appropriate to access information needed to conduct business of the Company. Employees may use e-mail when appropriate for Company business correspondence.

Use of the Internet must not disrupt operation of the company computer network. Use of the Internet must not interfere with an employee's productivity. Employees are responsible for using the Internet in a manner that is ethical and lawful. Internet messages are public and not private. Nayasa Group reserves the right to access and monitor all files and messages on its systems

**SECTION 5**

**BENEFITS AND SERVICES (To be reviewed in 2023)**

Nayasa Group offers a benefits program for its regular full-time and regular part-time employees. However, the existence of these programs does not signify that an employee will necessarily be employed for the required time necessary to qualify for the benefits included in and administered through these programs.

**5.1 EMPLOYEES MEDICAL POLICY**

The company shall register employees under the National Health Insurance Scheme (NHIS) and renew it

when necessary. The NHIS covers over 95% disease conditions in Ghana with it benefit covering

• Out Patient Services

• In Patient Service

• Oral Health

• Maternity Care

• Emergencies

### Eligibility

All employees of Nayasa Group of Companies

# Emergency Case

In a situation where an Employee falls sick during working hours, the employee will be given a First Aid. However, in case of an emergency, the employee shall be referred to the closest hospital that accepts the NHIS insurance card.

**SECTION** **6**

**LEAVE POLICY**

**6.1 ANNUAL LEAVE**

Twenty-one (21) days leave shall be granted to Management Staff and Fifteen (15) to other employees who have successful completed their three (3) months’ probation and worked for a year. Leave may be interrupted at any time if the exigencies of the service demands that an employee should return to work before the expiry of his /her leave period. Any employee whose leave is so interrupted shall be allowed to take the remaining leave within the year.

**LEAVE YEAR**

Your leave year runs from 15th January to 30th November and you must use your entitlement within this period. It is not permissible to carry over leave into the following year.

**6.2 SICK LEAVE/EXCUSE DUTY**

Sick leave shall be granted to an employee upon a medical doctor’s request. Sick leave shall not be computed as part of annual leave. It will only be deducted from annual leave if employee fails to present a doctor’s report.

**6.3 MATERNITY LEAVE**

A female employee shall be entitled to maternity leave with pay for a maximum period of three (3) months. On resumption to duty the nursing mother shall start work at 10:00am each day and close at 3:00pm until the child is nine (9) months old.

**6.4 PATERNITY LEAVE**

In extreme cases, a male employee shall be entitled to five (5) working days’ paternity leave in a year.

**6.5 APPLYING FOR LEAVE**

An employee wishing to take leave must provide notice at least two weeks before starting the leave including the intended leave start and end dates. The manager will confirm the leave in writing.



**SECTION 7**

**EMPLOYEE DATING POLICY**

Nayasa Group believes that a workplace where employees maintain boundaries between personal and business interactions is most effective for conducting business. This policy prevents the development of romantic relationships between coworkers, it does establish clear expectations as to how relationships will be treated during working hours and within the working environment. Individuals in supervisory relationships or other influential roles are subject to more stringent requirements under this policy due to their status as role models, their access to sensitive information, and their ability to influence others. The following are guidelines and are meant adhered to:

* Employees are strictly prohibited from engaging in physical contact beyond that which they would share with any other co-worker while on company premises, whether during working hours or not.
* Due to the high potential for favoritism or allegations of quid pro quo relations, romantic relationships between supervisors and subordinates are strongly prohibited.
* Supervisors, managers, executives or anyone else in sensitive or influential positions must disclose the existence of any relationship with another coworker that has progressed beyond a friendship. Disclosure may be made to Human Resources. One party will be required to resign from Nayasa Group to avoid breaching this policy
* Any employee who feels they have been disadvantaged as a result of this policy, or who believes this policy is not being adhered to, should contact Human Resources

**SECTION 8**

**COMMUNICATIONS**

Daily staff meetings will be held at the appropriate forum. These informative meetings allow employees to be informed on recent company activities, changes in the workplace and employee recognition.

**7.1 Telephone Communication**

Note that telephone interactions are voice only therefore makes it difficult as compared to face to face interactions where one can easily demonstrate or use body language. A telephone interaction can either project a good or bad image about the Company.

Procedure:

* Answer promptly: Four rings seem to be universally acceptable as the maximum, but at Nayasa Group of Companies, it is a **“corporate sin”** to allow the phone to ring more than twice.
* Identify yourself: Mention clearly, the name of the company, your department (where applicable) and your name. Also ask for identification of the caller.
* Hold the phone properly: To enhance smooth interaction, it is better not to tuck the handset under your chin or push it aside as you reach for something during the conversation. The caller must hear you clearly.
* Know what you are talking about: Have an updated and in depth knowledge of company and our services in order to effectively relate them to the client for their maximum satisfaction. Be positive and avoid things like ‘elm’, ‘maybe’, ‘I think’.
* Be a good listener and take notes in as much as necessary.
* Be polite and maintain courtesies even if the caller is difficult. Rudeness can easily be detected from the tone with which you speak.
* Be careful with names. Get names, the pronunciations and spellings right to avoid asking for the same information again and again.
* Do not yell back.
* Speak clearly especially when you call out figures.
* Do not confuse callers with jargons and abbreviations.
* Take personal responsibility and use ‘I’ instead of ‘we’.
* Do not put phone on loud speaker
* Always hang up last. Do not make the caller feel they have been cut off hastily.

**7.2 PROCEDURE FOR HANDLING COMPLAINTS**

Under normal working conditions, employees who have a job-related problem, question or complaint should first discuss it with their immediate supervisor. At this level, employees usually reach the simplest, quickest, and most satisfactory solution. If the employee and supervisor do not solve the problem, Nayasa Group of Companies encourages employees to contact the Human Resources Representative.

I have read and agreed to abide by this Employee Manual.

Name of Employee:

Signature:

Date:

Name:

Position:

Signature:

For and on behalf of **(Nayasa Group of Companies Ltd)**

Date: