THE ROLLAR CECILEE COMMUNICATIONS LIMITED

PLAYBOOK

(Condensed Edition)

Α

HANDBOOK OF INSTRUCTIONS CONTAINING RULES AND POLICIES WITHIN THE COMPANY

OVERVIEW

Rollar Cecilee Communications Limited presents this *The Rollar Cecilee Communications Limited Playbook (2015 Condensed Edition)* as a guide to the Company's employment policies and practices, to acquaint employees with various policies and regulations concerning their duties, responsibilities ,and privileges, to outline the many benefits employees of the Company accrue; and to foster good working relationships and orderly administration. As an Information Telecommunications company, Rollar Cecilee Communications Limited seeks to ensure that the company workplace mirrors the goals and values that the Company embraces in its programs, within the framework of Rollar Cecilee's mission.

GENERAL DISCLAIMER

The content of this handbook are presented as a matter of information only in order that you may acquaint yourself with the company's policies and regulations. While Rollar Cecilee believes wholeheartedly in the plans, policies, and procedures described herein, they are not terms or conditions of employment. The Company's management reserves the right to modify, revoke, suspend, terminate, or change any or all such plans, policies, or procedures, in whole or in part, at any time, with or without prior notice because of one reason or another.

As such, this handbook:

- Is NOT a contract and the information contained herein is not to be considered contractual promises. The information is subject to the legal documents that pertain to each benefit plan and the appropriate policies, procedures, contracts and collective bargaining agreements.
- Is applicable for all benefits-eligible non-bargaining Rollar Cecilee staff. For purposes of this handbook, "employee" also refers to such employees.
- Is effective on the date of publication and supersedes all previous policy documents.
- Does not guarantee employment for any definite period of time. No one at the Company (with the exception of the CEO) now has or in the past has had

the authority to make any binding oral promises, assurances or

representations regarding employment status or security. Any such

representation made prior to the effective date of this policy are hereby

annulled and superseded by this policy.

May provide information that conflicts with provisions for employees hired

by special appointment, contract or as at-will employees. In such cases,

these employees may be exempt from certain provisions of this handbook.

In cases of conflict between the terms contained in this handbook and the

special appointment or individual contract, the terms of the appointment or

contract will prevail.

Rollar Cecilee Communications Limited insists on fair, non-discriminative

treatment for all employees, in recruitment and selection for promotion or

training opportunities, irrespective of race, color, nationality, age sex, ethnic

origin, marital status, disability or religion. Individuals at every level share

responsibility for maintaining a culture which is built on open, supportive and

positive relationships, free from prejudice, stereotyping and unfair bias.

I hope you find this resource very useful as I look forward to a very cordial working

experience with you.

Regards,

Richard Awoseyin

CEO/CSA

Rollar Cecilee Communications Limited.

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INTRODUCTION

Welcome to Rollar Cecilee Communications Limited. In order fully get acquainted with the various policies of the Company, here are a few things you should know first.

BRIEF HISTORY

Rollar Cecilee Communications Limited a fast growing enterprise that strives to provide its clients with the best of the best when it comes to their automation needs, was registered as a Company in 2000 by its CEO and founder Ricard Awoseyin and has been at the forefront of providing quintessential ICT solutions and consultancy services to its clientele ever since. RCCL runs mission-critical ICT systems and manage products, services and solutions for key public sector organizations, parastatals and small medium-sized enterprises across the work.

MISSION

To provide the world with the most advanced, easy to use Information and Communication Technology products, services and solutions.

VISION/GOALS

To become a world-class ICT corporation, empowering Nigeria and the world.

CORE VALUES

- Team Work, Honesty & Integrity:
- Excellence, Efficiency and Effectiveness
- **Service & Delivery:** We believe in service and delivery beyond among things, and pride ourselves on providing outstanding expertise, professionalism and client service.
- **Customer & Customization:** An outcome-driven Company, we ensure the ICT solutions we build are focused on our client needs.
- **Vendor-Neutrality:** This means the recommendations we make are not influenced by any commercial arrangements—we create the best solution for our client's specific needs.

WORKPLACE COMMITMENTS

1.1 At-Will Employment

Employment at this Company is at-will. An at-will employment relationship can be terminated at any time, with or without reason or notice by either the employer or the employee. This at-will employment relationship exists regardless of any statements by office personnel to the contrary. Only the Company CEO is authorized to modify the at-will nature of the employment relationship, and the modification must be in writing.

1.2 Equal Opportunity Employment

This company is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination.

Whenever possible, the company makes reasonable accommodations for qualified individuals with certain incapacities to the extent as deemed fit by the Company. Employees who would like to request a reasonable accommodation or assistance should contact their immediate supervisor who in turn forwards the matter to the CEO.

1.3 Non-Harassment Policy / Non-Discrimination Policy

This company prohibits discrimination or harassment based on race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and is free from discriminatory practices, including without limitation harassment. Consistent with its workplace policy of equal employment opportunity, the company prohibits and will not tolerate harassment on the basis of race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. Violations of this policy will not be tolerated.

Discrimination includes, but is not limited to: making any employment decision or employment related action on the basis of race, color, religion, creed, age, sex, disability, national origin, marital or veteran status, or any other status protected by applicable law.

Harassment is generally defined as unwelcome verbal or non-verbal conduct, based upon a person's protected characteristic, that denigrates or shows hostility or aversion toward the person because of the characteristic, and which affects the person's employment opportunities or benefits, has the purpose or effect of unreasonably interfering with the person's work performance, or has the purpose or effect of creating an intimidating, hostile or offensive working environment. Harassing conduct includes, but is not limited to: epithets; slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group based on their protected characteristic.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature, when:

- 1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- 2. submission to or rejection of such conduct by an individual is used as the 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.

Examples of sexual harassment include: unwelcome or unsolicited sexual advances; displaying sexually suggestive material; unwelcome sexual flirtations, advances or propositions; suggestive comments; verbal abuse of a sexual nature; sexually oriented jokes; crude or vulgar language or gestures; graphic or verbal commentaries about an individual's body; display or distribution of obscene materials; or physical assault of a sexual nature.

Reporting: Any company employee who feels that he or she has been harassed or discriminated against, or has witnessed or become aware of discrimination or harassment in violation of these policies, should bring the matter to the immediate attention of his or her supervisor, the Finance and Administration Manager or the Company CEO. The company will promptly investigate all allegations of discrimination and harassment, and take action as appropriate based on the outcome of the investigation. An investigation and its results will be treated as confidential to the extent feasible, and the company will take appropriate action based on the outcome of the investigation.

1.4 Drug-Free / Alcohol-Free Environment

Employees are prohibited from unlawfully consuming, distributing, possessing, selling, or using controlled substances while on duty. In addition, employees may not be under the influence of any controlled substance, such as drugs or alcohol, while at work, on company premises or engaged in company business. Prescription drugs or over-the-counter medications (drugs bought at pharmacist/chemist), taken as prescribed, are an exception to this policy.

Anyone violating this policy may be subject to disciplinary action, up to and including termination.

1.5 Open Door Policy

The company has an open door policy and takes employee concerns and problems seriously. The company values each employee and strives to provide a positive work experience. Employees are encouraged to bring any workplace concerns or problems they might have or know about to their supervisor or some other member of management.

1.6 Employment Classification

This Company assigns positions, determines wages and compensates employees.

An "employee" of is a person who regularly works for the Company for salaries. Unless specifically stated otherwise in writing, all Company employees are "at-will" employees. "Employees" may include exempt, non-exempt, regular full-time, regular part-time, and temporary persons, and others employed with the Company who are subject to the control and direction of in the performance of their duties.

Independent contractors are not "employees" of the Company.

• **Core Employees:** Core employees are they who have completed the 90day probationary period and who are paid a salary and are expected to work beyond their normal work hours whenever necessary to accomplish the work of the company. Core employees may have deductions made from their monthly salary for personal leaves of absences, unpaid sick leave, or disciplinary suspensions, as well as other deductions as determined by Management. The Company will not make any improper deduction(s) from the salary of a core employee. If an employee believes an improper deduction has been made, he/she must immediately notify his/her direct supervisor. Any improper deduction will be reimbursed by the Company to the affected employee immediately or on the next regular payday.

- **Core Full Time Employees:** A full time employee regularly works at least 45 hours per week (9 hours per day, Monday through Friday).
- **Core Part Time Employees:** A part time employee regularly works less than 45 hours per week, but no less than 25hours per week.
- **Temporary Employees:** From time to time the Company may hire employees for specific projects or periods of time. Temporary employees may work either part-time or full-time, but generally are scheduled to terminate by a certain date. Temporary employees who remain on duty past the scheduled termination remain classified as temporary. Only the CEO (Richard Awoseyin) may change an employee's temporary status.
- **Probationary Employees:** A new employee whose performance is being evaluated to determine whether further employment in a specific position or with the Company is appropriate. If a probationary employee completes the probationary period, the employee will be notified of his/her new status with the Company. In some instances, the Company may, at its sole discretion, choose to extend the probationary period.

COMPANY POLICIES AND PROCEDURES

2.1 Professional Conduct

This company expects its employees to adhere to a standard of professional conduct and integrity. This ensures that the work environment is safe, comfortable and productive. Employees should be respectful, courteous, and mindful of others' feelings and needs. General cooperation between coworkers and supervisors is expected. Individuals who act in an unprofessional manner may be subject to disciplinary action.

2.2 Dress Code

An employee's personal appearance and hygiene is a reflection on the company's character. Employees are expected to dress appropriately for their individual work responsibilities and position. The Company reserves the right to send employees home to change clothing that the Company deems inappropriate.

The following items are examples of what is considered inappropriate working attire:

- Spaghetti-strapped shirts
- Tank tops or revealing shirts
- Short mini skirts
- Sheer clothing
- T-shirts with inappropriate or offensive gestures or advertising
- Torn or ripped clothing
- Dirty clothing
- Excessive scent
- Excessive and/or distracting jewelry and/or make-up

When meeting with a client, the dress code is more business-oriented, including attire such as:

- Trousers and dress shirt or blouse
- Dress or skirt and blouse

If management occasionally designates "casual days," appropriate guidelines will be provided to you.

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

2.3 Employee Performance Review and Planning Sessions

Supervisors may conduct performance reviews and planning sessions with all core full-time and core part-time employees annually, and may conduct informal reviews and planning sessions at other times at their discretion.

Performance reviews and planning sessions are designed for the supervisor and the employee to discuss the employee's current job tasks, encourage and recognize attributes, and discuss positive, purposeful approaches for meeting work-related goals. Together, employee and supervisor discuss ways in which the employee can accomplish goals or learn new skills. The planning sessions are designed for the employee and his/her supervisor to make and agree on new goals, skills, and areas for improvement.

The Company directly links wage and salary increases with performance. Your performance review and planning sessions will have a direct effect on any changes in your compensation. For this reason among others, it is important to prepare for these reviews carefully, and participate in them fully.

New employees will be reviewed at the end of their probationary periods (see PROBATIONARY PERIOD FOR NEW EMPLOYEES). After the initial review, the employee may be reviewed according to an annual schedule, or more frequently at the supervisor's discretion.

2.4 Work Review

The work of each employee is reviewed on an ongoing basis with the supervisor to provide a systematic means of evaluating performance.

The quarterly(3month) performance review is a formal opportunity for the supervisor and employee to exchange ideas that will strengthen their working relationship, review the past quarter, and anticipate the Company's needs in the coming quarter. The purpose of the review is to encourage the exchange of ideas in order to create positive change within the Company. To that end, it is incumbent upon both parties to have an open, and honest discussion concerning the employee's performance. It is further incumbent upon the supervisor to clearly communicate the needs of the Company and what is expected of the employee in contributing to the success of the Company for the coming quarter.

Both supervisor and employee should attempt to arrive at an understanding regarding the objectives for the coming quarter. This having been done, both parties should sign the performance review form, which will be kept as part of the employee's personal record and used as a guide during the course of the quarter to monitor employee progress relative to the agreed upon objectives.

2.5 Corrective Action

The Company expects each of its employees to use common sense and sound judgment in their conduct. To assist in this, the Company has established certain minimum work rules and standards of conduct (**SEE DISCIPLINARY POLICY**) as examples of what is expected. When an employee deviates from these rules and standards and acceptable conduct, the employee's supervisor will take corrective action.

Corrective action at the Company is usually progressive. That is, the action taken in response to a negative activity 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, the Company 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; being on Company property unauthorized during non-business hours; the use of Company equipment and/or Company vehicles without prior authorization by the supervisor; untruthfulness about personal work history, skills, or training; divulging Company business practices and/or trade secrets; and misrepresentations of the Company to a customer, a prospective customer, the general public, or another employee. As such, the Company may proceed directly to any level of discipline, including termination, without first exhausting all lesser disciplinary steps at its sole discretion.

2.6 Company Security

Employees must be alert and aware of any potential dangers to themselves, coworkers and Company property. Every precaution should be taken to ensure that the Company surroundings are safe and secure. Guard personal belongings and Company property.

To provide for the safety and security of employees, visitors, and the facilities at the Company, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Excessive personal visitors are not allowed. Where possible, employees should meet with visitors on personal issues outside Company premises.

Except when officially allowed, all visitors have limited entrance to rooms within the Company (i.e. they should stay at the reception area), with the exception of those who have an appointment with any Management personnel. Visitors on Company grounds should be accompanied at all times by a member of staff.

Employees are responsible for company security. Employees with personal keys to the Company should safeguard their keys/keep them in safe places. Any loss/misplacement of the Company key will result in **disciplinary action.** The last employee to leave the premises should make sure:

- no unauthorized persons remain in the building
- all windows and blinds are closed
- all office switches are off (sockets, light, fan, etc), with exception of lights normally left on for security purposes.
- the office inverter is switched off
- all doors are locked
- keep the key in a safe secure place.

2.7 Company Facility Maintenance

The office shall be cleaned between 7am and 8am before staff officially arrive and again over lunch hour (12.30pm-1.00pm). The Finance and Administration Manager will be the person responsible for coordinating all cleaning activities.

At his/her discretion and after consultation with the CEO, he/she may opt to employ cleaning personnel or engage the services of a cleaning company.

The need for extensive cleaning and other work will be minimized when those who use Company facilities exercise wisdom, caution, care, consideration and clean up after themselves. As such, every employee of the Company is responsible for the welfare of the Company and its environs.

Under the direction of Management, an employee will be given charge of certain responsibility with regards to the maintenance of the Company's facilities, hereunto called the Physical Facilities Manager. All employees should promptly report all Company damage or personal injuries that occur on Company property to the Facilities Manager, who in turn will forward the issue to Management personnel on ground or the CEO.

The Physical Facility Manager's duties include (but is not limited to) the following:

- making sure that the office grounds are clean and free of litter;
- organizing and where possible supervise weekly cleaning of office grounds. This is done effectively by assigning individuals to certain duties rather than relying on them volunteering.
- Perform a regular building inspection and report results to Management.
- Propose and plan replacements and improvements in order to obtain maximum useful life from each Company facility and to prevent breakdown or premature failure.
- Schedule tasks and sees that broken or worn-out parts of Company property are repaired or replaced promptly.

All issues concerning Company property should be written down in detail and forwarded to Management before the end of a working day or immediately depending on the urgency for which that facility or equipment needs repair/replacement.

The following list provides examples of activities that are not permitted on Company grounds:

- Renting or leasing Company facilities for commercial purposes
- Promoting business ventures or investment enterprises, including posting commercial advertising or sponsoring commercial entertainment without written permission from Management.
- Buying, selling or promoting products, services, publications or creative works or demonstrating wares without permission from Management.
- Holding political meetings or campaigns.

2.8 Use of Company Vehicles

All vehicles operated by the Company will be checked by the driver on a monthly basis, and prior to use on long or extended trips away from duty station. The inspection should be carried and noted, which should be forwarded to Management.

All trips made by vehicles must be authorized by Management. . In case a vehicle has to be driven by a member of staff, the staff member must have a valid Nigerian driving license.

2.9 Solicitation

Employees are prohibited from soliciting (personally or via electronic mail) for membership, pledges, subscriptions, the collection of money or for any other unauthorized purpose anywhere on the Company property during

work time, especially those of a partisan or political nature. "Work time" includes time spent in actual performance of job duties but does not include lunch periods or breaks. Persons who are not employed by the Company may not solicit or distribute literature on Company premises at any time for any reason.

Employees are prohibited from distributing, circulating or posting (on any surface) literature, petitions or other materials at any time for any purpose without the prior approval of Management.

2.10 Substance Abuse / Tobacco Products

The Company is committed to providing a safe and productive workplace for its employees and client. In keeping with this commitment, the Company has adopted a Drug and Alcohol Free Environment Policy, which applies to both core and temporary employees. The rules, provided in the Company's Drug and Alcohol Policy, apply to all employees of the Company while they are on Company premises or elsewhere on Company business. If any employee has any questions regarding the Company's substance abuse policy, the employee should tender a written note to Management.

The Company is a SMOKE-FREE FACILITY. The use of tobacco products is **not permitted** on the Company's premises. Employees will not, however, be discriminated against because they are a smoker or non-smoker.

Smoking is only permitted outside of Company buildings, provided that it occurs beyond 50 feet of any building entrance or in the external designated smoking areas. All materials used for smoking in this area, including cigarette butts and matches, will be extinguished and disposed of in appropriate containers.

Employees who choose to smoke within the permitted areas must do so on their meal periods or regularly scheduled breaks (one fifteen-minute break in the morning and one in the afternoon). No additional time from work shall be authorized for this activity. And **make sure adequate steps are taken to ensure the Company area will be free of tobacco smell**.

Breaks should be staggered to avoid a disruption in service or office operations. Management and supervisory staff will be responsible for ongoing compliance with this policy within their work areas. They are expected to adhere to standard practices in resolving issues of nonconformance, handling employee complaints, and maintaining expected levels of productivity within their work groups. Policy violation will result in disciplinary action.

SALARY POLICIES

Each employee position shall have a written job description. In general, the description will include the: purpose of the position, areas of responsibilities, immediate supervisor(s), qualifications required, salary range, and working conditions affecting the job, eg. Working hours, use of car, etc. The supervisor(s) or the CEO shall have discretion to modify the job description to meet the needs of the Company.

3.1 Salary Increase:

Salary increases will be determined on the basis of performance, adherence to Company policies and procedures, ability to meet or exceed duties per job description and achieve performance goals, essential nature of position held, and the best interests of the Company (see section on Performance Review/Work Review). Increases are solely at the Company's discretion and may or may not be given each year. Although the Company's salary schedules may be adjusted on an ongoing basis, the Company does not grant "cost of living" increases. Performance and Company profitability are the key to salary increases in the Company. No employee is guaranteed a wage or salary increase at any time.

3.2 Salary Payment

Paychecks are distributed *every last week of the month*, usually on the *28th after 5pm*. If the pay date lands on a holiday or weekends, paychecks will be distributed on the closest business day before/after the weekend or holiday. The paycheck will reflect work performed for that particular month. Paychecks include salary earned less any mandatory or elected deductions. Mandatory deductions are deductions made by Management in lieu of certain actions such as disciplinary action. Elected deductions are deductions authorized by the employee, and may include, for example, contributions or amounts collected in advance previously.

Employees may contact the Finance and Administration Manager to obtain the necessary authorization forms for requesting additional deductions from their paychecks.

Notify a supervisor if the paycheck appears to be inaccurate or if it has been misplaced. The company reserves the right to charge a replacement fee for any lost paychecks.

Advances on paychecks may/may not permitted based on the sole discretion of the CEO. Information regarding final paychecks can be found under the termination section of this handbook.

EMPLOYMENT POLICIES

4.1 Non Discrimination

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at the Company will be based on merit, qualifications and abilities. The company does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age disability or any other legally prohibited criteria.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor. Employees are required to report issues of harassment, discrimination and/or retaliation in the manner of prescribed in this Handbook under the **Harassment/Discrimination** section.

4.2 Non-Disclosure/Confidentiality

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

- Compensation data
- Financial information
- Marketing strategies,
- Pending projects and proposals
- Proprietary production processes
- Personnel/payroll information
- Conversations between any persons associated with the Company regarding Company matters.

Such confidential business information and trade secrets are given out only on a need-to-know basis. The Company takes measures to limit access to such information, including tracking who has access to the information and keeping the information secure. No employee may disclose any confidential business information and/or trade secrets without the written authorization of the CEO (Richard Awoseyin). Each employee will be required to sign a "Confidentiality Agreement" which is attached.

Employees who improperly use or disclose trade secrets and/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.

4.3 New Employee Orientation

Orientation is a formal welcoming process that is designed to make the new employee feel comfortable, informed about the Company, and prepare for their position. New employee orientation is conducted by a supervisor, and includes an overview of the Company history, an explanation of the Company core values, vision and mission; and Company goals and objectives. In addition, the new employee will be given an overview of benefits, and complete any necessary paperwork.

Employees will be presented with everything necessary to ensure the employee is fully equipped to start work. The new employee's supervisor then introduces the new hire to staff throughout the Company, reviews their job description and scope of position, explains the Company's evaluation procedures, and helps the new employee get started on specific functions.

A job description may be provided to each employee, which outlines employment status, department, immediate supervisor and various job duties. Specific job responsibilities can and will change at the discretion of the Company, and will be disclosed to the affected employee(s). Questions about responsibilities and changed duties should be directed to the supervisor as soon as possible.

4.4 Probationary Period for New Employees

The probationary period for employees may last up to a period of 90 days from date of hire. During this time, employees have the opportunity to evaluate our Company as a place to work and management has an opportunity to evaluate the employee. During this introductory period, both the employee and the Company have the right to terminate employment without advance notice or reason. Employment is at-will during the 90 day probationary period, with no guarantee of employment upon completion. The probationary period may be extended at the Company's discretion.

4.5 Training and Professional Development

The Company recognizes the value of professional development and personal growth for employees. Therefore, the Company encourages its employees who are interested in continuing education and job specific training to research these possibilities further. To the extent that these classes and/or training may interfere with an employee's job, the employee must first obtain written approval of his/her supervisor before enrolling or committing to any such class or training. The Company does not guarantee reimbursement or repayment or sponsorship to employees for any such classes or training, regardless of whether or not the company approves such classes or training.

4.6 Work Hours

The normal work week for the Company shall consist of nine (9) hours per day. Ordinarily, work hours are from **8:00am - 5:00pm**, Monday through Friday except during Holidays. Employees may request the opportunity to vary their work schedules (within employer-defined limits) to better accommodate personal responsibilities. Subject to the Company's work assignments and Management's approval, the employee's supervisor shall determine the hours of employment that best suits the needs of the work to be done by the individual employee.

4.7 Attendance and 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.

An employee who arrives 30minutes after their schedules arrival time is considered tardy. The company recognizes that situations arise which hinder punctuality; regardless, excessive tardiness is prohibited, and may be subject to disciplinary action.

If you are absent for any reason or plan to arrive late or leave early, you must notify your supervisor and the office manager as far in advance as possible and no later than one hour before the start of your scheduled work day. In the event of an emergency, you must notify your supervisor as soon as possible.

For all absences extending longer than one day, you must telephone your immediate supervisor prior to the start of each scheduled workday. When reporting an absence, you should indicate the nature of the problem causing your absence and expected return-to-work date.

4.8 Absence without Notice

Except as provided in other policies, an employee who is absent from work for three consecutive days without notification to his/her supervisor or the CEO will be considered to have voluntarily terminated his or her employment. The Company reserves the right to determine what to do to such an employee's final salary.

Excessive absences (whether excused or unexcused), tardiness or leaving early is unacceptable and will result in discipline up to and including termination. Depending on the circumstances, including the employee's length of employment, the Company may counsel employees prior to termination for excessive absences, tardiness or leaving early.

4.9 Lunch Breaks

Employees are usually 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 staggered schedule so that your absence does not create a problem for coworkers or clients. Extended or prolonged lunch breaks without prior authorization are not allowed. In the case of a conflict or business need, the Company reserves the right to designate or cancel lunch breaks.

Employees are permitted to use the appropriate and designated facilities located in the building during lunch and breaks if they choose. Each employee is responsible for cleaning the area after use.

4.10 Breaks

All full-time, non-exempt employees are permitted two fifteen-minute rest breaks per day at times determined by the employee and supervisor, with one fifteen-minute break to be taken in the morning and one in the afternoon. Breaks should be staggered to avoid disrupting the operations of any department.

Breaks are not permitted at either the beginning or end of the work day to offset arrival and departure times, nor may they be added to the lunch break. Employees who voluntarily work through their break periods will not be permitted additional compensation.

4.11 Personnel Files

Personnel files are the property of the Company and access to the information is restricted. Management personnel of the Company who have a legitimate reason to review the file are allowed to do so.

Employees who wish to review their own file should contact their supervisor. With reasonable advance notice, the employee may review his/her personnel file in the Company's office and in the presence of their supervisor. Copying of the file or making additions or deletions to the contents of the file is prohibited. Ex-employees are not allowed access to their files.

4.12 Inclement Weather/Emergency Closings

At times, emergencies such as severe weather, fires, or power failures can disrupt Company operations. The decision to close the office will be made by the supervisor.

When the decision is made to close the office, employees will receive official notification from their supervisors. Unless notified otherwise, employees are expected to report to work as scheduled.

4.13 Outside Employment

Individuals employed by the Company may hold outside jobs as long as they meet the performance standards of their job with this Company. Employees should consider the impact that outside employment may have on their ability to perform their duties at this Company. Employees may hold outside jobs in businesses or professions unrelated to the business of the Company as long as the employee meets the performance and attendance standards of their job description with this Company, and the outside job does not create a conflict of interest with the Company. Unless an alternative work schedule has been approved by the Company, employees will be subject to the Company's scheduling demands, regardless of any existing outside work assignments.

If the Company determines that an employee's outside work interferes with their job performance or their ability to meet the requirements of the Company, as they are modified from time to time, the employee may be asked to terminate the outside employment if he/she wishes to remain employed at this Company.

The Company's office space, equipment, and materials are not to be used to obtain and/or perform outside employment unless express permission is given by the CEO. Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individual or organizations materials produces or services rendered while performing their jobs with this Company.

4.14 Work Performance

Expectation

The company expects every employee to act in a professional manner. Satisfactory performance of job duties and responsibilities is key to this expectation. Employees should attempt to achieve their job objectives, and act with diligence and consideration at all times. Poor job performance can result in disciplinary action, up to and including termination.

Reviews

The company may periodically evaluate an employee's performance. The goal of a performance review is to identify areas where an employee excels and areas that need improvement. The company uses performance reviews as a tool to determine pay increases, promotions and/or terminations.

All performance reviews are based on merit, achievement and other factors may include but are not limited to:

- Quality of work

- Attitude
- Knowledge of work
- Job skills
- Attendance and punctuality
- Teamwork and cooperation
- Compliance with company policy
- Past performance reviews
- Improvement
- Acceptance of responsibility and constructive feedback

Employees should note that a performance review does not guarantee a pay increase or promotion. Written performance evaluations may be made at any time to advise employees of unacceptable performance. Evaluations or any subsequent change in employment status, position or pay does not alter the employee's at will-relationship with the Company.

Forward any questions about performance expectation or evaluation to the supervisor conducting the evaluation.

- Insubordination

Supervisors and employees should interact with mutual respect and common courtesy. Employees are expected to take instruction from supervisors or other persons of authority. Failure to comply with instructions or unreasonably delaying compliance is considered insubordination. Acts of insubordination are subject to disciplinary action, up to and including termination.

If an employee disagrees with a supervisor, the employee should first try to mediate the situation by explaining their position. If possible, a compromise might be met and accusations of insubordination avoided.

COMPUTERS AND INFORMATION SECURITY POLICY

5.1 Computer System Use Policy

Due to the nature of work done at the Company, computing resources and internet access may be available to Company employees. This may include computer-related hardware (especially individual PCs provided to employees), software, local area networks, and online access to email and research tools.

The Company has provided these systems to support its mission. Although limited personal use of the Company's systems is allowed, subject to the restrictions outlined below, no use of the systems should ever conflict with the primary purpose for which they have been provided. Each individual is responsible to ensure that these guidelines are followed. As such, employees may not engage in any personal use of the Internet or computer during working hours, which would adversely affect performance or production.

To ensure compliance with the Company's acceptable use policy, the Company reserves the right to intercept, review, copy and/or delete all forms of electronic data on any computer system, including personal files sent or received by any of its employees, and to review any computer hardware or software utilized at the Company. No employee should expect any privacy as it relates to computer and/or e-mail usage at the Company.

It should be noted that all forms of data in the Company's computer and communication systems are the property of the Company. And as such the Company may inspect and monitor such data at any time. Note that the deletion of any electronic file may not prevent access to the item or completely eliminate the item from the system.

The Company's systems must not be used to create or transmit any material that is *pornographic, derogatory, defamatory, obscene or offensive* such as slurs, epithets or anything that might be construed as harassment or disparagement based on race, color, national origin, sex, sexual orientation, age, physical or mental disability, medical condition, marital status, ethnic group, or religious/political beliefs. Similarly, Company systems must not be used to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages or other non-job-related purposes.

Theft or unauthorized use of either tangible property or intellectual property will not be tolerated, including unauthorized copying of copyrighted software without permission of the person or organizations holding the copyright, which is both unethical and illegal, and can subject both the individual as well as the Company to prosecution.

Employees are further discouraged from bringing non-Company PCs to the work. If peradventure an employee brings his/her personal laptop to the office, it should be kept in its bad all through.

Security procedures I form of unique user sign-on identification (aka passwords) have been provided to control access to the Company's host systems and network. Further, security facilities have been provided to restrict access to certain documents and files for the purpose of safeguarding information.

Notwithstanding, the following activities which present computer systems risk should be avoided:

- Individual users should never exchange hardware parts (e.g switching PC adaptors, mouse's, keyboards, etc) or make changes or modifications to the hardware configuration of computer equipment.
 Requests for such changes should be directed to Management.
- Individual users should not change the location or installation of computer equipment in offices and work areas. Requests for such changes should be directed to Managements.
- Computer games should not be loaded on the Company's PCs.
- The use of non-company flash drives or data transfer media is prohibited. If there is need to transfer data or information from one computer to another within the Company, a clean virus-free transfer media will be provided.
- Programs should never be downloaded or copied from other computers outside the company onto company computers.
 Downloading or copying such programs also risk the introduction of computer virus.
- Individual users should never load personal software to Company computers. This practice risks the introduction of computer virus into the system. Requests for loading such software should be directed to Management.
- The Company's computer facilities should not be used to attempt unauthorized access to or use of other organization's computer systems and data.
- Company software (whether developed internally or licensed) should not be copied onto storage device other than for the purpose of backing up the hard drive. Software documentation for programs developed and/or licensed by the company should not be removed from the Company's office.
- Attempts should not be made to bypass, or render ineffective, security facilities provided by the company;

- Passwords should not be shared between users. If written down, passwords should be kept in a place not easily accessible.
- Document libraries of other users should not be browsed unless there is a legitimate business reason to do so.

5.2 Internet Acceptable Use Policy

At this time PC access to the internet is provided to employees when there is a necessity and the access has been specifically approved. The Company has provided access to the Internet for authorized users to support its mission. No use of the internet should conflict with the primary purpose of the Company, its ethical responsibilities or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed. Serious repercussions, including termination, may result if the guidelines are not followed.

- The internet must not be used to access, create, transmit, print or download material that is pornographic, derogatory, defamatory, obscene, or offensive.
- Without prior approval from Management, software should not be downloaded from the interest as the download could introduce a computer virus onto the Company's computer equipment.
- Employees should safeguard against using the internet to transmit personal comments or statements though ema9l or to post information to new groups that may be mistaken as the position of the Company.
- Employees should guard against the disclosure of confidential information through the use of internet.
- Employees should not download personal data to the Company computers.
- The internet should not be used to send or participate in any form of illegal schemes.
- The Internet should not be used to solicit or proselytize others for commercial purposes, causes, outside organizations, or other non-job related purposes.
- The internet should not be used to endorse political candidates or campaigns.

Use of the computing resources at the Company is a privilege, not a right. Violation of any of the above guidelines will subject the violator to disciplinary action, which may include any of the following: warning, loss of computer privileges, suspension, termination, or legal prosecution. Any discipline shall be determined on a case-by-case basis, with no

requirement that any progressive discipline be employed. Company management retains the sole and exclusive right and privilege to determine the appropriateness of any discipline.

DISCIPLINE POLICY

6.1 Grounds for Disciplinary Action

The work rules and standards of conduct for the Company are important, and the Company regards them seriously. All employees are required to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and 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 (see Corrective Action section). Poor performance and misconduct are also grounds for discipline or termination.

The following actions are unacceptable and considered grounds for disciplinary action. This list is not comprehensive; rather it is meant merely as an example of the types of conduct that this company does not tolerate. These actions include, but are not limited to:

- Engaging in acts of discrimination or harassment in the workplace;
- Possessing, distributing or being under the influence of illicit controlled substances;
- Being under the influence of controlled substance or alcohol at work, on company premises, or while engaged in company business;
- Unauthorized use of company property, equipment, devices or assets;
- Damage, destruction or theft of company property, equipment, devices or assets;
- Removing company property without prior authorization or disseminating company information without authorization;
- Falsification, misrepresentation or omission of information, documents or records:
- Lying, boisterous or disruptive activity in the workplace;
- Insubordination or refusal to comply with directives;
- Failing to adequately perform job responsibilities;
- Excessive or unexcused absenteeism or tardiness;
- Disclosing confidential or proprietary company information without permission;
- Fighting or threatening violent activity in the workplace;
- Using Company equipment for purposes other than business (i.e playing games on computers or personal internet usage);
- Falsifying injury reports or reasons for leave;
- Possessing unauthorized weapons on premises;
- Disregard for safety and security procedures;

- Disparaging or disrespecting supervisors and/or co-workers; and
- Any other action or conduct that is inconsistent with company policies, procedures, standards or expectations.

This list exhibits the types of actions or events that are subject to disciplinary action. It is not intended to indicate every act that could lead to disciplinary action. The Company reserves the right to determine the severity and extent of any disciplinary action based on the circumstances of each case.

6.2 Disciplinary Procedures

Disciplinary action is any one of a number of options used to correct unacceptable behavior or actions. Discipline may take the form of:

- oral warnings
- written warnings
- probation
- suspension
- demotion
- discharge
- removal or some other disciplinary action

in no particular order. The course of action will be determined by the Company at its sole discretion as it deems appropriate.

6.3 Termination

Employment with the Company is on an at-will basis and may be terminated voluntarily or involuntarily at any time. Upon termination, an employee is required:

- to continue to work until the last scheduled day of employment;
- to turn in all reports and paperwork required to be completed by the employee when due and no later than the last day of work;
- to return all files, documents, equipment, keys, ID's, hardware, software or other property belonging to the Company that are in the employee's possession, custody or control and turn in all passwords and notes concerning work to his/her supervisor.
- to participate in an exit interview as requested by the CEO (Richard Awoseyin) or a delegated official.

HOLIDAY/LEAVE POLICIES

7.1 Holidays

The Company observes the following paid holidays per year for all core employees:

- New Year's Day
- Good Friday
- Easter Monday
- Eid-El Kabir
- Eid-El Fatir
- Eid-El Maloud
- Independence Day
- Democracy Day
- Labor Day
- Christmas Day

When the holiday falls on Saturday, the previous Friday shall be observed as the recognized holiday. When it falls on a Sunday, the following Monday shall be observed.

Employees may be required to work on a holiday is there is a tight schedule to keep.

7.2 Sick Leave

Situations may arise where an employee needs to take time off to address medical or other health concerns. The Company requests that employees provide notification to their supervisor as soon as practicable when taking time off. Sick days are granted on a paid basis to core employees. Employees may consult Management regarding the amount of (paid) sick leave provided each year. Sick days may not be carried over into the next year. Abuse of this policy may result in disciplinary action.

7.3 Bereavement Leave

Employees shall be entitled to bereavement leave with pay of five (5) days in the event of a death in the employee's immediate family (spouse/life partner, child or parent) and three (3) days for grandparent, sister or brother, father-in-law, mother-in-law. If an employee wishes to take time off due to the death of an immediate family member, the employee should notify the CEO immediately. Approval of bereavement leave will occur in the absence of unusual operating requirements. An employee may use, with the

CEO's approval, available paid leave for additional time off as necessary and in accordance with operating needs.

7.4 Personal Leave

The Company provides three (3) days of personal leave per calendar year to all Full-Time and Part-Time employees who have completed six months of employment. Personal leave benefits are prorated accordingly for part-time employees. Temporary employees are not eligible for paid personal leave benefits. Personal leave is accrued at the beginning of each year and cannot be carried into the next year. Personal leave may not be taken in the first six (6) months of employment. All personal leave is subject to prior approval by Management and the CEO. When considering a request for a personal leave, the Company will consider factors such as the employee's position, the employee's length of service, the employee's performance record including attendance, the purpose of the leave, the needs of the department in which the employee works, the effect of the leave on other employees and the Company's general business needs.

The Company cannot guarantee reinstatement upon return from a personal leave. The Company however, will make a reasonable effort to place the employee in an available position for which he/she is qualified. If such a position is not available, then the employee's employment will terminate. Even in that event, the employee may later apply for reemployment.

Employees who fail to report to work after an approved leave of absence are deemed to have voluntarily resigned. When an approved leave has been exhausted, the employee may request additional leave. The CEO must approve all unpaid leave.

7.5 Parental Leave

The Company entitles employees to certain unpaid parental leave. For this sections purpose only, the following definitions apply: (1) "parent" means the natural mother or father of a child/a person who has legal custody of a child/who acts as a guardian of a child (2) "School-related-event" means an activity sponsored by either a school or an associated organization such as a parent-teacher association or speech and prize giving day which involves the parent's child as a participant.

A parent is entitled to a total of 24 hours of unpaid leave during any 12 month period to attend or participate in school-related events for his/her child. The Company reserves the right, however, to deny such leave if such a leave would disrupt the Company's operations. While parental leave is unpaid, employees may elect to use accrued personal leave.

If the need for parental leave is foreseeable, the employee must provide a written notice and request for parental leave 10 days prior to the event. If the employee's need for parental leave is not foreseeable 10 days prior to the event, the employee must provide a written notice and request for parental leave as soon as he/she learns of the need for such leave.

7.6 Leave of Absence

Regular full-time employees may request an unpaid leave of absence after the exhaustion of paid leave. A request for a leave of absence must be submitted in writing in advance to the employee's immediate supervisor.

Leave of absences that are granted are unpaid, and will not be considered until an employee has exhausted all appropriate accrued leave balances. Continuation of employee benefits during a leave of absence will be addressed on an individual basis, as required by law.

7.7 Civic Responsibility

The Company believes in the civic responsibility of its employees and encourages this by allowing employees time off to serve when required.

In the case where employees are to serve as AdHoc staff for election period, employees may not engage in political activity or campaign for or against any candidate. The Company requires that employees provide proof of service for their time as AdHoc Staff.

Employees interested in using this leave benefit must have written approval from the CEO 30 days before the election procedures. The CEO will assure that the employee's absence will not seriously interfere with the organization's operations.

7.8 Meetings and Conferences

Employees may be given limited time off by the CEO with pay to participate in educational opportunities related to the employee's current or anticipated work with the Company. An employee serving as an official representative of the Company at a conference or meeting is considered on official business and not on leave.

7.9 Reimbursement of Expenses

Reimbursement is authorized for a reasonable and necessary expense incurred in carrying out job responsibilities. Transportation, traffic fees, business calls, are all illustrative of reasonable and necessary expenses. Employees serving in an official capacity for the Company at conferences and meeting are reimbursed or actual and necessary expenses incurred, such as travel expenses, feeding costs, lodging, and registration fees. When attending

meetings that have been approved by the CEO, employees are reimbursed for travel expenses, course fees, and cost of meals and lodging at a rate deemed appropriate. Employees may also request a travel advance to cover anticipated expenses approved travel. Employees also may be granted leave to attend a conference or professional meeting related to their professional development, and/or the Company's current and anticipated work. Expenses for these purpose can be paid by the Company, if funds are available, and the employee obtains prior written approval of such expenses.

Forms are provided to request reimbursement for actual expenses and advance payment for travel. Receipts must be provided for all expenditure made in order to claim reimbursement.

EMPLOYEE COMMUNICATIONS

8.1 Staff Meetings

Staff meetings will be held at the discretion of the Company. These meetings allow employees to be informed on recent Company activities, changes in the workplace, employee recognition, and other business matters.

They may be scheduled or hold impromptu at the discretion of Management.

8.2 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 resolve the problem, or if the employee does not feel comfortable speaking with the supervisor, he/she is encouraged to contact the Company CEO.

8.3 Document Retention

The law requires the Company to maintain certain types of corporate records, usually for a specified period of time. Failure to retain those records for those minimum periods could subject an employee and the Company to penalties and fines, cause the loss of rights, obstruct justice, spoil potential evidence in a lawsuit, place the Company in contempt of court, or seriously disadvantage the Company in litigation. Documents include letters, memorandums, forms, contracts, and calendars in hard-copy form, and emails, computer files, computer documents, electronic calendars and other electronic media.

From time to time, the Company will establish retention and destruction guidelines or schedules for specific category of records to insure legal compliance. If you believe or if you are informed by the Company that certain documents are relevant to litigation or potential litigation, then you must preserve those records until advised by the CEO that those records are no longer needed. This exception supersedes the following destruction guidelines:

TERMINATION POLICY

9.1 Termination

Either the Company or the employee may initiate a termination. The Company encourages employees to provide at least two weeks (14days) written notice prior to intended termination. After receiving such notice, an exit interview will be schedules by the CEO or his designee. The CEO has authority to employ or terminate employment of all other employees.

Circumstances under which termination may occur include:

- **1. Resignation:** A voluntary employment termination initiated by an employee. *Employees are encouraged to give at least 10 business days of written notice*. Since a longer period is desired, the intention to resign should be made known as far in advance as possible. Employees who resign are entitled to receive payment for that month as determined by the supervisor.
- **2. Termination or Lay-off:** an involuntary employment termination initiated by the Company. Under certain circumstances, the termination or lay-off of an employee may be necessary.

The CEO has the authority to discharge an employee from the employ of the Company. As stated above, all employment at the Company is "at-will". That means that employees may be terminated from employment with the Company with or without cause, and employees are free to leave the employment of the company with or without cause. Reasons for discharge may include but are not limited to:

- Falsifying or withholding information on your employment application that did or would have affected the Company's decision to hire you (this conduct will result in your immediate termination);
- Performance at work below a level acceptable to the Company or the failure to perform assigned duties;
- Insubordination:
- Negligence in the performance of duties likely to cause or actually causing personal injury or property damage;
- Fighting, arguing or attempting to injure another;
- Destroying or willfully damaging the personal property of another, including the Company's property;
- Breach of confidentiality;
- Using or appearing to use for personal gain any information obtained on the job, which is not readily available to the general public or

disclosing such information that damages the interest of the Company or its customers/clients;

- Placing oneself in a position in which personal interest and those of the Company are or appear to be in conflict or might interfere with the ability of the employee to perform the job as well as possible.
- Using the Company's property or service for personal gain or taking, removing or disposing of Company material, supplies or equipment without proper authority;
- Gambling in any form on Company property;
- Dishonesty and theft;
- The possession, use, sale or being under the influence of drugs or other controlled substances or alcoholic beverages during work hours or on Company premises at any time in violation of Company policy.
- Carrying or possessing firearms or weapon on Company property;
- Excessive tardiness or absenteeism whether excused or unexcused;
- Unauthorized absence from work without proper notice;
- Engaging in discriminatory or abusive behavior, including sexual harassment.

At the sole discretion of the CEO, the employee may be asked to leave immediately or be given a period of notice.

9.2 Return of Property

Employees are responsible for Company equipment, property and work products that may be issued to them and/or are in their possession or control, including but not limited to:

- Computers and related hardware
- Flash drives/storage media
- Identification Cards and badges
- Office/building keys
- Intellectual property (e.g. written materials, work products)

In the event of termination from employment, or immediately upon request by the CEO or his designee, employees much return all Company property that is in their possession or control. Where permitted applicable law(s), the Company may withhold from the employee's final salary the cost of any property, including intellectual property, which is not returned when required. The Company also may take action deemed appropriate to recover or protect its property.

EMPLOYEE RECEIPT AND ACCEPTANCE

I hereby acknowledge receipt of the **Rollar Cecilee Communications Limited Playbook (Condensed Edition)**. I acknowledge that after having read the Handbook, I am encouraged to contact management at any time I have uncertainty about any personal policy, practice or benefit. I understand that Rollar Cecilee Communications Limited (hereinafter the "Company") wishes, as much as possible, to be able to respond to the individual needs of each employee, and that exceptions to the policies outlined in this Handbook may be made whenever there is good reason to do so.

I understand that it is my continuing responsibility to read and know its content. I also understand and agree that the Handbook is not an employment contract for any specific period of employment or for continuing or long-term employment. Therefore, I acknowledge and understand that unless I have a written employment agreement with the Company that provides otherwise, I have the right to resign from my employment with the Company at any time with or without notice and with or without cause, and that the Company has the right to terminate my employment at any time with or without notice and with or without cause. Following the probationary period, employees are required to follow the Employment Termination Policy.

I understand that additions to or alterations or modifications of the rules, policies and procedures contained in this Handbook may be made by the Company at any time and for any reason and that I am obligated to insert those additions into the Handbook to assure it remains current.

I have read, understand and agree to all the above. I have also read and understand the Rollar Cecilee Communications Limited Handbook. I agree to return the Handbook upon termination of my employment.

Signature	Date	
Print Name		

Please sign and return to the Manager of Finance and Administration

CONFIDENTIALITY POLICY AND PLEDGE

Any information that an employee learns about Rollar Cecilee Communications Limited (hereinafter the "Company"), or its members or clients, software or products, as a result of working for the Company that is not otherwise publicly available constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by the Company or to other persons employed by the Company who do not need to know such information to assist in rendering service.

The disclosure, distribution, electronic transmission or copying of the Company's confidential information is prohibited. Any employee who discloses confidential the Company information will be subject to disciplinary action (including possible separation and criminal charges), even if he or she does not actually benefit from the disclosure of such information.

I have read and understand the above policy and pledge not to disclose confidential information

Signature	Date	
Print Name		

Please sign and return to the Manager of Finance and Administration