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TOTAL DATA LIMITED EMPLOYEE HANDBOOK

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1.0 Introduction

1.1 About Total Data Limited

You are most welcome to **Total Data Limited, herein after referred to as 'TDL' or 'the company'** (recruiters of permanent and contract employees). Without any doubt, you are in for an exciting career!

Now that you are a member of **TEAM TOTAL DATA**, you must be eager, more than ever before, to know how **TDL** ticks, what the future holds for you and what is expected of you. This Handbook is meant to offer you an insight into how **TDL** operates, guide you to other manuals, and answer your questions to facilitate your full integration into the system.

Being ISO 90001-2015 and NDPR Certified, TDL's policies and programs are in line with International Quality Management System Standards and the National Data Protection Regulation in response to changing operational circumstances and employees' needs. Policies and programs apply to all employees.

TDL recognizes that her human resource is her greatest assets and, therefore, places high premium on creating an employee-friendly environment. To underpin this, TDL operates a compensation system that competes favourably in the marketplace, while ensuring that her policies are dynamic and fair.

TDL has been structured on departmental basis to carry out her objectives with finesse. We have Finance, Legal, Human Resources, Marketing & Clients Relations, Health & Safety, and Facility Management Departments. More details about TDL can be found on our website: www.totaldatalimited.com

OUR CORPORATE VISION

To be the preferred Outsourcing company in Nigeria/Africa.



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OUR CORPORATE MISSION

"Support our Clients' business growth through the provision of excellent and bespoke resources and services to achieve their operational and business needs".

♦ OUR BRAND AND BRAND PILLARS

Have you ever wondered why **TDL** adopted its current brand features and embarked on the Brand Transformation project in the first instance? The reason is simple. With two decades of successful operations, TDL aspires to remain nimble and youthful, to guarantee its continued appeal not only to its numerous loyal clients, but also to her employees.

Five pillars have been adopted in line with the characteristics that best describe the personality of the TDL Brand and should influence the way TDL employees behave as well as form the backbone of the Company's values and culture.

The pillars are -

- ✓ Strategic
- ✓ Professionalism,
- ✓ Innovation.
- ✓ Customer satisfaction
- ✓ Efficiency

UNITED STATE VALUES AND KEY OPERATIONAL ATTRIBUTES

Passion

- Customer centric
- Delivery mind-set
- Initiative & Innovation

Partnership

- Teamwork
- Respect for individuals
- Commitment

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People

- Skills & Talent Development
- High Skilled level
- Thought Leadership
- Competitive Spirit

CORPORATE ETHICS

i. Performance-Driven Reward System

As part of our deliberate effort to enthrone a culture of merit, the Company operates a reward system that is performance driven. It therefore follows that your career advancement will be largely dependent on your productivity and contribution to the overall growth of the Company.

ii. Confidentiality

The Company's confidentiality agreement clauses are:

- Confidential Information constitutes an asset of Total Data Limited and your deployment company. Such information is and will be the sole property of Total Data Limited and your deployment company.
- To preserve and protect the confidentiality and security of confidential information. At all times during and after your employment with Total Data Limited and you will hold in trust, keep confidential and not disclose to any third party or make any use of, the Confidential Information, except as may be authorized by Total Data Limited and your deployment company during your employment.
- To abide by policies established by Total Data Limited and your deployment company
 for the protection of Confidential Information, and to take reasonable security
 precautions to safeguard such information. This is including and without limitation, the
 protection of documents from theft, unauthorized duplication, discovery of contents, and
 restrictions of access by other persons.
- You acknowledge that the unauthorized use or disclosure of Confidential Information
 will be prejudicial to the interests of the Company and your deployment company or the
 entities with which Total Data Limited and your deployment company have business

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relationships and may be an invasion of privacy or a misappropriation or improper disclosure of trade secrets.

- All documents containing Confidential Information, whether produced by Employee or others, are always the property of Total Data Limited and/or your deployment company.
- Confidentiality clauses shall survive the agreement and remain in force till 12 months after you exit Total Data Limited and your deployment company.

iii. Quality Service

In line with our corporate mission statement, quality policies and objectives, all of us are expected to always deliver the best possible services to Clients.

iv. Conflict of Interest

Conflict of interest must be avoided, and particular care must be taken to avoid activities or associations that may be detrimental to or embarrass TDL/ deployment Company or adversely affect TDL/ your deployment company's image.

Activities that are considered as conflicting with TDL/ your deployment company's interest include (though they are not limited to):

- Working with another competitor company while in employment with TDL/ deployment company
- Incorporating a competitive company or/and using your details to open a competitive corporate account while in employment with TDL/ deployment company.
- Personal involvement in the management of HR-related business or otherwise as related to your deployment.

If you have doubts on any of the foregoing, please seek clarification from Human Resources Department.

Our Core Competency:

- Staff/Function Outsourcing
- Recruitment (All Cadres)
- HR Management (All Aspects)
- Payroll Management
- Government Relations
- Statutory Compliance
- Facility Management

Our Quality Policy:

Total Data Limited (TDL) is a management consultancy firm in Nigeria, offering focused HR Solutions including advisory, personnel outsourcing, recruitment, learning and development services across diverse industries.



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We remain committed to maintaining a reputation for excellence in the recruitment and personnel outsourcing industry by ensuring our staff uphold our high standards throughout the recruitment and talent management process.

The key principles underpinning our quality policy are:

- Individual acceptance of personal accountability and responsibility for consistently delivering agreed service.
- Making every effort to follow all agreed customer requirements and all related to the service being offered.
- Recognition of individuals who demonstrate excellence or innovation in service delivery
- Maintaining and continuously improving a management system that complies with the requirements of ISO 9001:2015.

Our quality objectives are to:

- Consistently provide qualified persons capable of meeting our client's specifications and requirements,
- Efficiently deliver services to our customers compliant with all prevailing statutory and regulatory requirements and within agreed service levels.
- Resolve customer, employee and external providers queries promptly and in a friendly manner.
- Give our customers the utmost confidence in our services and ability to meet their needs.

To achieve these objectives, we commit to:

- Ensure high levels of management and competent staff involvement in all operational aspects.
- Continuously engage all stakeholders in meaningful consultation and communication
- Improvement of customer satisfaction
- Establish and communicate effective quality processes and procedures which provide a framework for measuring and continual improvement of our services and Management System.
- Continual monitoring and reporting of all agreed service quality and performance indicators.



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This policy with the measurable objectives and targets, will be communicated within the organization, to relevant interested parties and reviewed on an annual basis to ensure that it remains relevant and suitable to business operations.

Our Quality Objectives:

In line with the Quality policy statement, Total Data Limited shall:

- Achieve customer satisfaction rating of at least 80% annually in order to achieve client retention.
- Ensure effective responses to all customer complaints within 24 hours, reporting, investigating, closing out the complaint to the satisfaction of the customer no later than three (3) working days and escalation is initiated if resolution is not achieved within the set timeline.
- Ensure at least 80% of the workforce go through training and development in identified competence area to increase productivity and overall performance
- Achieve a minimum aggregate staff job satisfaction rating of 80% via quarterly survey of a minimum of 75% of internal and outsourced staff respectively.

You can get more information on our website at https://www.totaldatalimited.com/

1.2. About the Staff Handbook

This handbook contains the Rules, Regulations, Terms and Conditions of your employment with **Total Data Limited**. It is an important document, which will serve as a reference and guiding material in ensuring harmonious employer-employee relations. It is therefore essential that the handbook should be meticulously studied and understood, as that will bring a great benefit to both parties.

By efficiently performing your job, you are playing your part and contributing your quota towards the success and progress of the company and thereby helping yourself to have a fulfilling future.

You are to make deliberate efforts to familiarize yourself with the contents of this Handbook to speed up your total integration into the system.

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The Handbook will expose you to the following:

Employees' Code of Conduct

Ethical and Professional Standards

Terms and Conditions of Service

If you require clarifications on the various provisions, please speak with your Supervisor, or contact the Human Capital Management & Development (HRD) Department of Total Data Limited. As evidence that you have reviewed and understood the contents of the Handbook, please sign and date the acknowledgement slips on the last page and return to HRD Department not later than two weeks from the date of receipt of this handbook.

This document is, and shall remain, a property of Total Data Limited. At the point of leaving the Bank's employment, kindly return the Handbook to HRD.

2.1 Definitions

Company: Total Data Limited.

2.2 Personnel Policy

The most important resource for the Company is its employees. Therefore, the Company's objective is to create a working environment that will encourage and give the employees the opportunity to exploit and develop their competence. At the same time, the individual employee shall feel secure in his/her working environment.

We achieve this by:

• Being an appealing employer and selecting the right people for the right positions

• Welcome all personnel with a familiarization programme and provide appropriate training and opportunities for their professional development

 Maintaining a stable workforce by communicating expectations, responsibilities, delegating authority, and providing feedback



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- Working to achieve mutual respect, both for the individual employee and for our company through all phases of the employment. This ensures that employees stand out as good ambassadors of the Company
- Providing equal opportunities regardless of gender, age, and ethnical background.

2.3 Human Rights

The Company openly supports the "United Nations Universal Declaration of Human Rights" and the standards advised by the "Nigerian Labour Law and International Labour Organisation".

2.4 Gender Equality

The Company provides a workplace where there should be equality between men and women. There will be no discrimination due to gender within remuneration (salary), promotion, or recruitments. Our personnel policy encourages gender equality.

2.5 Employee Conduct Standards

The Company is obliged to provide safe and adequate physical surroundings and work environment. Employees shall be treated with dignity and respect, both by their managers and by fellow employees. An employee's conduct is critical, behaving appropriately in business, avoids breaching local laws and circumstances that are detrimental to the Company and its employees.

2.6 Onboarding

The Company believes its employees are its greatest asset and recognises its responsibility to ensure they are afforded appropriate development throughout their employment. This development begins at the Induction stage when a new employee onboarded.

Our aim is to support and develop employees in their roles so that they feel confident to undertake the responsibilities placed upon them and ultimately can contribute to the success of the organisation.

2.7 Employment Terms and Conditions

As an employee of Total Data Limited, you would have received a document setting out specific terms and conditions of service as they relate to your position. This includes details of:

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- The names and address of the employee.
- Job Title
- Commencement date
- Place of Deployment
- Compensation package
- Working hours
- Taxes
- Pension
- NHF
- Grievance Procedure
- Termination

This handbook summarises the main terms of your employment. The Company reserves the right to change its terms & conditions and employment policies from time to time. You will be notified at the earliest possible time of any changes by way of general notice to all employees affected by the change.

2.8 Letter of Recommendation

Any employee, who resigns from their position with written notice, shall receive a written reference from the company. The reference shall contain as a minimum, the employee's name, position, and the employment starting and ending date.

2.9 Dress Code

This shall be determined by the Client Company.

For TDL, the mode of dressing to the office and official events including seminars, workshops, meetings, and training programs is **Business Casual**.

Native dresses are acceptable on Friday.

Staff identity card is essential parts of our dressing. The identity card (picture surface displayed) must be **always** worn within the TDL/ Client company's premises.

An employee who loses his/her identity cards shall immediately report the loss to the Security Services Unit. If lost, a new identification card shall be issued only after the submission of Police Report and affidavit confirming the loss and on payment of a replacement fee to be determined by management from time to time.

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On leaving the company's service, each employee is required to submit his or her identification card along with other company properties to the Company before the release of his/her terminal entitlements.

In addition, customized T-shirts for the promotion of TDL/ Client company's products and services may only be worn (after obtaining permission from HRD) on specified designated days/periods after which they WILL NOT be worn to the office under any guise.

3.0 Working Hours and Leave of Absence

3.1 Working Hours

Working hours are 40 hours per week excluding one hour lunch break each day. Lunch break is between 12.00pm to 1.00pm depending on the nature of work.

All employees must be present between 8.00am to 5.00pm or as determined by place of primary assignment. Absence within this period shall be notified to the HR & Admin Department/Line Manager. Note that tardiness is a serious offence, and the company frowns seriously at such.

3.2 Leave of Absence

The Company values good attendance at work and is committed to improving the general wellbeing of its employees to achieve this, because of the nature of the Company's activities casual absenteeism is regarded as a serious offence.

Planned absence must be agreed upon with the departmental manager as early as possible. Both planned and unforeseen absence shall be reported to departmental manager and the HR & Admin Department as soon as possible.

3.2.1 Annual Leave

A confirmed employee will be entitled to annual leave only after accumulating such. Annual leave entitlement for each employee shall be detailed on the contract of employment or promotion letter. The leave period is exclusive of public holidays. The company shall have the right to advance or defer the date on which leave shall commence if operational commitments demand. Duration of annual leave is as stated on the employment contract. Employee wishing to commence their leave should apply to the Human Resource Departments through their line-managers. You are to give notice of not less than 5 (five) working days prior to commencement of your holiday.



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If the employee has any holidays left at the end of the year, up to 5 days can be transferred to next year but utilised in the first quarter of the next year. Staff are therefore advised to use up their annual leave in the year under review.

3.2.2 Public Holidays

TDL shall observe all public holidays approved by the Federal Government of Nigeria with full pay.

3.2.3 Maternity Leave

All **confirmed female Staff** who have served for one year shall be entitled to four calendar months maternity leave provided that a medical certificate is produced from a registered medical doctor given the expected date of confinement. The period of maternity leave is inclusive of public holidays and weekends.

Her leave of absence shall be sixteen weeks – Eight (8) weeks before and (8) weeks after confinement. While on leave, the employee will be on full basic pay. On resumption of work after maternity leave the employee will be allowed to close from work one hour before normal closing time for a period of three (3) months. There will be no annual leave for her for the year but leave allowance will be paid when due.

All unconfirmed female staff shall be entitled to maternity leave without salary up to a maximum of 16 calendar weeks.

In the case of **Adoption**, the leave will be applicable to employees who adopt a child or become mothers through surrogacy. To qualify for adoption leave, the employee is required to give written notification of his/her intention to take adoption leave. Maternity leave in respect of adoption shall be as follows: -

- 12 weeks for adopted child of one-year-old and below
- 8 weeks for adopted children of one year to five years old
- 4 weeks for adopted children above five years old shall apply.
- 1 week for adopted children in their teen years

Paternity Leave- Provision for paternity leave has been included (Confirmed male staff shall be given paternity leave for **five (5) working days** within the first three months of the birth or adoption of the child).

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3.2.4 Casual Leave

Casual leave of 5-working days in a year may be granted to employees to enable him/her to solve any urgent problem. Casual leave application shall be made through the line manager to the HR Department. Causal leave may be approved where the employee has exhausted his annual leave, if not, it shall be treated as part of annual leave. Where an employee has used his/her annual leave days, casual leave granted shall be without pay.

3.2.5 Examination/Study Leave

With the company's firm belief in the training and advancement of the employees to pursue a program which the company finds mutually beneficial to it and the employee, study leave with or without pay could be granted to an employee up to a maximum of 18 months. Also, an examination leave with pay for a maximum of seven working days in a year may be granted on merit to a confirmed employee with not less than 12 months of diligent service after confirmation both cases with notice of not less than two (2) months and for courses relevant to the employee's work.

The course must be relevant to the employee's employment and must have been earlier approved by the company. The examination timetable must be attached to the leave application.

3.2.6 Sick Leave

A staff shall be entitled to be paid wages up to twelve (12) working days in a calendar year during absence from work caused by temporary illness certified by a registered medical practitioner.



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4.0 Salary, Remuneration, Deductions and Benefits

4.1 Salary Arrangements

Your salary will be paid at the end of each month by electronic transfer to your designated salary account.

Your basic pay was outlined in your contract of employment. Any subsequent amendments to your basic pay will be notified to you in writing by the Human Resource department. Appropriate deductions will be made from your pay including PAYE, National Housing Fund, and Pension contributions, which are all subject to each employee's earning level.

4.1.1 Review of Salaries

Individual salaries are reviewed periodically based on an evaluation of performance appraisals and other relevant information, e.g., the standard of work performed, improvements in productivity and the progress achieved.

In addition, the compensation structure may be reviewed periodically in line with the cost of living and market changes within the environment the employee serves.

Management determines the salaries payable to all categories of staff in the Company based on steps attributable to each job level, adjustable for the cost-of-living differentials.

4.2 Bonus

Bonus payment will be dependent on the financial performance of the company and the amount will be at management's discretion.

4.3 Deductions from pay

There are certain statutory deductions that are made from employee's monthly salary. These include pay-as-you-earn (PAYE) tax system, National Housing Fund, and Pension fund deductions. Deductions will be made for loans taken by employees and other prepaid allowances or advances.

4.4 Loans

All demand for loan shall be made through the HR Department.

Eligibility

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Before being granted loan, a member of staff shall be required to provide one guarantor who will jointly repay the loan in case of default by the beneficiary. This applies to staff whose final entitlements cannot cover up the loan amount.

Employees are only eligible for loan facilities after confirmation of appointment.

4.5 Salary during illness/disability

Employee's Compensation Act shall apply accordingly. If your absence is due to sickness, you must still ensure that your manager is advised early on the first day. For the first 2 days of absence, sickness is self-certified, on the 3rd day of business; the Company requires a medical report from a qualified medical doctor. However, in the event of sickness for a period not exceeding 12 working days, the employee shall be paid full salary after submission of medical certificate. Salary payment in the event of sickness for more than 12 working days shall be at management's discretion.

Notification should be made by the employee personally unless impossible due to the nature of the illness but where the employee is unable to notify in person, the employee should arrange for someone else to call on his/her behalf. During prolonged periods of absence, the manager should be kept informed of progress and an expected date of return.

Any employee who has been absent due to sickness but is found not to have been genuinely ill will be subject to disciplinary action, which could lead to dismissal.

To be paid by the Company during absence caused by illness, the employee must have been employed for two months before the absence.

The Company will not pay medical expenses for the following.

- a. Treatment for self-inflicted illness/diseases.
- b. Treatment from any medical clinic that is not under the company hospital retainership.

4.6 Redundancy

In the event of redundancy, the employer shall inform the workers representative concerned of the extent of the anticipated redundancy. The employer and workers representative shall use their best endeavours to negotiate redundancy payments to any discharged worker(s) or any other alternative to redundancy.

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5.0 Training and Development

5.1 Introduction

To reach our company goals and be a competitive employer in the market, TDL shall focus on developing and maintaining a high level of technical, corporate, soft skills and competencies within the company.

5.2 Competence and Development

Based on the existing strategy TDL will:

- Strengthen its employees' basic skills
- Arrange for technical and professional development
- Focus on competence and career planning

Special needs for competency will be mapped and evaluated annually through the Performance Management.

5.3 Training Activities

As we continue to develop and improve, the basic skill set will be evaluated and adjusted in alignment with current needs. Detailed information on goals, target groups and training activities will be available with HR Department.

It is the Line Manager's responsibility to ensure that the competence development activity given is appropriate and that the employee has the necessary training to carry out his/her work. Line managers will also follow up on exposure to new tasks, challenges, and possible job changes.



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7.0 Health and Safety

7.1 Introduction

Total Data Limited recognises and accepts its responsibility as an employer to maintain, as far as is reasonably practicable, the safety and health of its employees, and of other persons who may be affected by its activities.

It is your duty as an employee not to put at risks either yourself or others by your acts or omissions. You should also ensure that you are familiar with the Company's health and safety arrangements. Should you feel concerned over any health and safety aspects of your work, this should be brought to the attention of your Line Manager immediately.

7.2 Personal Safety

Generally, you should try to avoid working alone whenever this is possible. However, if you must work alone, then you need to develop an awareness of the risks and how to minimize them.

If you are at all concerned that you are being placed in a dangerous situation through your employment, you must discuss this with your Line Manager.

Employees are expected to maintain the safety and sanitation of their workplace by following the instruction of the Company to prevent accidents and maintain a safe and healthy environment.

8.0 Disciplinary Measures

8.1 Introduction

The company operates a good disciplinary policy, which is enforceable in cases where friendly dialogue, discussions, admonitions, and verbal warnings have failed. To operate efficiently however, Management when and were forced to do so, will implement the disciplinary measures in accordance with SANCTION GRID as duly circulated to all employees.

8.2 Query

A query may be issued to an employee after a formal report has been received from his/her supervisor or sectional head by the HRD. This shall be resorted to only in cases where the employee's defense in writing is needed, depending on the seriousness of the charges against him.



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The query is to enable the employee to defend himself/herself on why disciplinary action should not be taken against him/her. The employee's reply to the query must reach the HRD within 24 hours.

If the employee's defense is satisfactory, the matter would be dropped, and the head of department or supervisor informed accordingly. If on the other hand, he is found to have committed an offence, disciplinary action commensurate with the nature, character and actual probable damages of the offence would be applied by the HR Manager acting on the recommendation of the employee's department. Failure to reply to a query within the stipulated time shall be regarded as a misconduct and admission of alleged facts.

8.3 Warning

Employee guilty of an offence that may not warrant summary dismissal or suspension from work will be given a written warning by TDL in accordance with the SANCTION GRID. This FIRST WARNING shall be kept in the employee's record of service file.

After one year from the date upon which a warning was given and provided that no further incidence of misconduct occurred during the period, such warning(s) will be automatically expunged.

Where the employee is guilty of an offence during the life span of a first warning, he/she will be given a SECOND WARNING. An employee having two live warnings in his/her record, who is guilty of an offence again within the one year will normally be terminated or dismissed depending on the gravity of the offence/s.

8.4 Suspension

An employee who is charged with gross misconduct shall be suspended from duty without pay until the charge(s) against him/her is disposed of, either through a process of internal investigation or public prosecution or both.

Similarly, any employee who is found guilty of a misconduct, the nature of which is not grave enough to warrant termination, may be suspended from duty without pay for a period to be determined by Management.

Any of the salary that is unpaid during suspension shall remain forfeited on grounds of "no work, no pay", unless otherwise decided by Management. Furthermore, any other



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serious misconduct after suspension for whatever reason within one year shall lead to termination of appointment.

9.0 Disengagement and Benefits

9.1 Termination

Total Data Limited may at any time during your employment, by notice, terminate your employment for offences, poor performance and restructuring.

The Employer or the Employee may terminate the employment contract, by giving seven (7) days, written notice while on probation and one (1) month written notice or paying seven (7) days or one (1) month basic salary in lieu of notice as applicable.

If at the company's discretion, the employee is not required to work out his notice period, he will receive one week or month's basic pay in lieu of the notice.

Without limiting the generality of the foregoing, the following acts during employment shall constitute grounds for Termination:

- Frequent absenteeism and Incessant late coming
- ➤ Violation of safety rules and company's property
- Failure to comply to the approved dress code
- Insubordination
- Drunkenness, Gambling
- ➤ Non-responsiveness/ delay in responding to service requests within agreed TAT
- Concealing a service failure in a bid to avoid the applicable sanctions
- Failure to escalate policy exceptions and obtain appropriate approvals
- > Clear violation of policy or failure to follow documented processes or procedures.
- ➤ Negligence /improper performance of duty

9.2 Resignation

Employees are obliged by law to give proper notice of resignation in accordance with the terms of contract of their employment and the appropriate notice as contained in the clause above on "Termination of Employment". Failure to give proper notice is a breach



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of the contract of employment and the company may take appropriate action against the employee. Resignation letter shall be duly signed when submitted via email or otherwise.

9.3 Summary Dismissal

Any employee found guilty of gross misconducts shall be summarily dismissed. Without limiting the generality of the foregoing, the following acts during employment shall constitute grounds for summarily dismissal:

- Any willful and intentional act having the effect of injuring the reputation of the business and thwarting the business relationships of the company or its affiliates.
- > Falsification of documents or giving false information of his/her personal data before or during his/her employment period.
- ➤ Divulgence or misuse of confidential information to the detriment of the Company
- > Engaging in business that conflicts with company's interest and infiltration for competitors.
- ➤ Abandonment or dereliction of duty
- > Theft, fraud or dishonesty in connection with company's business or property.
- Refusal to obey a reasonable and lawful order.
- > Drunkenness or drug addiction.
- ➤ Gross insubordination or disrespect to management, client suppliers or customers.
- ➤ Proven attempt to steal, pilfer or aiding and abetting any misconduct.
- ➤ Threatening or intimidating, assault and battery of co-employees, members of management etc within or outside the company's premises
- > Causing accident through gross negligence.
- Malicious damage, mismanagement, and misplacement of company's property.
- > Suspicion, Arrest or Conviction for a criminal offence through legal process.
- ➤ Engaging in riotous or instigating others against the company, disorderly, or immoral behaviors while on duty or within the company's premises or precincts.
- Disloyalty, including failure or refusal to report any misconduct committed or about to be committed against the company.



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- ➤ Dangerous/careless driving. (Drivers/Salesmen)
- ➤ Gambling, betting or selling personal goods within the company premises.
- Financial indiscipline causing loss and bad brand image to the Company.
- > Accepting or demanding bribes.
- ➤ Distributing sensitive and unauthorized documents.
- Malicious petition writing capable of bringing the company into disrepute.
- Sexual Harassment/Abuse

8.4 Other Condition of Leaving

On leaving, the Company will deduct from entitlements due to you such sums as you may owe to the Company. These may include, but are not restricted to, any loans and payment made for holidays taken in excess of entitlement.

If you leave without giving notice and without the Company's agreement, you are in breach of your contract and you may forfeit some or all of any salary due to you in lieu of notice not given.

Before leaving, you must hand over to your Manager all articles belonging to the Company, including your ID badge and any documents, equipment and computer software used at home. Documents and software include (but are not limited to) correspondence, diaries, address books, databases, files, reports, plans, records or any other medium for storing information. You should not retain any copies, drafts, reproductions, extracts or summaries of documents and software.

After you have left the Company, you must not:

• Use or divulge to any person or organization any confidential information relating to the business of the Company or its client.

Should you be dismissed for reasons of gross misconduct, your employment will be terminated immediately without the benefit of notice or payment in lieu of notice.

9.0 Business Travel

Employees that are required to travel in connection with their work will have their travel expenses refunded according to the following travel guidelines for business travel outside usual place of work.

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9.1 Travel request form

A requisition form must be filled out by any intending business traveller stating as a minimum, purpose of travel, destination(s), time and date of departure/return, estimated cost (including air tickets, accommodation, feeding allowance, etc, etc). The form is to be signed by the traveller and submitted to his/her manager/department head for approval. With the approved form, traveller collects cash advance from Finance Department.

9.2 Travel expense retirement

Upon return, traveller must complete the expense retirement form and submit to manager/departmental head for approval. The Approved form is submitted to finance department for re-imbursement or return of excess fund and filing. Retirement is to be submitted within one (1) week after completion of travel. All retirements are to be accompanied by supporting documents. Apart from approved allowances, all other expenses are to be supported by **vouchers/receipts/invoices**. Where supporting documents are not provided, traveller to provide signed written statement explaining why supporting document is not provided for the expense.

9.3 Travel expenditures.

- (a) Air tickets are to be booked by office (Admin Dept.) well in advance before traveling, as this will reduce cost of tickets. In all cases and especially where bus or air ticket is bought directly by traveller, booking and stub of boarding pass should be included as supporting documents when making retirement.
- (b) Travel cost from home to airport and from airport to home is limited. Furthermore, an employee shall be paid an appropriate out-of-station allowance per night as determine by Management from time to time.

On return to base, the concerned officer(s) must submit the total expenses with relevant receipts where applicable for reimbursement of his just expenditure in line with the Company's policy regarding the entitlement for each grade/ category of staff.

9.4 Hotel accommodation

For Internal staff, Hotel accommodation is not to exceed N10, 000.00 per night. Any deviation must be approved by the manager/department head beforehand. Where the traveller chooses to make own accommodation arrangement, company will pay to the traveller half of maximum allowed hotel accommodation allowance. In choosing hotel,



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traveller should consider proximity to client location, place of meeting or TDL/ deployed Company's office.

9.5 Feeding allowance

For mid-level management staff, feeding allowance is N3,000.00 per day – including breakfast, lunch and dinner, at N1,000 each. If breakfast is included in hotel bill, breakfast will be deducted from the feeding allowance. This allowance will be prorated, meaning that it will depend on the time when traveller commenced and completed his/her assignment.

9.7 Taxi allowance

For mid-level Management staff, where transportation is not provided by company, and depending on nature of business travel, traveller is allowed intercity taxi allowance of N2000 per day. The traveller is expected to use the most prudent and safe means of transportation available.

9.6 Outsourced Staff travel expenses (accommodation, feeding and transportation allowance).

This is as determined by Client/Deployed company.

9.8 Safety

Before travelling, traveller must leave itinerary with the Admin dept. and regularly update the office /manager/department on whereabouts and any changes to the itinerary.

10 Responsibilities and Conduct

10.1 **Gifts**

No one in TDL/ Deployed Company shall directly or indirectly offer, promise, give or receive bribes, illegal or inappropriate gifts or other undue advantages or remuneration to achieve business or other personal advantage.

The Company will take the necessary steps to prevent its financial transactions from being used by others to launder money.

However, accepting or giving the following items may be permitted as part of normal individual or business practices by following appropriate procedures:

• Any voluntary condolence or congratulation gifts

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- Reasonable entertainment, including an occasional lunch, dinner, or cultural event.
- Money or gifts provided by the company.

10.2 Housekeeping

otal Data Limited

Employees are expected to keep their workstations or offices clean and conducive for work. Keep tidy the common areas of the office like the corridors, meeting rooms, Pool area, etc. Share in the responsibility to maintain office equipment such as telephones, printers, and photocopiers.

10.3 Evacuation Plan

The safety of staff is our number one priority in the event of a disaster. Periodic fire drills will be carried out as a contingency measure to ensure that you are aware of the evacuation procedures.

10.4 Office and computer Security

Due to the requirements of the job, employees may have to share the same database or software on the network. To maintain the confidentiality of information, employees must not allow any unauthorized users to access the system. Any employee who needs assistance in maintaining security of the system should approach the designated/assigned IT or Admin personnel.

10.5 Conflict of Interest

The employees must behave impartially in all business dealings and not give other companies, organizations, or individuals' improper advantages. The employees must not take part in or seek to influence any decision under circumstances that can give rise to an actual or perceived conflict with TDL's interest or could in any way have a negative effect on their own freedom of action or judgment. Such circumstances may be a personal interest in the subject matter – economically or otherwise – directly or through spouse, partner, close relative, or any other person with whom they have close relations.

If you are in doubt regarding your own impartiality or to the integrity of your work, the matter must be discussed with your Line Manager.

10.6 Guests

Guests must be always accompanied by a staff member when entering the working areas of the office and must be escorted out of the office. As a courtesy to colleagues please ensure that guests do not wander freely around the office.

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11.0 Pension and Health Services

11.1 Pension

TDL shall comply with Pension reform Act of 2004 as amended in Personal Income Tax (PIT Act 2011), and any subsequent amendments. In line with the Pensions Act, your salary will be subject to the contributory pension scheme, which will be deducted monthly at source and paid to your Pension Fund Administrator on your behalf.

11.2 Health Service

TDL has an agreement with a Health Maintenance Organization to render health services to all staff.

12.0 Information and Communication

12.1 Information Meeting for all Employees

Company information meetings are arranged regularly. Strategies, business development information, financial information etc, are presented by the Management group and communicated to all employees.

12.2 Language of Communication

There are multi-ethnic and multi-cultural staff who work in the same environment, and accordingly the Company does not have a position on conversations in the vernacular. However, in a mixed language Company, communication should be conducted in English.

12.3 Communication

The Company believes in effective communication and therefore recognizes top - down and reverse communication. The Company expects all employees who have issues to raise them through the proper channels, which ordinarily is their Head of Department. On the other hand, the Company shall use various communication channels to keep staff informed of all developments.

The prime responsibility for passing information and ensuring that effective communications are maintained lies with line managers. Means of communication within the Company are:

- Memos for internal communication in relation to the job.
- Meetings and team briefings which improve communication with staff and increase staff involvement in the Company's activities, giving the opportunity to gain consensus or agreement through face-to-face discussion.
- The use of electronic and physical notice boards for announcements and information on matters of general interest.

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Correspondence pertaining to the Company's business must be addressed to the Company at its offices and not to an individual or to a personal address. Letters for the attention of a particular employee should be delivered to the employee.

Stationery or forms on which the firm's name or watermark appears should not be used for personal purposes. The Company's letterhead is to be used only for communications that are signed by a director, manager, or a specifically authorized representative of the Company for business purposes. Communications relating to professional and civic activities may be sent on the Company's letterhead, subject to the prior approval of an Executive.

13.0 Confidentiality

- 1. Employees shall maintain and treat in strict confidence any information, conversations and communications in any form related to the Company's business. No employee shall disclose any of the Company's business information without prior approval from Management.
- 2. Every invention, process or design developed while working for the Company shall remain the property of the Company and must be treated as such. The information shall include, but not be limited to, geological/geophysical and commercial data, confidential or proprietary plans, work programs, documents, agreements or similar materials, negotiating strategies and information that is treated as proprietary information by the Company.
- 3. The restrictions in 1 and 2 above shall also apply to draft documents.

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APPENDIX A

COMMITMENT SLIP

Any employee issued with this Handbook is required to sign the commitment slip signifying that he/she has taken possession, read and agreed with the terms and conditions contained herein. This form serves as an agreement between the Company and the employee throughout his/her period of service in the company. It shall cease to apply only after the employee has left the services of the Company.

Please complete the attached form and return to the HUMAN RESOURCE DEPARTMENT for placement in Employee's Personnel File.

TOTAL DATA LIMITED COMMITMENT SLIP
NAME IN FULL:
ADDRESS:
EMPLOYMENT DATE:
POSITION:
I acknowledge receipt of a copy of the Total Data Limited Employee's Handbook.
I confirm that I have read and fully understand and accept the contents of this Handbook. I pledge to abide by all the rules and regulations contained in this Handbook and as may be amended from time to time.
SIGNATURE:
DATE