



HUMAN RESOURCES POLICY AND PROCEDURE

CODE OF CONDUCT

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5.1. PURPOSE

The purpose of the policy is to outline the social norms, rules, responsibilities and proper practices for employees of Settlers Park Retirement Village

5.2. STATEMENT

Settlers Park Retirement Village undertakes to conduct its business honestly and ethically. Settlers Park Retirement Village is committed to creating a reputation for honesty, fairness, respect, responsibility, integrity, trust and sound business judgment. Settlers Park Retirement Village will not compromise its principles. Settlers Park Retirement Village expects all its employees and volunteers to adhere to high standards of personal integrity.

5.3. OBJECTIVES

The Objectives of the Policy is to set in writing the principles, values, standards and rules of behavior that guide the decisions, procedures and systems of Settlers Park Retirement Village. The principles, values, standards and rules of behavior set out in this policy contribute to the overall welfare of the employees, volunteers and residents of Settlers Park Retirement Village while respecting the rights of all involved in the operations of Settlers Park Retirement Village.

5.4. SCOPE

The Code of Conduct applies to:

- 5.4.1 All permanent vacant positions within Settlers Park Retirement Village
- 5.4.2 Full-time and part-time employees (half day and two third day employees) who are regarded as permanent employees
- 5.4.3 Temporary employees who have applied for permanent vacancies within Settlers Park Retirement Village
- 5.4.4 All Volunteer positions within Settlers Park Retirement Village

5.5. ROLE AND RESPONSIBILITIES

- 5.5.1 _____ (Position) is responsible for drafting and updating the Code of Conduct
- 5.5.2 _____ (Positions) within the specific business units are responsible for the maintenance of the Code of Conduct as well as ongoing advisory support to line managers.
- 5.5.3 It is the line managers responsibility to ensure compliance with the Code of conduct

5.6. RELATED POLICIES AND DOCUMENTS

- 5.6.1 The Basic Conditions Of employment Act 75 of 1997
- 5.6.2 Individual Employment Contracts

5.7. CODE OF CONDUCT

5.7.1 GENERAL CONDUCT

Settlers Park retirement Village expects staff to show a positive attitude of dedication and discipline. For this to be achievable the following must be adhered to:

- All employees must be polite and courteous to residents, guests and fellow staff members at all times.
- Employees are not allowed to loiter in any resident or public areas. Staff who have completed their shifts must leave their place of work. If an employee needs to remain on the premises after their shift is complete, they may make use of the _____ (location e.g. staff room, canteen etc.) until such time that they can leave the premises.
- Employees may not chew gum or eat in front of the residents or guests in any public area, while in uniform, unless it is in a specific designated area or for a specific event.
- No abuse or misuse of company property will be tolerated.

- _____
- _____
- _____

5.7.2 COMPANY LANGUAGE

The business language of Settlers Parke Retirement Village is English and all business communication must be conducted in this language. Exceptions can be made between staff members if it is not a business-related conversation.

5.7.3 HOUSEKEEPING

Each employee is responsible for keeping his or her work area clean and neat throughout the day.

Dispose of trash properly and ensure that the rest rooms, toilets and parking areas are kept clean by informing _____ (Position) should these areas require attention.

Good housekeeping is an important part of accident prevention.

5.7.4 WORKPLACE DRESS CODES

All employees are required to adhere to the company dress code while at work. Employees are required to arrive in neat and clean clothes. The employees will purchase and maintain their own clothes.

5.7.4.1 Uniforms/ overalls/ etc.

(Please provide details regarding uniforms. Are they bought by the employee or are they given to employees? When are they given a uniform and when are they replaced? Where can they get the uniform? Who is responsible for cleanliness and neatness? How is a damaged uniform rectified? Etc.)

5.7.5 STAFF MEETINGS

Regular staff meeting will be held to maintain the efficient operation of the business. All appropriate employees will be required to attend these meetings as a condition of employment. No over time or extra compensation will be paid for attendance.

5.7.6 NOTICE BOARDS

Notice boards can be found _____ (Location) and _____ (Location) and other areas of Settlers Park Retirement Village. Memoranda, Feedback, Vacancies and General Staff Meeting Minutes and subjects of interest may be displayed on these notice boards subject to the _____ (Position) permission. Please keep up to date on the developments of Settlers Park Retirement Village by reading the notice boards regularly. Each department will have its own notice board with internal memoranda and timetables displayed.

5.7.7 TIMEKEEPING

Employees are required to work as stipulated in each individual's Employment Contract. As part of Settlers park Retirement Village's strategy to ensure punctuality and accuracy in record keeping, it is the employee's responsibility, when arriving at work, to sign in when starting a shift, and sign off, when ending a shift.

Each employee performs an important job and function at Settlers Park Retirement Village. As such, employees are expected to be at their place of work, in uniform and ready for work at least 5 minutes prior to the start of the shift, or as required by the department.

5.7.8 ABSENTEEISM

If an employee is unable to report for duty for whatever reason, it is his / her responsibility to ensure that the respective manager is informed, at least one (1) hour before the employees' normal starting time. SMS's or WhatsApp's are not considered to be acceptable methods of notification.

Employees who arrive at work later than one (1) hour after commencement of their shift will be sent home and will forfeit that day's wages. In all instances of late coming, the principle of no work, no pay shall apply.

An employee will be considered "excessively absent" if they have exceeded Settlers Park Retirement Village's guidelines and allowances for leave. The various types of leave available are described in detail in the Conditions of Employment Policy as well as in each employee's Employment Contract.

A company employee who is absent without authorization for three or more consecutive workdays may be considered to have abandoned his or her position and to have resigned from the company.

5.7.9 SMOKING POLICY

Settlers Park Retirement Village prohibits smoking at all work locations, unless it is in an area designated for smoking. Failure to adhere to established "no smoking" guidelines could lead to disciplinary action.

5.7.10 USE OF INTERNET / E-MAILS / LAND LINE TELEPHONES

Internet access, emails and company telephones are business tools and are not to be regarded as private. These are intended for business purposes only. Employees are not entitled to use any business equipment, inter alia, telephones, cell phones, fax machines and computers, for private purposes without the Direct Line Manager's prior permission, unless an emergency or a policy, to the contrary exists.

Personal advertisements, chain letters, pornography, games and personal enquiries are forbidden. Abuse will result in user's rights being revoked and possible disciplinary action. All personal phone calls made will be charged to the employee concerned and any abuse of company telephones will be dealt with as defined in the Disciplinary Code.

Settlers Park Retirement Village reserves the right to access, monitor, read, filter, block, delete, use and act on any incoming or outgoing email messages, sent or received by the employee, attachments to such emails, hyperlinks in such email messages or attachments, websites visited by the employee and files or records saved automatically, or by the employee, on the employer's equipment.

Employees consent, inter alia, to the company intercepting and tracking the nature, extent and content of their telephone and internet usage and may intercept and ascertain the nature, extent and content of all email usage, emails and email box.

5.7.11 USE OF CELL PHONES AND SIMILAR DEVICES

5.7.11.1 General Use at Work

While at work, employees are expected to exercise the same discretion in using personal cell phones as they use with company phones. Excessive personal calls during the workday, regardless of the phone use, can interfere with employee productivity and be distracting to others.

Employees should restrict personal calls during work time, and should use personal cell phones only during scheduled breaks or lunch periods in non-working areas.

Other personal calls should be made during non-work times whenever possible, and employees should ensure that their friends and family members are aware of the company policy.

To ensure the effectiveness of meetings, employees are asked to leave all cell phones at their desk. On the unusual occasion of an emergency or anticipated emergency that may require immediate attention, the cell phone may be carried to the meeting and placed on vibrate mode.

Settlers Park Retirement Village is not liable for the loss of a personal cell phone brought into the workplace.

5.7.11.2 Unsafe Work Situations

Settlers Park Retirement Village prohibits cell phones usage in any environment where it could be considered unsafe. For instance, on a building site, while operating heavy machinery, while working with any of the natural elements (fire, gas, liquids, earth).

5.7.11.3 Use while driving

Settlers Park Retirement Village prohibits the use of cell phones while driving the companies' vehicles or while conducting company business.

5.7.12 COMPANY VEHICLES AND DRIVERS

Only authorised drivers are allowed to drive company vehicles.

Log books are kept at _____ (Position) and are to be completed before and after every trip.

A copy of a valid driver's licence must be kept on file with the _____ (Position) prior to any employee being given permission to make use of a company vehicle.

Each driver shall be held responsible for any loss or damage to company vehicles if found to be negligent in any way.

Drivers of any company vehicles shall be held personally responsible for any traffic fines however, the company shall pay any traffic fines pertaining to the upkeep of the company's vehicles (e.g. brakes, lights, tyres, etc.). Drivers are expected to drive cautiously at all times.

Company vehicles will be insured by the company, however, should a company vehicle be damaged and / or persons are injured due to negligence, wilful or unlawful conduct by the employee, the costs of the repair, or the excess on the insurance claim, or any 3rd party claim will be payable by the employee and will be deducted from the employee's salary / wage.

No company vehicles are to be used for private purposes. The employer is indemnified against any action due to an employee's failure to comply with this instruction.

If the vehicle is fitted with a gear lock or alarm it must be activated at all times whenever the vehicle is not in use.

5.7.13 COMPANY FUNDS

Any employee in charge of company funds, e.g. a float or petty cash, must take full responsibility for these funds. Periodical float / petty cash checks will be conducted and if the float/ petty cash are found to be short, this could lead to disciplinary action being taken against the employee.

No company funds may be used for personal use.

Financial expenditure must always be authorized prior to any purchases being made.

5.7.14 ACCESS

5.7.14.1 Staff Entrance & Exit

All staff will be required to sign the register at the gate when entering or exiting the property. Any items (e.g. food, shopping etc.) brought onto the property must be declared with Security. Items that are not declared will be viewed as being company property.

Staff with vehicles will park _____ (list areas of designated staff parking).

5.7.14.2 Settlers Park Retirement Village Facilities

Staff may utilise the facilities once they have been granted specific permission by the General Manager and / or Financial Manager. This permission is to be requested at least twenty-four (24) hours in advance.

Should employees be utilising any of the facilities they will be expected to conduct themselves in a manner that will not discredit the image of Settlers Park Retirement Village. Should employees be found to be contravening such guidelines whilst utilising the services, disciplinary action may be taken.

5.7.15 CONFIDENTIAL INFORMATION

Confidential information is regarded as all information that has or may have a commercial business value and is not public knowledge. The company shall maintain ownership of all confidential information and trade secrets. All company employees may only use the confidential information and know how in performing their job descriptions. The employee may not disclose any confidential information, during or once they have ceased employment with the company, without express permission of the company.