



NEXT TECHNOLOGIES LTD HR POLICES & PROCEDURES MANUAL

MAY 2010

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1.0 INTRODUCTION

1.1 MESSAGE FROM THE DIRECTORS

This policy manual shall be referred to as “The Next Technologies Ltd HR Policy & Procedures Manual” and replaces all other earlier versions. This policy manual is effective 1st May 2010. It is a guide to management and employees in order to make provision for administrative matters not already covered by legislation.

The Next Technologies Ltd HR Policy & Procedures Manual should be read in conjunction with your letter of appointment as it forms part of your employment contract with NTL.

The Manual cannot answer every employee’s question. However it is used as the first reference when questions and complaints about personnel issues arise. As an essential management communication tool it outlines NTL’s policies and helps integrate new employees into NTL’s work environment by providing the initial sense of organisational direction.

The authority to interpret or amend any of the provisions stipulated in this policy manual is vested in the Directors of Next Technologies Ltd. Any amendments made to this manual will be attached as appendices, in form of memos sent to all employees, until such a time when this manual will be reviewed afresh, and a new effective date given.

All employees of Next Technologies Ltd (NTL) will be issued with a copy of this policy manual by the Human Resources Manager and should ensure that they are conversant with the regulations herein.

Once a copy of the policy manual is received, each employee will be expected to sign an “*Acceptance Form*” - *Appendix 1* as an indication that they have fully read and understood the contents herein. A copy of the duly signed Acceptance Form will be filed by the Human Resources Manager in respective personnel files.

We urge you to dutifully observe these policies as you deal with your co-employees, superiors, management officials, our associates, suppliers and customers in the pursuit of our corporate goals and objectives.

We hope that the policies stated herein will provide a supportive framework for staff motivation and development and for behaviour consistent with professional ethics.

Anne Njuguna
Director
May 2010

Vincent Rariewa
Director
May 2010

1.2 TERMINOLOGY

| | |
|-------------------------|--|
| "Annual Leave" | means the days that an Employee is allowed to be absent from duty every year. |
| "Calendar Year" | means the period from 1 st January to 31 st December. |
| "Child" | means a biological child, step child or adopted child who is under twenty one (21) years of age, unmarried and still a dependant of the employee |
| "Company" | refers to Next Technologies Limited |
| "Customers" | means the clients of the services offered by Next Technologies Limited |
| "DIRs" | means a Director of Next Technologies Limited |
| "Employee or Staff" | means a person employed by Next Technologies Ltd on monthly rated terms. Such Employee is subject to all applicable Kenya Laws, rules and regulations, and, is not entitled to any exemptions and/or privileges. |
| "HOD" | means "Head of Department." |
| "HRM" | means "Human Resources Manager." |
| "NTL" | means "Next Technologies Limited." |
| "Officer" | includes employee except where otherwise stated or implied |
| "Probationary Employee" | means an Employee whose employment has not been confirmed by NEXT. |
| "Management" | Directors, Systems Manager, Technical Manager, HR & Administration Manager, Marketing Manager, Accounts Manager. |

The headings are used for convenience only and shall not affect its interpretation.

Unless otherwise stated or implied, words in the masculine gender include the feminine gender.

Words in the plural include the singular and words in the singular include plural.

The "*Company's Organization Structure*" - *Appendix 2* is also appended to this manual. This will be updated from time to time in response to changes and developments.

1.3. ABOUT NTL

Next Technologies Ltd (NTL) is a privately owned company whose mission focuses on understanding business needs and timelessly developing the best turnkey solutions for organizations. It is a solution provider devoted to the design and installation, configuration and support of local and wide area networks. NTL aims to be the preferred solution provider in areas of computer networking and system integration within the broader of East Africa region.

The focus of NTL is to provide computers, data and voice communication solutions to organizations within East Africa region and related technical services. This is achieved by:-

- i) Use of a wide range of leading networking products coupled with networking solutions
- ii) Use of a multi-vendor strategy which complement established businesses and;
- iii) Provision of complex systems solutions to the Information Technology market place

1.4 OUR VISION

We are committed to provide our customer with quality Information and Communications Technology products and services to give them business advantage.

1.5 OUR MISSION

Our mission is to broaden our activities, meet our business partners' expectations and grow the entrepreneurship spirit of our human capital.

1.6 OUR CORE VALUES

- **Continuous improvement**
The NTL environment supports personal growth and continuous learning for all employees.
- **Teamwork**
At NTL, employees treat each other with respect and dignity, valuing individual and cultural differences. NTL leadership and employees communicate frequently, listening to each other regardless of level or position.
- **Honesty & Integrity**
NTL employees are honest and ethical in all business dealings. They keep their promises and takes responsibility.
- **Customer focus**
NTL equips engineers and marketers with tools to meet the world's most pressing IT challenges and provides IT hardware and solutions that improve the lives of our customers. NTL has seen steady growth by putting customer success first.

2.0 GENERAL POLICIES

2.1 GENERAL POLICIES

NTL is committed to employing persons who are committed to its course and who are of proven integrity.

NTL will therefore seek to:

- i) Ensure that an optimum number of employees are maintained for efficient and effective management of the organization.
- ii) Offer compensation and maintain a salary structure that is sufficiently attractive and can motivate employees to strive for excellence in performance.
- iii) Promote favourable industrial and employee relations.
- iv) Provide reasonable terms and conditions of service to employees that are comparable with those applicable for similar positions in other such organizations, provided it shall have adequate funds and ability to pay.
- v) Provide for an equitable starting salary for every employee that takes into account the duties, qualifications, experience and responsibility requirements determined by the job description for each position. (Job Evaluation).
- vi) Provide for Promotions, Transfers, annual pay and/or merit increases through a systematic process of performance appraisal undertaken for each employee.
- vii) Provide for employment benefits that are in line with market practice and are in compliance with local income tax regulations.
- viii) Provide adequate procedures to facilitate dealing effectively with inter-staff conflicts, disputes and grievances.
- ix) Provide an environment where individual employees will participate in the development of their careers and where they will have opportunity to fully utilize individual talents and ambitions. The Company will always endeavour to place employees in functions that present them with the necessary challenges and experiences.
- x) Continuously train and develop its staff both internally and externally while encouraging and instilling a learning culture within the Company.
- xi) Keep employees informed of changes taking place in the organization to enable them appreciate the reasons for the changes and the objects of their work.

It is NTL's belief that the above will enable employees to work better, co-operate, and have better understanding.

2.2 MANAGEMENT EXPECTATION

The Company recognizes that discipline, sound management and employee relations are vital to NTL's efficient and successful operations.

- i) It is expected that to project an image compatible to the core values, every employee is expected to conduct himself in a manner consistent with NTL's policies, practice integrity, honesty and observe the highest standards of ethics when dealing with co-employees, superiors, management officials and most specially, to our customers.

- ii) Orientation and induction shall be conducted by the HR Department for familiarity with the rules and regulations of the Company. Every employee is therefore expected to be responsible in understanding and observing these rules and regulations as he performs his work.
- iii) It is the primary duty of the managers to communicate and impose these policies, rules and regulations to their subordinates. The HR Department shall see to the effective implementation and administration of these policies.
- iv) All employees, regardless of employment status and position are expected to observe office hours and to wisely and productively utilize their time to serve the best interest of the Company.
- v) Personal notices/ advertisements / messages are not allowed within the Company's premises without the consent of the Management.
- vi) Employees are not allowed to gamble, bet or be intoxicated within the Company premises, while on duty.
- vii) Employees are not allowed to leave the Company premises during working hours without express authorisation from immediate superior or his representative.
- viii) In case an employee cannot report for duty on time, the immediate superior or HR Department must be informed immediately. Failure to report can be considered as absent for that day(s).
- ix) Absence due to ill health can only be accepted and approved upon submitting a certificate from a duly qualified Medical Practitioner.

2.3 UNACCEPTABLE BEHAVIOUR

- i) Hindering of work progress.
- ii) Leaving of work premises without permission.
- iii) Unauthorised distribution of public literature, posters, etc within the Company premises.
- iv) Failure to report to work without prior permission / information.
- v) Circulation of misleading or false information within the Company or its customers, at any time during employment.
- vi) Refusal to follow the superior's instructions.
- vii) Abusing or insulting internal & external customers etc.
- viii) Any act that is a criminal act by law e.g. fraud

2.4 CODE OF CONDUCT

The following are the basic ethical principles that employees are expected to adhere to:-

2.4.1 Personal Standards And Moral Integrity

Conflict between an employee's private interest and the Company's is unacceptable. Where this situation arises the employee should bring it to the management's attention at the earliest opportunity possible, in order for the conflict to be satisfactorily resolved, without damage to the Company or the integrity of the employee.

2.4.2 Respect/Courtesy

All employees will be expected to portray the utmost respect for one another, irrespective of seniority or personal status.

2.4.3 Professionalism

Professionalism is a combination of knowledge, experience, common sense and sound judgment. It places an obligation on the employee to acquire all knowledge and skills necessary to carry out the assignment to the highest standards possible.

High standards of personal behaviour are expected in more routine areas such as courtesy and cleanliness of both self and premises.

2.4.4 Confidentiality And Trust

During employment or at any time thereafter, an employee shall not, without the prior written authority from the Directors divulge to any person, firm or corporation whatsoever, any information concerning the business or finances of the Company or its shareholders, or of their respective dealings, transactions or affairs which may come to your knowledge during or in the course of your employment.

All information concerning any aspect of the Company is to be considered confidential. Any unauthorized disclosure of such information is illegal and employees found violation this principle will face disciplinary action. This policy applies to any and all information whether spoken, written, stored in computer memory or stored in any form even after leaving employment of the Company.

2.4.5 Conflict Of Interest

There should be no business transactions between any employee of NTL or any of his relatives, involving a conflict between the duty of the employee to NTL and the self-interest of the employee or relative.

If an employee or member of his immediate family has an interest, (financial or otherwise) in a firm which does business with NTL and the interest is sufficient to affect the employee's decision or actions, the employee will not be allowed to represent the Company in such business transactions.

All employees must realize that they will be held responsible for any personal decision or action that will involve a conflict of interest.

2.4.6 Solicitation

The Company limits solicitation and distribution of materials that might in a way interfere with normal business operations, negatively impact on employee efficiency; interfere with customer service or pose a threat to security.

2.4.7 Loyalty

An employee's relationship with the Company is covered by the employment contract. They should recognize that primary loyalty and responsibility is owed to the Company.

2.4.8 Personal Integrity

An employee is expected to uphold their personal integrity by adhering to generally accept moral principle such as honesty, fairness, impartiality and strength of character.

2.5 COMPANY DRESS CODE

All employees must dress in a manner that depicts the integrity, professionalism and maturity expected.

Clothes that are tight and/or expose the body too much or are too revealing are not allowed during working hours.

2.6 COMPANY ASSETS

Company vehicles, equipment, supplies, funds and any other property shall be used for purposes for which it is meant. Misuse of the Company's assets amounts to gross misconduct.

2.7 DISCRIMINATION

The Company is strongly opposed to all forms of discrimination as they are inconsistent with the values of the organization and law. Discrimination of any sort should be reported as soon as it occurs so that the matter can be investigated thoroughly and appropriate action taken. Allegations will be treated with confidence at all times.

2.8 ALCOHOL, DRUGS AND SMOKING

NTL maintains a "No smoking and drug-free" work place policy in all its premises.

2.9 COMMUNICATION

2.9.1 General Form

- iv) Any correspondence should be brief, quoting relevant cognate reference and should end in a definite conclusion.
- v) It should be typed where possible but in the case of confidential matters, this should be left to the writer's discretion.
- vi) Each communication should as far as possible be confined to a single subject under an appropriate summarized heading and the file reference (if any), should be quoted.
- vii) No staff is allowed to take extracts or make copies of minutes or correspondence for his private purposes, unless such correspondence is expressly addressed to him personally.

2.9.2 Internal Communication

Staff will be required to communicate through their departmental heads. Such communication will be in form of memos, email or letters with copies made available to the concerned managers or departments.

2.9.3 External Communication

- viii) It is important that communications received by the company is dealt with expeditiously.
- ix) All correspondence should be signed by the DIRs or HOD on behalf of the DIRs, and should bear the name of the writer.
- x) All company stationary and postage meters are for official use only.
- xi) Only the DIRs are the authorized channels for all information to the press.

2.10 PUBLIC RELATIONS

Every employee is a public relations representative of the Company, whether at a formal or informal meeting, in private or public forums. All employees are expected to portray a positive image of NTL at all times. Employees are expected to show politeness, respect and courtesy to all external parties.

3.0 RECRUITMENT & SELECTION GUIDELINES

3.1 GENERAL

It is the company's policy to engage educated persons and to give them the necessary training to fit them for the job. For those who show potential, the company will endeavour to provide them with the opportunity for promotion to more senior and responsible positions.

Where a suitably qualified member of staff is not available to fill a particular position, the recruitment may be done from external sources.

Where activity in a department increases to such a level as may require additional manpower, recruitment will also be done.

3.2 EDUCATIONAL STANDARDS

The normal minimum education standards required for new entrants to permanent establishment is the possession of a school certificate or its equivalent. Very exceptionally will this requirement be waived where an applicant's previous experience or outstanding ability is considered ample to offset his lack of formal education. This requirement, however, does not apply to new entrants to professional positions.

3.3 REFERENCE CHECKS

All letters of employment must state that the offer of a post is subject to acceptable references being received from previous employer.

Should the company receive information that in their opinion is detrimental to the company, the company reserves the right to dismiss the employee forthwith.

Similarly, any employee found to have given false information or neglected to give information regarding any criminal offense earlier committed will be subject to instant dismissal.

3.4 RECRUITMENT IN EXCESS OF ESTABLISHMENT

The total number of agreed staff in any section of the company's organization represents the authorized establishment of that section/department. The establishment must be kept constantly under review by departmental heads who should recommend to the DIRs, any necessary alterations, change in presence, seniority or grading of a post. Only the DIRs can authorize any alteration. Records showing the names of employees occupying each post will be maintained by the HRM. In order to update such records, the HRM should be advised of any changes.

3.5 RE-ENGAGEMENT

It is contrary to the company's policy to re-engage staff who have left the company's service. However, if the reason for leaving or re-applying to the company is justifiable, the company may waive this restriction.

3.6 PROBATIONARY PERIOD

All appointments to the established posts will be made subject to a minimum probationary period of 3 months.

Service on temporary terms may be taken into account either in part or in full, as probationary period at the discretion of the management.

New staff on probation are not eligible for any other benefits other than the statutory requirement as stated in the Employment Act.

Failure to demonstrate suitability for permanent employment may result in the period being extended for not more than six (6) months or the appointment being terminated.

Notice of termination during probation can be given by the Company to the concerned employee or vice versa by giving seven (7) days notice or by payment in lieu thereof.

All promotions to higher posts resulting from internal recruitment will be subject to an acting period of 3 months, after which competent evidence may lead to confirmation. Failure to do so may lead to the period being extended or the promotion cancelled, in which case, the employee would revert to his former position.

3.7 RECRUITMENT PROCEDURE

The HRM shall be charged with the responsibility of recruiting and selecting staff for all vacant positions in consultation with the DIRs and the HODs.

As and when a vacancy arises, the following procedure will be followed:-

- The concerned HOD will request to the management in writing for the vacancy to be filled using the ***“Authority to Recruit Form” - Appendix 3.***
- The DIRs in consultation with the HRM and the concerned HOD will ascertain whether the need is justified and approve or not approve this request.
- Once approved, they will ascertain whether the vacancy can be filled internally or externally.
- If internally, the appropriate candidate will be promoted following recommendations by the immediate supervisor. If not, recruitment and selection process will be engaged.
- For any position to be filled, applicants shall be interviewed by a panel consisting of not less than three (3) members including the requesting HOD and HRM.
- Upon appointment, the successful applicant shall be issued with an appointment letter subject to reference checks and placed on 3 months probationary period.
- All appointment letters shall be signed by the DIRs and witnessed by the HRM.
- The new employee shall report to the HRM and hand in copies of NSSF card, PIN certificate, NHIF card, certified copies of certificates, two coloured passport size photographs and will also be given a staff number after filling out the ***“Personal Data Form” - Appendix 4.***
- The new employee shall be issued with a precise and detailed job description by the respective HOD.
- The new employee will also be taken through an induction programme organized by the HRM and shall be issued with a copy of this manual.

3.8 APPLICATION FOR EMPLOYMENT

An applicant should be advised to make formal/written application on an A4 paper. A candidate for employment must complete the requirement which among others include submitting detailed up to date resume.

3.9 RECORDS

HR department will ensure that employee records are kept safely and updated periodically. Accounts may also be advised accordingly for remuneration purposes.

3.10 LETTERS OF APPOINTMENT

Candidates recruited to fill existing vacancies should be appointed on probation to the permanent establishment. Before taking up duty, all new staff should be issued with appropriate letters of appointment which they must sign and submit to management before commencement of duty.

3.11 LETTERS OF CONFIRMATION

Upon expiry of probation, the concerned staff member will be issued with a letter of confirmation stating effective date, additional benefits if any and change of salary, if any.

3.12 TEMPORARY EMPLOYMENT

Where exceptional circumstances require the engagement of a person on temporary basis, e.g. sickness hence absence of the permanent staff for a specific assignment etc, such an engagement must be for a specific period of time which must not exceed 3 months.

A letter of appointment specifying the temporary nature of the engagement will be issued by the management.

The procedure for temporary employment may or may not be the same as that for permanent employment.

4.0 TERMINATION OF EMPLOYMENT

Termination of service can be initiated either by the employee or the company depending on the case. Termination of service can take place with or without notice on either side depending on the case as explained in the sections below.

The service of a staff member can be terminated on the following grounds:-

4.1 RESIGNATION

An employee wishing to resign from NTL shall submit a written request to the HRM for further action, with a copy to his HOD. It is the responsibility of the HRM to bring to the attention of the DIRs this development.

NTL is entitled to receive notice of employee's intention to resign and the period of notice in accordance with the employee's letter of appointment is one (1) month's notice or pay salary in lieu of notice. For employees on probation, the notice period is seven (7) days or salary in lieu.

A permanent employee resigning from NTL will be entitled to full pay and any earned but unutilized annual leave balance, or use the same to offset the notice period.

Should an employee submit his resignation and fail to give notice, then NTL will have the right to withhold from him any monies dues equivalent to the un-worked period of notice.

4.2 TERMINATION

An employee's appointment may be terminated for reasons stated in the grievance & discipline clause. This type of exit is applied in cases of misdemeanour which, though serious do not warrant summary dismissal.

The staff must receive notice or be paid salary in lieu in accordance with his terms and conditions of service, in which case it will be at NTL's discretion as to whether or not the employee is required to work during the notice period.

The permanent staff will be entitled to full pay and any earned but unutilized annual leave balance.

4.3 UNSUCCESSFUL PROBATION PERIOD

If an employee on probation fails to demonstrate suitability for permanent employment, this may result in the period being extended, or the appointment being terminated.

If termination is deemed necessary, the staff will be given a seven (7) days' notice period or paid salary in lieu.

4.4 SUMMARY DISMISSAL

It should be noted that all dismissal cases means that the affected employee requires no notice or payment in lieu, and leaves employment with immediate effect.

The affected staff is only entitled to his pay and any allowance up to the day of leaving the company's service. He will be paid in full any earned but unutilized annual leave balance.

4.5 ABSCONDMENT

In the event of an employee not reporting for duty for 3 consecutive working days and failing to communicate with his superior explaining the reasons for absence, the employee shall be deemed to have absconded his duties and employment. The penalty for this is summary dismissal.

4.6 STATUTORY RETIREMENT

The normal retirement age for all staff shall be 60 years, unless otherwise directed by the Directors.

HR department will ensure that staff age records are properly maintained based on ID cards or Birth Certificates. NTL shall give 2 months notice period for staff retiring at the retirement age of 60 years.

The affected staff will be paid in full any earned but unutilized annual leave balance.

4.7 EARLY RETIREMENT

Staff willing to retire before the statutory retirement age of 55 years will be expected to follow the normal procedure of resignation as indicated in clause 4.1 above.

4.8 RETIREMENT ON MEDICAL GROUNDS

The services of a staff member can be terminated on grounds of health. Such termination can be initiated either by NTL or the staff. In both cases, a confidential doctor's report indicating the state of health for the employee must be produced.

This option will only be taken once the staff member has utilized the maximum granted sick leave which is 90 calendar days.

4.9 DEATH

Upon the death of an employee, payments due to the employee by NTL will be made to the nominated next of kin.

HR department must have documented evidence in respective personal files of all staff members' nominated next of kin.

Other payments shall be made as per the provisions of the existing Medical Benefits Scheme.

4.10 CLEARANCE PROCEDURE

At the time of exit, all property belonging to NTL must be handed over to the immediate supervisor.

The employee will be required to make good for any missing items. Final compensation for any employee leaving the company will be paid when it has been confirmed that the employee has handed over all keys, equipment, and all property belonging to NTL and proper accounting for money and equipment under their custody. A "*Clearance Form*" - *Appendix 5* initiated by the HRM will be used for this process.

Copies of all clearance forms must be filed by the HR department in respective personal file.

4.11 EXIT INTERVIEWS

Where an employee resigns from the company voluntarily, an exit interview shall be conducted by the HRM using the *“Exit Interview Form” - Appendix 6*.

The results of the interview shall be documented and kept in his file. The aim is to help identify issues that could affect the company and rectify.

4.12 CERTIFICATE OF SERVICE

An employee, who, for any reason, has had his services terminated either by voluntary resignation or by the Company, will be entitled to a Certificate of Service in the form prescribed by the Employment Act of Kenya. Any further recommendations will be at the discretion of the management.

5.0 TRAINING & DEVELOPMENT

5.1 GENERAL

Training and development is a double-edged concept, in that, in addition to improving employee performance through staff appraisal procedures, training is also done to prepare him for future assignment with the company service, as per the career guidelines.

This may be initiated by the manager, who has identified a relevant potential in a particular employee. Alternatively, the training may be initiated through an employee's personal effort to demonstrate his potential by having successfully passed the relevant initial examination for the particular career through his own private study.

5.2 INFORMAL TRAINING

This refers to on-the-job training. Managers at all levels are therefore expected as a matter of course to train, develop and evaluate each staff's skills and capabilities, potential and development needs and thus clearly state them in the annual staff appraisal reports. With this regard therefore, the manager must:-

- Clearly indicate the overall work program for their subordinate staff and establish performance expectations for each staff member.
- Assist each staff member in setting out and working towards achieving realistic goals.
- Select to a great extent work assignments that maximize the possibilities of learning by doing.
- Structure assignments and determine closeness of supervision in the light of every employee's need to strengthen his powers of judgement by exercising them as much as possible.
- Actively coach staff members not only by assisting to solve difficult problems and ensuring that staff members understand why they are modified when this occurs.

5.3 FORMAL TRAINING

5.3.1 Induction

This is for new staff. It aims to introduce the new staff to the history and culture of the company. Naturally, this will be co-ordinated and facilitated by the HRM in close consultation and partnership with the concerned HOD.

5.3.2 Technical Training

This is for employees in the technical and/or professional fields. The aim of this training is to enable staff improve their performance, avoid obsolescence and prepare them for new responsibilities. The company supports staff in the following types of programs:-

- Open courses where the company will provide sponsorships.
- Overseas training sponsorships in cases where the required training is not available locally.
- Utilization of opportunities offered by business partners to train.

5.3.3 Supervisory and Management Training

The company recognizes the importance of effective management and provides appropriate opportunities to train supervisors and managers. This training shall provide them with the attitudes, skills and knowledge needed to obtain optimum operation in all departments of the company. The training will enhance each supervisor's/manager's ability to:-

- Plan, organize and review work.
- Foster team building and effective communication.
- Motivate and develop staff through proper work design, on-the-job training, supervision and delegation, counselling and provision of continuous constructive feedback.

5.4 RESPONSIBILITY OF TRAINING

The responsibility of identifying training needs rests with the HODs in consultation with the HRM and the DIRs.

The responsibility of co-ordinating and organizing training rests with the HRM.

6.0 PERFORMANCE MANAGEMENT

6.1 OVERVIEW

The company will encourage regular discussions of performance in addition to the annual performance review as opportunities for each member of staff to have constructive and objective discussions with his supervisor about:-

- His current job
- His objectives for the future
- How best to achieve the objectives

The performance appraisal system is an ongoing process of specific objective setting, regular feedback, training and career development.

The company will also base its compensation and development of staff upon employee performance. By so doing, the company intends to foster a work culture that strives for excellence of staff performance towards the achievement of the company's goals.

6.2 PURPOSE

Specifically the purpose of the performance appraisal is to:-

- Give the employee feedback on his effectiveness in undertaking the responsibilities of his job.
- Document an employee's performance for current and future reference.
- Enable the company to consistently consider performance awards, salary reviews, promotions and where necessary, transfers and disciplinary action.
- Provide an avenue for a supervisor and an employee to share their problems, difficulties and opportunities and how to handle them.
- Afford supervisor and employees an opportunity to negotiate and establish yearly work specific objectives and on-going performance standards that are in line with the company's goals.
- Identify the employee's training needs.

7.0 WORK ENVIRONMENT

7.1 WORKING STATION

Company staff are liable to be posted to any station within the peripherals of the company to discharge their usual duties.

7.2 HOURS OF WORK

- The standard working week is exclusive of such times as the company may set and until reviewed, it is Monday to Friday, subject to work demands.
- The hours of presentation to work will be determined by the company and may be changed to meet operational requirement. Till reviewed, working hours will be:-
 - i) 8.00am to 5.00pm with a 1 hour lunch break for Administration Staff
 - ii) 8.30am to 5.30pm with a 1 hour lunch break for the rest of staff.
- Supervisors must ensure that employees clearly understand the hours they are expected to work.

7.3 ABSENCES AND ABSCONDMENT OF WORK

Every employee is expected to be at work during official time except when on approved leave of absence. An employee who cannot report for work must immediately inform his immediate superior on the matter through any means possible such as a telephone call. Unauthorized absence will be treated as a disciplinary case and necessary action shall be taken.

Absence before and after a schedule leave, holiday, extension of sick leave or maternity leave without prior notice shall be considered as unauthorized and shall be without pay.

An employee who is supposed to work on holidays but cannot do so must notify his superior one day prior to the scheduled holiday work. Failure to report for work on the day requested will constitute abscondment of work and the necessary disciplinary action shall be taken.

7.4 TELEPHONE CALLS

Personal telephone calls during business hours are discouraged. Unless necessary, employees are encouraged to limit such personal calls to a minimum so as not to cause interruption of work and ensure minimal telephone costs.

7.5. COMPUTERS

7.5.1. Hardware

Hardware refers to all laptop computers, printers, mouse, modems and other secondary items attached to a computer. Users are accountable and responsible for the loss or damage of any of the above mentioned items assigned for their specific use. Any damage or loss of any computer hardware or peripherals should be immediately reported to the HOD.

7.5.2. Software

The company prohibits the installation of software on individual personal computers. Any unauthorized installation of software will mean automatic deletion from the server. Duplication or copying of licensed software for any purpose except for backup and archival purposes is strictly prohibited.

7.5.3 Computer Data Information

Confidentiality and credibility of information is the heart of the business in the company. Passwords are used to prevent any unauthorized access to the information.

Frequently used files and files shared with other employees are stored in the File Server. No personal files should be stored on the server and even on individual workstation. Keep in mind that the computer is a business tool and should be used for such purpose alone.

7.5.4 Electronic Mail

The email is a business tool and should therefore be used for business purposes. Personal email and other forums such as face book, chat etc are discouraged. Unless necessary, employees are instructed to limit personal email so as not to cause interruption of work. Confidentiality applies to electronic mails as well. Any employee caught distributing or sending any of the company's files without any authorization shall be subject to disciplinary action as well as possible civil and criminal charges.

7.6 OVERTIME & OTHER ALLOWANCES

7.6.1 Overtime

The nature of NTL's operations means that some staff will need to work irregular hours. Therefore, no overtime will be payable to any member of staff.

7.6.2 Special Allowance

However, in special cases, the DIRs will at their discretion make consideration to staff who work at clients' sites till late hours or during weekends and public holidays.

In such cases, the HOD will forward his recommendation to the HRM for approval. The amount payable will be at a set value per hour, which will be determined by the DIRs.

7.7 PUBLIC HOLIDAYS

The following are public holidays as gazetted by the Republic of Kenya:

| | |
|----------------|---------------------------|
| New Year's Day | 1 st January |
| Good Friday | Movable Date |
| Easter Monday | Movable Date |
| Labour Day | 1 st May |
| Madaraka Day | 1 st June |
| Moi/Hero's Day | 10 th October |
| Kenyatta Day | 20 th October |
| Jamuhuri Day | 12 th December |
| Christmas Day | 25 th December |
| Boxing Day | 26 th December |
| Eid Ul Fitre | Movable date |

If any of the holidays falls on a Sunday, the vacation will be given on the following Monday. If a holiday falls on a Saturday, the holiday will not be given during the week unless gazetted by the government.

Employees who are members of religious denominations, whose holidays are celebrated on days other than gazetted public holidays above, may at the company's convenience and on employee's request be granted such holiday.

8.0 COMPENSATION & BENEFITS

8.1 COMPENSATION

8.1.1 Salaries

- i) Staff salaries will be determined by NTL's management after selection and placement. Salary determination for new entrants will be based on educational qualification and experience.
- ii) Salaries will be paid in arrears at the end of each month.
- iii) Salaries may only be increased as a result of promotion of a staff member and/or the annual salary review which is pegged to performance. In no case may salaries be increased without specific authority from the DIRs.
- iv) The employee's salary on promotion will normally be the bottom figure of the new salary scale, in which case the DIRs have the discretion to fix the promoted employee's new salary at the appropriate point within the proper salary range.

8.1.2 Salary reviews

NTL will endeavour to review staff salaries pegged on performance and/or rate of inflation. This will however be determined by the company's profit performance at the end of its fiscal year.

Proposals for salary reviews will be presented to the DIRs by the HRM in consultation with all HODs. The authority of salary reviews and adjustments solely lay in the DIRs.

8.1.3 End of year allowance

NTL will endeavour to pay an end of year allowance to all staff depending on the profits margin realized during the calendar year.

The amount payable, if any will be a flat rate or a percentage of basic salary, which will be determined by the DIRs.

8.1.4 Acting Allowance

It occasionally happens that a member of management staff has to assume higher responsibilities because of the absence from duty of a more senior member of staff for reasons such as leave or sickness etc.

When such a situation exists for more than one month, the DIRs may at their discretion, approve the payment of an acting allowance to the person temporarily assuming these higher responsibilities, provided that this person is really performing a substantial part of the duties, which the absent member of staff would normally perform. This acting allowance shall then be paid with effect from the date on which the recipient assumed the temporary responsibilities.

Acting allowance shall be paid monthly together with the salary and shall be an agreed percentage of the salary of the staff taking up the responsibility. The set percentage will be determined by the DIRs.

8.2 BENEFITS

8.2.1 Use of Company Vehicles

The conditions under which cars may be used by those members of staff who are authorized and provided with company motor vehicles are as follows:-

- i) The authorized member of staff must possess a valid driving license, and a copy of the same filed by HR department in their respective personnel file.
- ii) The full cost of licensing, insuring, maintenance, provision of petrol and oil and repairs in respect of such company motor vehicles is to be borne by the company.
- iii) Each member of staff who is provided with a company vehicle must show details of mileage covered on company's business.
- iv) Employees who wish to use a company vehicle for exceptional private engagement must seek prior approval from the DIRs.
- v) In the event of any accident involving a company driver/authorized staff with the company car, the following procedures shall be adopted:-
 - a. In no circumstances will liability be admitted or accepted immediately a driver is involved in any accident.
 - b. Required full particulars shall be recorded and/or obtained on the spot (date, time and place).
 - c. Full name and address of the other party including that of the insurance company shall be obtained.
 - d. Registration numbers and make of the vehicle shall be obtained.
 - e. Report to the nearest police station within 24 hours.
 - f. Report immediately to the DIRs or Operations Manager who will report to the insurance company.
 - g. Relevant accident forms provided by the insurance will have to be filled accordingly.

8.2.2 Private Mileage Claims

Any member of staff who is authorized by the DIRs to use his own car for any company business, may claim an allowance of Kshs.27.00/km and approved by the management, subject to the capacity of the vehicle being limited to a maximum of 1500cc.

8.2.3 Travelling Allowance

Travel allowance - accommodation, meals and out of pocket allowance where applicable shall be paid to staff who spend time away from their official duty station on official duty at rates periodically fixed.

If reimbursement on travel are to be made, the following will apply:-

- Vouchers/Receipts must support the claims by staff.
- Service charges will be allowed on valid claims if they are integral part of hotel bills for staff travelling outside the station.
- Personal expenses such as alcoholic drinks, newspapers are not subject to refund.
- Expense claims should be put through at the end of the month.

8.2.4 Medical Scheme

All employees in the permanent establishment shall join a Medical Benefits Scheme as may be approved by the management. An approved scheme shall provide for:-

- The permanent member of staff and his immediate family i.e. legal spouse and a maximum of two (2) biological/legal children.
- Limitations for each member during one year.
- In-patient subscription by the company.
- Out-patient maximum allowance.
- Joining and claims procedure.

Claims for reimbursement under the out-patient medical scheme expenses shall be made on appropriate forms obtained from the medical insurance company. To avoid delay in settlement of claims, the following procedure shall be followed:-

- Completion of a separate form for each person.
- A medical practitioner must sign certificate, which is part of the form for claim.
- Copy of a subscription must be attached to the claim form.
- Receipt of detailed accounts all submitted with the claim form.

8.2.5 Annual Leave

i) Eligibility

All employees become eligible for an annual leave on the completion of 12 months continuous service for a period of 21 days excluding public holidays, Saturdays and Sundays. The technical staff however, will earn 24 days excluding public holidays, Saturdays and Sundays due to their nature of work and long hours put in.

ii) Due dates

The anniversary date of employment will be the due date for annual leave. In the vent of a public holiday falling within the leave period, this will be added to the leave entitlement.

iii) Accumulation of leave

Accumulation of leave and the idea of selling leave by staff is discouraged and the leave not taken will be forfeited unless deferred by the DIRs.

iv) Leave Roster

The HR Department will prepare the annual leave roster at the beginning of the year. Where compatible with exigencies of work and a limit laid down, HODs will endeavour to meet employees' preferences as to their leave dates. Leave taken should ensure minimum disruption to the company's services.

v) Application for Annual Leave

Requests for annual leave must be made on the "*Leave Form*" - *Appendix 7* and submitted within a minimum of one calendar month's notice to the HR Department.

8.2.6 Maternity Leave

In conformity with the provision of the Employment Act, female staff will be entitled to three months maternity leave with full pay on production of the requisite medical certificate. Such female staff shall not forfeit her annual leave for that year.

8.2.7 Paternity Leave

A male staff shall be entitled to two weeks paternity leave with full pay.

8.2.8 Sick Leave

- i) Staff unable to attend work through illness must arrange for their supervisors to be advised immediately and give the cause and expected duration of absence.
- ii) A medical certificate on employee's return to work must be provided and must cover the entire period of absence.
- iii) The company will grant up to 180 calendar days leave on full pay and on expiry of this period, the company will seek medical and legal advice to determine whether it should terminate the appointment or take any other action.
- iv) Sick leave will not be accumulated from year to year, or encashed.

8.2.9 Compassionate Leave

The company will give consideration of granting special leave on compassionate grounds of upto a maximum of 10 working days per year. This applies to any employee who is bereaved of a member of his immediate family. This is confined to legal spouse, biological/legal children, biological father, mother, sister or brother only.

8.2.10 Study Leave

Based on NTL's policy to encourage staff to pursue private studies to improve their skills, staff will be granted study leave with or without pay, depending on each case.

Staff sitting for examinations will be granted leave on the days they sit for such exams. This will apply to all studies whether sponsored by NTL or not, provided there are relevant to one's work.

The exam timetable must be attached to the leave request, and the approval will be made by the DIRs.

8.2.11 Unpaid Leave

It is contrary to the company's policy to grant unpaid leave of absence for whatever reason. If however in the opinion of the management there's justification in a particular case for an exception to be made to this policy, the matter must be approved by the DIRs in writing.

9.0 GRIEVANCE & DISCIPLINE

The company expects the conduct of its staff to be of high order. This entails the observation of company rules and regulations of which the following are of prime importance.

9.1 SAFETY PRECAUTIONS

All members of staff have a duty to acquaint themselves with and rigidly obey general safety precautions especially those pertaining to the use of the company and client tools and equipment during work.

9.2 BANKRUPTCY

The company will take a serious view of any member of staff who is sufficiently irresponsible to allow his personal financial affairs to deteriorate to such an extent that a court order is issued to the company to attach his earnings.

9.3 CORRESPONDENCE

All correspondence concerning NTL must be issued through proper business channels. No employee may write on any matter or regarding any other employee unless it is within his authority to do so.

9.4 DAMAGE OR LOSS OF PROPERTY

If at any time, company property sustains damage or loss in consequence of neglect or fault of an employee, he will be held responsible and may be required to meet this liability in whole or in part. The amount in question may be recovered from his salary or any other monies due to him from the company.

Such recovery may be in addition to any criminal or disciplinary proceedings in respect of the same occurrence, irrespective of the result.

9.5 ACTIONS WARRANTING DISMISSAL

It should be noted that all dismissal cases means that the affected employee requires no notice or payment in lieu, and leaves employment with immediate effect.

- i) If without permission, an employee absents himself for 3 working days or more from the place of proper appointment for performance of his work.
- ii) If during working hours, becoming or being intoxicated, an employee renders himself unwilling or incapable of efficiently and effectively performing his duties.
- iii) If an employee wilfully neglects to perform his contracted or delegated duties.
- iv) Carelessly or improperly performs any work which from its nature is his contracted or delegated duty.
- v) If an employee uses abusive or insulting language or behaves in a manner insulting to the company or any person placed in authority over him by the company.
- vi) If an employee knowingly fails or refuses to obey any lawful and proper command, which is within the scope of their duty to obey, issued by the company or any person placed in authority over him by the company.
- vii) If in the lawful exercise of any power of arrest given by or under any written law, an employee is arrested for a recognizable offence

- punishable by imprisonment and is not within 10 days released on bail or on bond or otherwise lawfully set at liberty.
- viii) If an employee disregards security or safety regulations in a manner to cause damage to the property or to sabotage the services of the company.
 - ix) If an employee commits or on reasonable and sufficient ground is suspected to having committed any criminal offence such as fraud, stealing, amongst others, against or to the substantial detriment of the company or its property.
 - x) If an employee engages in physical combat on the company's premises.
 - xi) If an employee intimidates another member of staff, irrespective of rank.
 - xii) If it is proved that an employee has in the course of his duties lied to the company.
 - xiii) If an employee is in any way engaged in some form of sexual harassment.

NOTE: Points (v) and (vi) above constitute to INSUBORDINATION.

9.6 WARNING LETTERS

- i) A member of staff whose work is unsatisfactory or conduct is unbecoming, should be warned verbally and the same documented by the HOD.
- ii) Thereafter, upon repeat of the above, a written warning letter must be issued and signed by both the HOD and the HRM.
- iii) The terms of the warning letter must clearly indicate the unsatisfactory nature of the individual's work or unbecoming conduct.
- iv) The HOD and HRM must present the record of the facts leading to the warning letter and this must be filed in the employee's personal file.
- v) Should a second warning letter be issued, it should be stated there that if a third letter is issued, the employee is likely to have his employment terminated.
- vi) If a period of one (1) year elapses since an employee was issued with any warning letter, then the employee's record is deemed clean. Any warnings thereafter will be counted afresh.
- vii) Any employee issued with a third warning letter within a period of one (1) year will be, to the discretion of the management, be eligible for termination.

9.7 SUSPENSION

When suspension is deemed necessary, the affected staff will be issued with a letter by the HOD and the HRM stating the offence committed, and the penalty applicable to such offence. In the event of a HOD or HRM, the DIRs will issue the suspension letter.

This means the employee does not attend to his duties and must keep off the company's premises.

He will be entitled to full benefits other than his salary which will be no salary during the period of suspension subject to the view of the management and the degree or magnitude of the offense committed. Which ever option is taken, the same must be contained in the written suspension letter. The suspension period will not exceed 30 days.

10.0 CONCLUSION

This policy manual ensures that each employee of this company experiences a happy, comfortable and supportive work environment.

All employees should endeavour to understand the regulations herein and clarifications can be obtained from the management from time to time.

The day-to-day operations of the company should run smoothly without unnecessary interruptions caused by inability to consult or delegate. Such consultation should be made by all managers concerned. In case of conflict, the final decision on any grave issue rests with the DIRs.

Once again, the authority to interpret or amend any of the provisions stipulated in this policy manual is vested in the Directors of Next Technologies Ltd. Any amendments will be made with due consideration of the mutual advantages, disadvantages, benefits and responsibilities such changes will have on staff and the company.

APPENDIX

11.0 APPENDIX

11.1 Acceptance Form - Appendix 1



ACCEPTANCE FORM

This HR Policy & Procedures Manual is an important document intended to help employees become acquainted with Next Technologies Ltd. Please read the following statements and sign below to indicate your receipt, acknowledgement and acceptance to abide by the rules and regulations set within the NTL HR Policy & Procedures Manual.

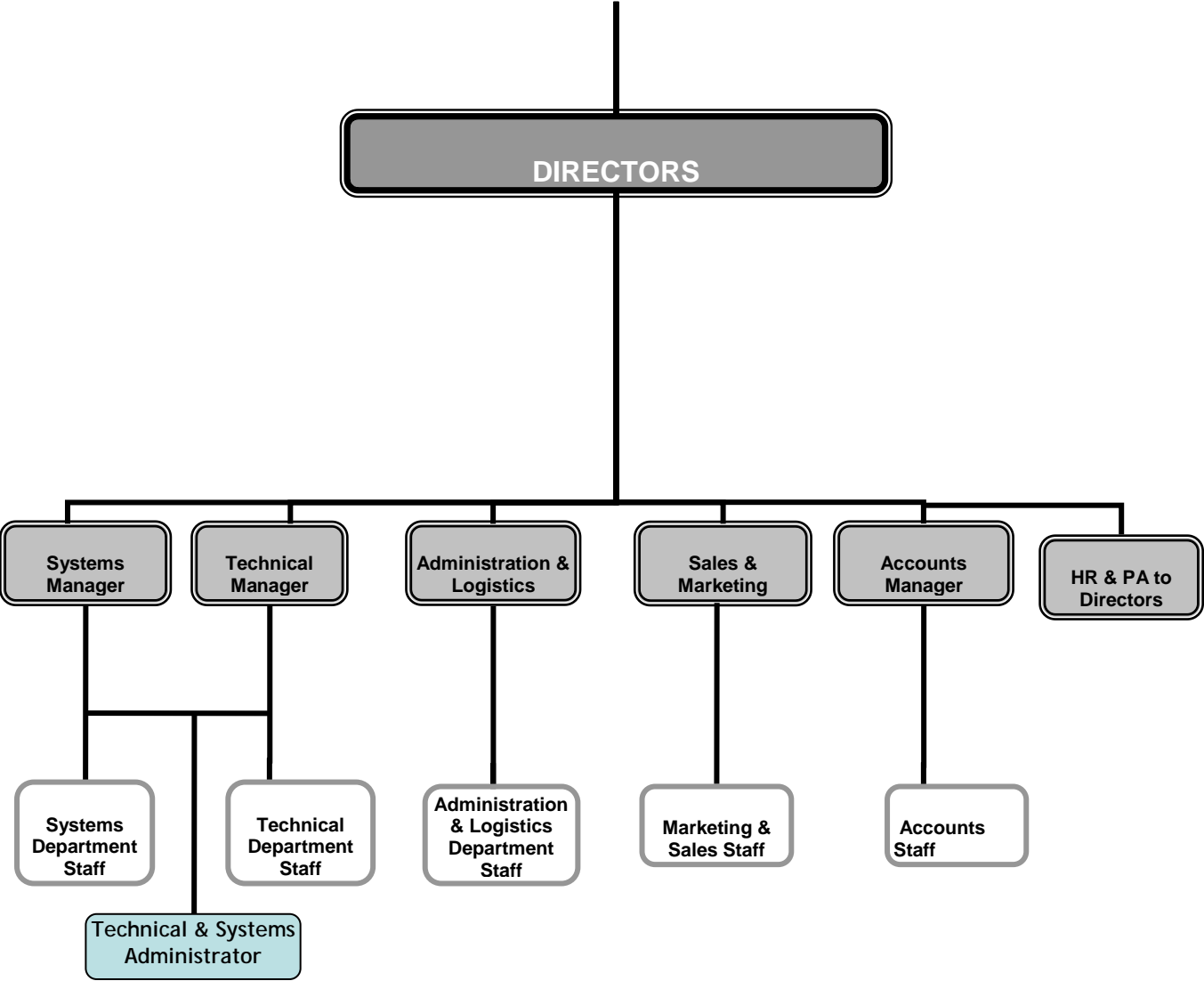
- 1. I have read a copy of the HR Policy & Procedures Manual. I understand that the policies, procedures, rules and regulations described in it are subject to change from time to time.*
- 2. I understand that, should the content be changed in any way, NTL may require an additional signature from me to indicate that I am aware of and has understood the new policies and agree to abide by them.*
- 3. I understand that my signature below indicates that I have fully read, understood and agree to abide by the said policies, procedures, rules and regulations within the HR Policy & Procedures Manual and has also received or gained access to a copy of the same.*

Employee's Full Names: _____

Employee's Signature: _____ Date: _____

HR Manager's
Signature: _____ Date: _____

11.2 Organization Structure - Appendix 2



11.3 Authority to Recruit Form - Appendix 3



AUTHORITY TO RECRUIT

| | | | | |
|--|--|---|--|-------|
| Position: | | Department | | Date: |
| Starting date: | | Reporting to: | | |
| Type of employment: <input type="checkbox"/> Full time <input type="checkbox"/> Temporary | Recruitment: <input type="checkbox"/> Internal <input type="checkbox"/> External | Position: <input type="checkbox"/> New <input type="checkbox"/> Replacement | Reason: <input type="checkbox"/> Efficiency <input type="checkbox"/> Growth <input type="checkbox"/> New Competence | |
| Assignment length: <input type="checkbox"/> Permanent <input type="checkbox"/> Temporary until: | | | | |
| Included in the budget? <input type="checkbox"/> Yes <input type="checkbox"/> No | | | | |

Short Job Description

Qualifications (Academic & Professional of the Position)

Person Specification (summary)

Signed _____ Departmental Head

HR Recommendation _____ (HRM) Date _____

Approved by _____ (DIRs) Date _____

11.4 Personal Data Form - Appendix 4



PERSONAL DATA FORM

| | | |
|--|----------------|-----------------------|
| <u>PERSONAL INFO:</u> | | |
| COMPLETE NAME (LAST, FIRST, MIDDLE): | | |
| POSITION | | |
| DATE HIRED (MONTH / DAY / YEAR): | | |
| DATE OF BIRTH / BIRTH PLACE: | | |
| MARITAL STATUS (IF MARRIED, PROVIDE MARRIAGE CERTIFICATE OR AFFIDAVIT) | | |
| RELIGION: | | |
| PERMANENT ADDRESS: * <i>INCLUDING POSTAL CODE AND TOWN</i> | | |
| HOME TELEPHONE NUMBER: | | |
| MOBILE NUMBER: | | |
| PIN IDENTIFICATION NUMBER (PIN): | | |
| NATIONAL SOCIAL SECURITY FUND NO. (NSSF): | | |
| NATIONAL HOSPITAL INSURANCE FUND NO. (NHIF) | | |
| BANK NAME & ACCOUNT NUMBER: | | |
| NATIONAL IDENTITY NUMBER: | | |
| STAFF NUMBER | | |
| NEXT OF KIN & CONTACTS: (LAST, FIRST, MIDDLE) | DATE OF BIRTH: | BIRTH PLACE: |
| | | |
| RELATIONSHIP: | | |
| COMPLETE ADDRESS: * <i>INCLUDING POSTAL CODE AND TOWN</i> | | |
| TELEPHONE NUMBER: | | |
| <u>EDUCATIONAL BACKGROUND:</u> | | |
| LAST SCHOOL ATTENDED: | DATE STARTED: | DATE ENDED/GRADUATED: |

| | | |
|---|----------------|----------------|
| | | |
| MASTERS DEGREE / COLLEGE / VOCATIONAL COURSE: | | |
| DIPLOMA / CERTIFICATE ATTAINED: | | |
| OTHER LICENSE/S: | | |
| <u>PREVIOUS EMPLOYER:</u> | | |
| COMPANY NAME: | DATE STARTED: | DATE RESIGNED: |
| | | |
| COMPLETE ADDRESS: | | |
| POSITION: | | |
| <u>FAMILY INFORMATION:</u> | | |
| SPOUSE COMPLETE NAME (LAST, FIRST, MIDDLE): | DATE OF BIRTH: | BIRTH PLACE: |
| | | |
| CHILDRENS' COMPLETE NAME (LAST, FIRST, MIDDLE): | DATE OF BIRTH: | BIRTH PLACE: |
| | | |
| | | |
| | | |

11.5 Clearance Form - Appendix 5



| | |
|----------------|--|
| Date: | |
| Name: | |
| Position Held: | |
| Staff No. | |
| Department | |

1. DEPARTMENTAL MANAGER

- a) Departmental documents (e.g. manuals): _____ Date: _____
- b) Comprehensive Hand Over notes: _____ Date: _____
- c) Laptop (if any) and all accessories (e.g. mouse, headphones): _____ Date: _____
- d) Email account disabled: _____ Date: _____
- e) Username disabled: _____ Date: _____
- f) Any other accessories (e.g. camera, LCD): _____ Date: _____

Signed by Immediate Supervisor

Date

2. HR & ADMINISTRATON

- a) Company cell phone (If any): _____ Date: _____
- b) Desk accessories (e.g. calculator, stapler, flash disk): _____ Date: _____
- c) Office/workstation is in good order: _____ Date: _____
- d) Keys to doors/cabinets: _____ Date: _____
- e) Staff ID/Pass: _____ Date: _____
- f) Confirm last day of work: _____ Date: _____
- g) Number of leave days outstanding: _____ Date: _____
- h) HR documents (e.g. manuals): _____ Date: _____
- i) Excess medical: _____ Date: _____
- j) Medical Cards returned: _____ Date: _____
- k) HELB cleared (where applicable) _____ Date: _____
- l) Any bank/embassy introduction letter issued revoked: _____ Date: _____

Signed by HR & Administration Manager

Date

3. ACCOUNTS

KSHS.

- a) Days worked: _____
- b) Leave pay accumulated: _____
- c) Notice pay (if any): _____
- d) Other Claims (Specify): _____
- Total benefits payable: _____

Liabilities

- e) Loan or salary advance: _____
f) Staff pledges: _____
g) Others (*specify*): _____
Total Liabilities _____

Total benefits payable less total liabilities: _____

Balance due to (*specify whether to company or employee*)

Signed by Accounts Manager

Date

Confirmation by employee

I _____ do hereby confirm that the above record is true to the best of my knowledge.

I further declare that I wish to refund the same by paying through the following modes

Cash _____ Cheque _____ Offset from my terminal dues _____

DECLARATION

This is to confirm that I, _____ hereby accept the amount of Kshs. _____ paid vide cheque no. _____ as full and final settlement of all my dues. I also hereby certify that I have received in full all wages and dues and declare also that I have no claim of whatsoever nature against NTL. For all legal intents and purposes, I hereby forever release and discharge Next Technologies Limited from any liability and responsibility arising out of and in connection with my employment, the same having been compensated, settled and paid to me fully and to my satisfaction.

Signed: _____ Date: _____

A copy of the payment voucher must always be retained in the employee's personal file and attached to the clearance form

11.6 Exit Interview Form - Appendix 6



EXIT INTERVIEW FORM

| | |
|------|----------|
| Name | Position |
| | |

| | | | |
|-------------------------------|------------|------------|--|
| Department | | Supervisor | |
| Start date: | (dd/mm/yy) | | |
| Last date of your employment: | (dd/mm/yy) | | |

PERFORMANCE MANAGEMENT - How satisfied have you been with the below factors?

1 = Very unsatisfied 2 = Unsatisfied 3 = No impact 4 = Satisfied 5 = Very Satisfied

Score

| | |
|---|--|
| Personal objectives agreed with my Manager | |
| Fairness of performance evaluation and feedback | |
| Recognition for performance | |
| Empowerment (feelings of personal achievement) | |
| Training and development opportunities | |
| Career development opportunities | |

COMMENTS

| |
|--|
| |
|--|

REWARDING - How satisfied have you been with the below factors?

1 = Very unsatisfied 2 = Unsatisfied 3 = No impact 4 = Satisfied 5 = Very Satisfied

Score

| | |
|--|--|
| Salary | |
| Target setting (fair, realistic) | |
| Other benefits (Medical, Recreational Activities etc.) | |
| Other recognitions for job well done | |

COMMENTS

| |
|--|
| |
|--|

WORK ENVIRONMENT - How satisfied have you been with the below factors?

1 = Very unsatisfied 2 = Unsatisfied 3 = No impact 4 = Satisfied 5 = Very Satisfied

Score

| | |
|---|--|
| Manager quality (target setting, supervision, feedback) | |
| Leadership (inspire, collaborate, coach) | |
| Peers (the people I had to interact and communicate with) | |
| Role clarity (understanding my role, objectives, manager expectations) | |
| Work challenge (scope of job/project, authority) | |
| Internal mobility (opportunity to change positions for personal growth and development) | |
| Availability of relevant tools | |
| NTL's way of working | |
| Internal communications (information needed for work readily available) | |

COMMENTS

| |
|--|
| |
|--|

WORK-LIFE BALANCE - How satisfied have you been with the below factors?

1 = Very unsatisfied 2 = Unsatisfied 3 = No impact 4 = Satisfied 5 = Very Satisfied

Score

| | |
|---|--|
| Work hours (excessive work load) | |
| Sabbatical (opportunity to take a personal leave) | |
| Work-Life balance (company respect and responsiveness to your changing needs according to your life situations) | |

COMMENTS

| |
|--|
| |
|--|

PLEASE SPECIFY YOUR REASONS FOR LEAVING NTL - Please choose 1 primary reason

| | |
|---------------------------------|--|
| Better compensation | |
| Lack of support from management | |
| Hardship of work life | |
| Studies | |
| Emigration | |
| Illness | |
| Personal / Family reason | |
| Career development | |
| Other (please specify) | |

PLEASE DESCRIBE YOUR PRIMARY REASON TO LEAVE IN OWN WORDS

| |
|--|
| |
|--|

WHAT IS YOUR NEW POSITION OUTSIDE NTL?

| |
|---|
| A corresponding position |
| A corresponding but more challenging position |
| Managerial position |
| Self-employed |
| Pursue studies |
| Other - please specify |

HOW WOULD YOU RATE NTL AS AN EMPLOYER COMPARED WITH OTHER COMPANIES THAT YOU KNOW?

| | |
|---------------------|----------------------------|
| One of the best | Below average |
| Better than average | One of the poorest |
| Average | I have no other experience |

WHAT DID YOU MOST LIKE ABOUT WORKING AT NTL?

| |
|--|
| |
|--|

WHAT DID YOU LEAST LIKE ABOUT WORKING AT NTL?

| |
|--|
| |
|--|

OTHER FEEDBACK

| |
|--|
| |
|--|

Thank you very much for sharing your opinions with us, and for helping to improve Next Technologies Ltd as a favourable place of work. Please return this questionnaire back to the HR Department. We wish you the best of luck in your future challenges!



Understanding the future.

LEAVE FORM

NAME: _____

DATE: _____

DEPARTMENT: _____

POSITION: _____

| | Starting On | Ending On | No. of days taken | Period of accrual |
|---------------------------|----------------|--------------|----------------------|-------------------|
| Leave with pay | | | | |
| Leave without pay | | | | |
| Maternity/Paternity leave | | | | |
| Compassionate leave | | | | |

REASON FOR LEAVE: _____

RETURNING ON DUTY ON: _____

SIGNATURE: _____

CONTACT ADDRESS:

NAME: _____ PHONE NO: _____

IN MY ABSENCE _____ WILL BE IN CHARGE OF MY WORK.

HR DEPARTMENT (FOR PROCESSING)

PRESENT BALANCE.....DAYS DAYS TAKEN DAYS

BALANCE OF DAYS C/F..... DAYS

APPROVAL

Director

Date

Department Head

Date

24th January 2018

ADDENDUM TO HR POLICES & PROCEDURES MANUAL

This document sets forth policies that are specifically applicable to Next Technologies Ltd employees. To the extent that a policy is outlined in this addendum, the addendum policy is intended to either supplement or supersede the policy as listed in the HR Polices & Procedures Manual. Therefore, if a policy in the HR Polices & Procedures Manual conflicts with a policy in this addendum, Employees should follow the addendum policy.

In view of the absenteeism issues that arose last year (2017), a few amendments in the HR Policy have been made as under;

| Policy | Current | Amendments |
|--|---|--|
| Clause 8.2.8 - (iii) Sick Leave | The company will grant up to 180 calendar days leave on full pay and on expiry of this period, the company will seek medical and legal advice to determine whether it should terminate the appointment or take any other action | The Company will grant up to 60 calendar days leave on full pay. An additional 60 calendar days on half pay and 60 calendar days without pay. Upon which the company will seek medical and legal advice to determine whether it should terminate the appointment on medical grounds or take any other action. |

The above is being issued with the approval of the Directors;

Thank you
HR & Admin Department

To: Staff
Cc: Departmental Heads