



**CBS**  
**CONTINENTAL**  
BROADCASTING SERVICE LIMITED

**HANDBOOK**

## EMPLOYEE HANDBOOK

### TABLE OF CONTENTS

I.	INTRODUCTION
101	Foreword
102	Message from the CEO
103	Company Overview
II.	EMPLOYMENT POLICY
201	Recruitment
202	Medical Examination
203	Probationary Period of Service
204	Satisfactory References
205	Employment Status
206	Performance Management Programme
III.	COMPENSATION PRACTICES
301	New Hires
302	Pay Day
303	Overtime
304	Leave Allowance
305	Salary Advance
306	Salary Increase
307	Salary Deductions
308	Promotion
309	Demotion
310	Transfers
311	Lateral Transfers

- 312 Out of Station Allowance
- 313 Relocation Allowance
- 314 Travel (Local/International)

#### IV. BENEFITS

- 401 Benefit Plans
  - 401.1 Medical
  - 401.2 Life Insurance
  - 401.3 Accident and Workman Compensation
  - 401.4 Pension
- 402 Other Benefits
  - 402.1 Direct Deposit
  - 402.2 Training
  - 402.3 Training Agreements
- 403 Time off Benefits
  - 403.1 Compassionate Leave
  - 403.2 Examination Leave
  - 403.3 Public Holidays
  - 403.4 Annual Leave
  - 403.5 Leave of Absence (Study Leave)
  - 403.6 Maternity Leave
  - 403.7 Sick Leave

#### V. GENERAL RULES AND REGULATIONS

- 501 Work Hours
- 502 Absence from Duty
- 503 Attendance Register - Punctuality

- 504 Anti - Nepotism
- 505 Change of Address/Personal Circumstances
- 506 Disciplinary Procedure
  - 506.1 Minor Offences
  - 506.2 Major Offences
  - 506.3 Suspension
- 507 Dispute Resolution Programme
- 508 Email and Internet
- 509 Health and Safety
  - 509.1 Accident/Injury Reporting
  - 509.2 Contagious Ailment
  - 509.3 Fire Precaution
- 510 Workplace Violence Prevention
- 511 Right of Search
- 512 Security Precautions
- 513 Smoking

VI. CODE OF PERSONAL CONDUCT

- 601 CBS Property
- 602 Conflict of Interest
- 603 Confidentiality
- 604 Conduct in the Workplace
- 605 Discrimination
- 606 Dress /Appearance
- 607 Drug and Alcohol Free Workplace
- 608 Gifts and Gratuities
- 609 Payment to CBS for services

- 610 Identity Cards
- 611 Internal Investigation and Searches
- 612 Meeting on CBS's Premises
- 613 Merchandising
- 614 Publications and Press Conference
- 615 Sexual Harassment
- 616 Whistle Blowing/Retaliation

#### VII. LEAVING THE COMPANY

- 701 Retirement
- 702 Resignation
- 703 Dismissal/Termination
- 704 Redundancy
- 705 Disengagement on medical grounds
- 706 Exit Interview/Clearance
- 707 Final pay cheque

#### VIII. ACKNOWLEDGEMENT

## FOREWORD

101

Whether you have just joined or you have been at CBS for a while, we are confident that you will find our Company a dynamic and rewarding place to work and we look forward to a productive and successful association.

This employee handbook has been written to guide, inform and enlighten employees of Continental Broadcasting Service on what to expect from the Company and what the Company expects of them. There are several things that are important to keep in mind about this handbook. First, it contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit, or the applicability of a policy or practice, you should address your specific questions to the Human Resources Department.

Economic and business conditions often change due to circumstances of which the Company has no control. As a result CBS has the right to modify any of the provisions explained in this handbook from time to time without prior notice in order to keep abreast of those conditions. CBS will notify employees of such modifications as they occur.

All employees will be provided with a copy of this handbook and are required to acknowledge receipt of the handbook to signify their acceptance of its provisions. The duly signed acknowledgement should be returned to the Manager, Human Resources. Upon cessation of contract, the handbook must be returned to the Human Resources Department.

Details of this handbook must be kept confidential. For further clarification on any aspect of this handbook, contact the Manager, Human Resources.

## WELCOME TO CONTINENTAL BROADCASTING SERVICE

102

I am pleased to extend a warm welcome to you on behalf of CBS. We hope that your employment with us will be a beneficial and rewarding experience. We anticipate that your skills and experience will add significant value to our audience, clients, and to the overall organisation. In order to assist you in a smooth and successful transition, I ask you to participate fully in a number of procedures in the initial days and weeks of employment. They include but are not limited to the following:

- Meet with Human Resources (HR) to receive orientation, information and to complete required forms
- Carefully review the employee handbook
- Meet with your supervisor or manager orientation and training
- Complete the initial six (6) months probation period

These processes are most effective with mutual ownership. Managing your development at CBS is primarily your responsibility. However, achieving ongoing personal development requires a partnership between you, your supervisor or manager and CBS. Therefore you are encouraged to be proactive to discuss and/or schedule any of these steps.

Your Human Resources representative is here to provide information and support to help you reach your optimum performance levels at CBS. You are encouraged to contact your HR representative at anytime during your transition or beyond.

Thank you for choosing CBS as your Employer of Choice.

Sincerely,

CEO  
Continental Broadcasting Service

Continental Broadcasting Service was formally established in August 2008. Before then the company had been operating as G65/Unity 102.3FM. The change in name and status was part of a major re-branding process designed to ensure that the company could compete effectively in the intensified techno-driven modern broadcast terrain, ensuring closer affinity to 21st century environments. Within a few months of the restructuring, we had become a major force in broadcasting, capturing a great number of viewers and listeners on our networks. Our company was founded on a reputation for quality, excellence, honesty and integrity in broadcasting, and we will uphold that reputation in all that we do.

Our vision is to be recognised as a global leader in the provision of quality programming and information, by providing quality content in news, programming and service of public interests to the benefit of the people we serve.

Our mission is to educate, entertain, empower and inform, in order to enhance the lives of those we serve and to connect them with the rest of the world.

CBS is the owner and operator of the following Television and Radio stations:

#### **TVC News**

Broadcasting from the heart of Nigeria, Africa's most populous nation, TVC News brings viewers the latest news, 24 hours a day, telling the news as it is, with reporting that is as fearless as it is informative. TVC News is the continent's first truly pan-African news channel, looking at the world through African eyes.

#### **TVC (Entertainment)**

Broadcasting from Lagos, Nigeria, TVC (Entertainment) caters to women and the youth market, with a focus on Afro-centric programme content amongst others.

#### **3 RADIO STATIONS:**

- Radio Continental 102.3 FM – operating from the Head quarters Lagos
- Adaba FM (88.9 FM) – operating from Akure, Ondo State, Nigeria
- Uniq (Ara) 103.1 FM – operating from Ilesha, Osun State, Nigeria

Radio Continental is Nigeria first conversation Radio Station which has in recent times evolved into one of the most admired in its target transmission area while Adaba FM and Uniq FM are grassroots radio stations covering the communities in their target transmission areas. All 3 stations cover the South-West of Nigeria.

## EMPLOYMENT POLICY

### Purpose

Employment guidelines are established to ensure the Company attracts and retains the highest calibre and quality employees and to ensure compliance with all federal employment laws and regulations.

CBS is committed to ensuring that all employment systems and decisions including but not limited to recruiting, hiring, compensation, benefits, transfers, promotion, training, layoffs, corrective actions and termination are based solely upon job-related skills, experience and ability, without regard to race, colour, religion, sex, national origin, sexual orientation, age or disability veteran status and disability.

### Recruitment 201

CBS ensures equal employment opportunity without discrimination or harassment. All candidates will undergo a series of interviews and will be required to meet the standards stipulated by management. A successful candidate will be expected to meet all pre-employment conditions such as a satisfactory medical report and references as well as supply all information required by the management.

### Medical Examination 202

All new employees will be required to undergo a thorough pre-employment medical examination carried out by a medical practitioner approved by CBS. Successful completion of this examination will form part of the requirements for employment. CBS will be responsible for the pre-employment medical examinations as required.

### Probationary Period of Service 203

On engagement, unless otherwise stated, all employees will serve a probationary period of at least six (6) months, after which the employee's employment with the CBS is confirmed or terminated based on the employee's performance rating over the period. Management may at its discretion extend the probationary period for another three (3) months if the employee has not performed to standard. Confirmation of employment is subject to the employee meeting all pre-employment conditions.

Satisfactory References 204

CBS will contact past employers of prospective employees for referral purposes. Some positions will be required to submit two (2) guarantors prior to the start date of employment. CBS reserves the right to verify all information given. Any misrepresentation in documents submitted or information supplied either before or during employment may lead to termination of appointment.

Employment Status 205

**Permanent Employee:** Confirmed employees who work a pre-approved, fixed schedule of forty (40) or more hours per week.

**Temporary/Contract Employees:** Confirmed employees who work for a contracted fixed time.

**Intern/Seasonal Employees:** Employees participating in an internship, seasonal assignment programme with the Company (often students working to complete a certification or degree).

Performance Management Programme 206

In order to attract and retain a highly qualified and competent work force, CBS has instituted a performance management programme. Through this programme employees will receive constructive work reviews designed to address performance and skill, developmental needs and interests. The performance management programme also includes a performance improvement plan (PIP), which is an avenue to give employees who have underperformed an opportunity to improve.

## COMPENSATION PRACTICES

CBS pay practices are established to ensure consistent and fair pay practices on the basis of individual performance, merit, skill, ability and experience. This compensation system focused on merit will ensure a disciplined system intended to attract, motivate, reward and retain high performing individuals in the workforce. All compensation decisions will be made without regard to race, colour, religion, sex, national origin, sexual orientation, age or disability veteran status and disability.

The Company intends to make prompt and accurate payment of salaries due to employees in compliance with all state and federal laws relating to pay practices.

Salary accrues daily and is paid monthly in arrears. An employee who works for less than a full month will have the monthly salary pro-rata and paid only for the number of days worked.

New Hires 301

Pay rate guidelines for newly hired employees are determined jointly by Human Resources and the hiring department management.

Pay Day 302

Payday shall be the 26<sup>th</sup> of every month. Should the 26<sup>th</sup> fall on a weekend, or public holiday, then the payday shall be on the working day immediately preceding the normal payday. Information on employees' salary is strictly confidential and must be treated as such.

Overtime 303

Excessive overtime places a substantial burden on both the employee and the Company. It is the responsibility of the managers to make every effort to avoid the need for the overtime in their respective area of accountability. Overtime allowance eligibility is only applicable to non operational employees and would be compensated as long as there is prior authorisation for such in accordance with the overtime policy.

Leave Allowance 304

Leave allowance shall be paid to an employee proceeding on annual leave as specified in the breakdown of compensation. Only confirmed employees who have completed twelve (12) months of continuous service with the Company are eligible.

Salary Advance 305

Salary advance on future earnings is not encouraged in CBS. However in exceptional cases, only management shall approve such a request that may not exceed 50% of the net monthly salary once a year. This advance will be recovered from the following month in instalments.

Salary Increase 306

Pay increases are not guaranteed, though will be considered on a periodic basis. Factors to be considered include individual performance as well as current industry standard, business performance and goals.

Salary Deductions 307

By law, legally required taxes will be deducted as well as salary advances, loans, and amounts owed to CBS as the case applies.

Upon separation of employment, normal payroll deductions will be withheld from the employees final pay cheque as stated above including those required by law and deductions authorised in writing by the employee.

Promotion 308

A promotion is considered advancement to a position with greater responsibility and a clear change in duties and job scope, and normally receives an increase in salary. Service time in a position does not automatically result in promotions. Business requirements, job related skills and performance are the primary factors that are considered.

Demotion 309

A demotion is a downgrade that may occur for a number of reasons including but not limited to employee personal request, , inability to accomplish tasks or poor performance. This will also result in salary reduction.

Transfers 310

CBS has business interest in various locations. Employees may be required to work in any of these locations. The Company reserves the right to transfer employees at any time. This transfer could be temporary or permanent as the case may be. An employee who declines to be transferred without justifiable reasons will be subject to disciplinary actions that may lead up to termination.

Lateral Transfers 311

A lateral transfer means moving to a job with similar scope and responsibility. It does not normally warrant a change in salary.

Out of Station Allowance 312

This is payable to employees on temporary transfer out of their primary work station according to the employee's job level and travel policy determined by the Company.

Relocation Allowance 313

This is a onetime allowance payable to employees on permanent transfer according to the employees' job level and travel policy determined by the Company.

Travel (local/International) 314

Some employees will be expected to travel from time to time as the business need arises. Travel arrangement (transportation, accommodation and feeding) as needed will be made according to the travel policy determined by the Company.

**BENEFITS**

Benefit Plans 401

CBS provides a benefit package to all full time permanent employees. Details are available at the Human Resources Department

Medical Plan 401.1

The Company shall provide medical care to a certain limit as determined by management, as recommended and regulated by the National Health Insurance Scheme (NHIS)

Life Insurance 401.2

The Company provides coverage under a Group Life Assurance policy. If in the event of the death of an employee, there is no documented detail of a beneficiary, per Company policy, the life insurance claim will be paid out to the spouse where an employee is married or to the parents where an employee is single.

Accident and Workmen Compensation 401.3

The Company is covered under statutory federal Workmen Compensation Laws. Should you sustain a work-related injury, you must immediately notify your department supervisor and the Human Resources Department. Claims on this are based on the circumstances of the occurrence and in accordance with the insurance cover.

Pension 401.4

Employees are required to contribute 7.5% of their basic salary, housing and transport allowances to individual Retirement Savings Accounts (RSA) as required by law under the Pension Reform Act. The Company will also contribute a percentage 7.5% of the total emolument to the individual RSA.

## **Other Benefits**

Direct Deposit 402.1

CBS requires employees to utilise direct deposit for receiving salaries. With direct deposit, salaries will be automatically deposited to a personal bank account with a financial institution named by the Company.

Training 402.2

In order to create a work environment that leads to job satisfaction, motivation and high productivity in a well disciplined environment and to attract and retain a high quality of employees with the capability to attain the Company's goal, it is inherent for CBS to direct employees to improve and develop themselves in their professional knowledge from time to time. This is done through on-the- job training; scheduled instructor led training, online training and staff development activities within the Company. CBS recognises this is essential to maintain and improve the efficiency of the Company.

Training Agreements 402.3

Employees may be required to sign a training agreement for selected Company sponsored training. The training agreement will outline the period of time following training which the employee must satisfy.

**TIME OFF BENEFITS**

Compassionate Leave 403.1

In the unfortunate event of a death in the immediate family, a leave of absence of up to five (5) days with pay will be granted annually. For this purpose, immediate family is defined as: spouse, child, step-child, parents (including in-laws), step-parents, siblings, step-siblings, grandparents and grandchildren

Compassionate leave shall be granted at the discretion of the head of department in collaboration with the Human Resources Department. Unapproved compassionate leave will be regarded as absenteeism (absence without permission). Proof of death and relationship to the deceased will be required.

Examination Leave 403.2

Examination leave of five (5) days paid per annum shall be granted on request having produced evidence of registration and schedule for the exams. The course for which the examination applies must have been approved as part of the employee's development.

Public Holidays 403.3

The Company recognises and observes all public holidays declared by the Federal Government of Nigeria. Due to exigencies of operations, some employees shall be required to work on public holidays and will take the holiday at a later date in order to avoid disruption to the business.

Annual Leave 403.4

Only confirmed employees who have completed one full year (12 months of continuous service) with the Company are eligible for annual leave. The approval and timing of the leave is at the discretion of management and subject to the operational and administrative requirement of the



Company. Public Holidays within approved annual leave periods shall not be counted as part of the normal leave days. Period of annual leave is stipulated in the individual offer letter.

Where an employee is unable to exhaust the leave allocated due to exigencies of work, with written approval from the department manager a maximum of five (5) days annual leave may be carried forward from one year to the next, but must be taken in the first quarter of the New Year, otherwise it would be forfeited.

Before an employee goes on leave, he/she must complete the Employee Leave Form and obtain necessary approval from the Head of Department and send to the Human Resources Department for processing. No employee proceeds on annual vacation until the individual receives formal approval evidenced by a memo from Human Resources Department. All employees shall resume work on the exact date mentioned in such memo.

The Company reserves the rights to recall an officer from leave whenever such action is necessitated by exigencies of work. Such an employee shall be allowed to proceed on the remaining part of the leave at a later date.

Where an employee who has served not less than six (6) months of the current leave year resigns from the service of the Company on his own accord, he shall receive a pro-rated leave pay entitlement not taken at the time of his resignation.

Where services of an employee who has served not less than six months of the current leave year is terminated for fraud, or where an employee resigns in order to avoid dismissal for fraud, he/she will not be entitled to any leave pro-rata pay.

Leave of Absence/Study Leave 403.5

Study leave /Leave of Absence without pay for one (1) year may be granted to an employee who has served the Company for a period of at least four (4) years for a course related to his/her profession. Such leave shall be granted at the absolute discretion of the management.

The period of study leave shall count as part of the employee's years of service with the Company provided the employee agrees to return to the service of the Company.

Re-absorption of the employee on completion of the course or expiration of the period granted, whichever is earlier, shall be determined on a case by case basis by the management and subject to vacancies.

## Maternity Leave

403.6

Maternity leave with full pay for a period of twelve (12) weeks based on seven (7) calendar days per week shall be granted to confirmed female employees who have put in twelve (12) months of continuous service. Maternity leave may be taken in full after, partly before or partly after delivery.

Maternity leave for an unconfirmed staff will be granted as leave without pay.

Maternity leave shall be granted to a confirmed employee who has not spent twelve (12) consecutive months in service with the Company; however she shall be paid only half of the total pay for the three (3) months.

During the year maternity leave is taken, annual leave shall be forfeited. The application for maternity leave must be made one (1) month prior to commencement to the human resources department and accompanied by a medical certificate duly signed by a registered medical doctor stating the expected delivery date.

A female employee who without reasonable written explanation fails to resume work up to a maximum of five (5) working days after the expiration of maternity leave, will be deemed to have voluntarily resigned. Female employees are to manage the frequency of their maternity leave such that it will not affect their job performance.

Nursing mothers shall be allowed to either resume work one (1) hour later than official resumption time, or close one (1) hour before official closing time for a maximum period of three (3) months following the expiration of maternity leave.

## Sick Leave

403.7

Absence from work for more than two consecutive days due to ill health must be supported by a medical certificate confirmed by a medical doctor or the Company medical doctor and submitted to the Human Resources department within 24 hours. The employee concerned should notify his/her immediate Manager and the Manager, Human Resources otherwise such absence shall be treated as unauthorised.

In the event of severe prolonged illness/surgery, extended sick leave shall be granted solely at the discretion of management in any one calendar year. This applies when the injury is not self-inflicted or an illness arising out of the employee's own negligence, act of omission or commission.

The Company reserves the right during an employee's sick leave to obtain at its discretion a second medical opinion on the nature of the illness and to determine his/her fitness to continue in the Company's employment. Where the medical report advises disengagement from employment, this should take place within a maximum of four (4) months.

Any period of absence on sick leave supported by a doctor's certificate which exceeds four (4) consecutive weeks or six (6) weeks in total in any calendar year shall be taken as annual leave.

## GENERAL RULES AND REGULATIONS

Work Hours 501

CBS runs a 24hour operation and depends heavily upon its employees, it is important that employees attend work as scheduled. Employees are expected at work on all scheduled work days and during all scheduled work hours and to report to work on time.

Absence from Duty 502

An employee must notify his/her manager and the Human Resources Department as far in advance as possible if he/she expects to be late or absent. Unscheduled absences or tardiness will not be tolerated and may result in discipline up to and including termination.

Absence due to illness must be covered by a medical certificate issued by a qualified medical doctor from an approved hospital. Failure to show up at work before noon on a particular day except with approved permission shall be treated as absence and necessary deductions made.

An employee who fails to report for three (3) consecutively scheduled workdays, without notice or authorisation, will be considered to have voluntarily resigned their position.

Attendance Register /Punctuality 503

Employees are required to sign the attendance register every day. Late attendance without permission will not be tolerated. Persistent late attendance with or without permission will attract disciplinary action.

Any movement during work hours out of the work premises must be duly authorised by the head of department.

Anti – Nepotism 504

The employment of relatives can cause various problems, including charges of favouritism, conflicts of interest, family discord and scheduling conflicts that work to the disadvantage of both the Company and its employees. Therefore, it is the policy of CBS not to hire a close relative of any current employee within the same premises.

For purposes of this policy, the term "close relative" includes the following relationships whether established by blood, marriage, or other legal action; mother, father, husband, wife, son, daughter, step-child, sister, brother, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law.

In the event that this policy is violated whether because of the marriage of two employees or some other circumstance, one of the employees involved will be required to resign/relocate or otherwise be discharged. Employees will be permitted to determine which of them will resign or relocate and will be required to inform the Company of their decision within a two-month period after the violation begins. If the employees cannot make a decision, the Company will decide the outcome.

This policy does not apply to "close relatives" who already are employed by CBS as of 1<sup>st</sup> August, 2012, the effective date of this policy. This waiver, however, may not be used as a basis for further exceptions subsequent to the effective date of this policy.

#### Change of Address/Personal Circumstances 505

To keep Company records up to date, it is extremely important that the Human Resources Department be notified within 72 hours of any changes in name and/or marital status, address and/or telephone number, beneficiary, emergency contact details, educational qualification etc

#### Disciplinary Procedure 506

Employees who fail to perform their work satisfactorily (poor productivity and/or poor quality) and/or employees who are continually tardy or absent from work, or engage in workplace misconduct shall be subject to disciplinary action up to and including termination of employment. However, the Company reserves the right to impose whatever actions it deems appropriate under the gravity of the offence and in the light of all the facts and circumstance without regard to sequence or number of steps. There are some instances of misconduct that cannot be tolerated and may result in immediate termination.

In some instances, a Performance Improvement Plan (PIP) may be utilised for poor performance instances concurrently with a warning, or independently, at management discretion. A PIP is a structured, milestone – oriented plan to assist the employee to return to acceptable performance level.

Progressive disciplinary action may include the following steps in an effort to resolve the problem and restore the employee to good standing.

- Verbal warning (documented)
- First written warning
- Second written warning
- Suspension without pay
- Termination

Minor Offences 506.1

Minor offences would usually attract a verbal warning. Series of minor offences and repetition of these offences will result in a written warning being issued and may lead to termination of employment. Minor offences shall without limitation include tardiness, absenteeism, lapse in quality and quantity of work, waste of Company material/stationary etc.

Major Offences 506.2

Major offences may lead to immediate dismissal. These offences include but are not limited to poor job performance, negligence of duty, use of abusive or insulting language, fraud, irregular practices in respect of invoices, vouchers etc, violation of the drug and alcohol policy, sexual harassment, discrimination, falsification of records, other offences which in management's opinion, affects the business and reputation of the Company.

SUSPENSION 506.3

Suspension without pay: Suspension for disciplinary purpose will be suspension without pay

Suspension during an investigation

In order to allow a thorough, untainted investigation to take place, an employee under investigation may be suspended for a specific period of time. Suspension shall be for a duration, after which a final decision on the issue would have been taken. During the period of suspension, the employee will be paid half the basic salary only. If after such an investigation the employee is exonerated, the employee will be recalled and the balance of his/her basic salary and other entitlements will be paid from the date of suspension. However, if the employee is found guilty, such an employee will be dealt with according to the disciplinary provisions for such offence.

Dispute Resolution Programme 507

Situations may arise when an employee disagrees with any action or decision of his/her Manager and wants to submit a complaint or appeal for reconsideration. The Dispute Resolution Programme (DRP) is a four-level process available if an employee has used informal complaint resolution channels and feels that the issue is still unresolved. For more information, see the Manager, Human Resources.

## Email and Internet

508

Every employee is responsible for using the electronic mail (e-mail) and internet system properly and in accordance with email and internet policy. Any questions about this policy should be addressed to the Human Resources Department.

The computer system is the property of CBS. It has been provided by the Company for use in conducting Company business. All communications and information transmitted by, received from, or stored in this system are Company records and property of CBS. The e-mail/internet system is to be used for Company purposes only. Use of the e-mail /internet system for personal purposes is prohibited.

CBS's policies against sexual or other harassment apply fully to the e-mail/internet system and any violation of those policies is grounds for discipline up to and including termination of employment. Therefore, no e-mail messages should be created, sent, or received if they contain intimidating, hostile, or offensive material concerning race, colour, religion, sex, age, national origin, ethnicity, disability or any other classification protected by law. There should be no surfing of improper websites on the internet.

The e-mail system may not be used to solicit for religious or political causes, commercial enterprises, outside organisations, or other non-job related solicitations. The e-mail / internet system shall not be used to send (upload) or receive (download) copyright materials, trade secrets, proprietary financial information, or similar materials without prior authorisation from CBS management.

## Health and Safety

509

CBS is committed to and responsible for providing a healthy and safe place of work, in partnership with our employees. Employees are required to learn and follow established safety rules and to make suggestions to eliminate physical hazards in the work area. All injuries and accidents, no matter how slight, must be reported to the Human Resources Department.

### Accident/Injury Reporting

509.1

In spite of the effort made to perform a job safely, accidents and resulting injury can happen. When an accident/injury occurs, no matter how minor, an accident report must be submitted immediately to the supervisor/manager who in turn must notify the Human Resources Department.

### Contagious Ailment

509.2

Where an employee or his/her household is afflicted with a contagious ailment, he/she must notify the Human Resource Department so that such measures as may be necessary for the

protection of other employees may be taken. Examples of such diseases are tuberculosis, smallpox, chickenpox, cholera, yellow fever, etc.

Fire Precaution 509.3

Employees must acquaint themselves with fire precautions as displayed in conspicuous places in offices and along corridors. Human Resources and Admin Department will organise regular fire drills

Workplace Violence Prevention 510

CBS strictly prohibits any workplace violence. Workplace violence includes but is not limited to intimidation, physical harming of another individual, shoving, pushing, harassment, coercion, brandishing weapons and threats or talk of violence. Workplace violence is punishable by disciplinary actions up to and including termination of employment.

Right of Search 511

The Company through its security personnel, reserves the right to search any employee/visitor entering, leaving or within the business premises.

Security Precautions 512

CBS is committed to providing a safe environment for employees, customers and visitors. Access to all Company property is limited to those with a legitimate business interest. All customers, visitors, family members must sign in and out and wear a visitors badge designating approval to access the facility. Personal visitors are not encouraged in the Company premises during official hours

Employees are required to be vigilant of their work environment and the premises in general, report any suspicious movement or security breach within the premises to the Head of Security.

Smoking 513

Smoking is prohibited in all offices and enclosed space within the Company premises.

## CODE OF PERSONAL CONDUCT

### CBS Property

601

Employees will be issued CBS property to assist them in the performance of their duties. These include but are not limited to computers, laptops, ipads, vehicles, cameras, microphones, office supplies, files, records, computer files, equipment, office etc. The protection of CBS business information, property and all other Company assets are vital to the interests and success of the Company. For this reason, CBS will hold employees responsible for the Company property in the employee's possession.

An employee who returns an item of property that is worn out will have no obligation to repair or replace the item. On the other hand, employees who misplace abuse or destroy Company property will be expected to reimburse the Company for the reasonable cost of replacing that property.

All CBS employees must be aware that CBS retains legal ownership of the product of their work. No work product created while employed by CBS can be claimed, construed, or presented as property of the individual, even after employment by CBS has been terminated or the relevant project completed. This includes written and electronic documents, audio and video recordings, system code, and also any concepts, ideas, or other intellectual property developed for CBS, regardless of whether the intellectual property is actually used by CBS. Although it is acceptable for an employee to display and/or discuss a portion or the whole of certain work product as an example in certain situations (e.g., on a resume, in a freelancer's meeting with a prospective client), one must bear in mind that information classified as confidential must remain so even after the end of employment, and that supplying certain other entities with certain types of information may constitute a conflict of interest. In any event, it must always be made clear that work product is the sole and exclusive property of CBS. Freelancers and temporary employees must be particularly careful in the course of any work they discuss doing, or actually do, for a competitor of CBS.

In addition, when an employee leaves the employment of CBS by any means whatsoever, the employee must return to the Company all CBS related information and property that the employee has in his/her possession, including without limitation, documents, files, records, manuals, information stored on a flash drive, supplies, and equipment or office supplies. Violation of this policy will result in appropriate disciplinary action, up to and including dismissal.

### Conflict of Interest

602

Employees are required to declare their interest or potential interest in other companies and/or companies, which have a business relationship with the CBS. This disclosure must be made promptly in writing, to the Human Resources Department.

## Confidentiality

603

All CBS records and information relating to the Company or its clients, vendors and audience are confidential and employees must, therefore, treat all matters accordingly. The contents of CBS's records or information otherwise obtained in regard to business may not be disclosed to anyone, except where required for a business purpose. Employees must not disclose any confidential information, purposefully or inadvertently through casual conversation, to any unauthorised person inside or outside the Company. Employees who are unsure about the confidential nature of specific information must ask their manager for clarification. Employees will be subject to appropriate disciplinary action, up to and including dismissal, for knowingly or unknowingly revealing information of a confidential nature.

## Conduct in the Workplace

604

Employees are expected to behave in an appropriate manner at all times. Employees have a right to carry on their work without undue disorderly misconduct from other employees. The company goal is to have a work atmosphere where each employee is treated respectfully and professionally. Some inappropriate behaviour in the work place includes rowdiness, threats, abusive words, foul language etc. Any unprofessional or disrespectful behaviour that interferes with that goal will not be tolerated. The company reserves the right to respond to inappropriate behaviour even where no one has complained or indicated they have been offended.

The company prohibits employees from violating this right of their co-workers which includes causing harm; threatening to harm other employees, clients, vendors, visitors or property belonging to any of these parties. This prohibition includes but is not limited to acts such as:

- Physically harming others.
- Verbally abusing others.
- Using intimidation tactics and making threats.
- Sabotaging another's work.
- Stalking others.
- Making malicious, false and harmful statements about others.
- Publicly disclosing another's private information.

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

## Discrimination

605

CBS is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, CBS expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice and harassment.

## Dress /Appearance

606

CBS has established an image of professionalism and we depend on our employees to reinforce this image. Employees are to project a professional appearance at all times. CBS reserves the right to require employees to modify their appearance when it adversely affects the employee's relations with clients, and co-workers.

Where uniforms or protective clothing are required, employees in this category will be furnished with them and are expected to wear the uniforms/protective clothing in a neat and orderly manner e.g. shirttails tucked in, at all times.

## Drug and Alcohol Free Workplace

607

CBS is committed to ensuring a safe and productive work environment that is free from the harmful effect of any type of drug or substance. We are concerned about the use of drugs and/or alcohol when such usage interferes with an employee's health and/or job performance, affects the job performance or safety of other employees, or is considered to harm the Company.

Alcohol: using, possessing, buying, selling, or being under the influence of alcohol during normal business hours while on Company property or while performing Company business is prohibited. Employees are expected to report for work without the presence of alcohol in their system. Exceptions to the foregoing rules include special Company events where the use of alcohol has been approved by a top management team member or during off-site customary business entertainment.

Drugs: the illegal use, possession or distribution of drugs, including the improper use, possession and distribution of prescription drugs, is not acceptable at CBS.

Note: the violation of this alcohol and drug policy will result in disciplinary action up to and including termination.

## Gifts and Gratuities

608

All employees are strongly encourage not to solicit or accept gifts of significant value, lavish entertainment or other benefits from potential and actual vendors, partners, clients or competitors. Special care must be taken to avoid even the impression of a conflict of interest. All gifts must be declared to the Department Manager. Acceptance of monetary gifts in any currency is prohibited.

An employee may entertain potential or actual customers if such entertainment is consistent with accepted business practices, does not violate any law or generally accepted ethical standards and the public disclosure of facts will not embarrass the Company. Violation of this rule may result in disciplinary action up to and including dismissal. Any questions regarding this policy should be addressed to the Human Resources Department.

## Payment to CBS for services

609

All payments made to CBS must be in the form of written cheques made payable to the company or electronic bank transfers made to the company. An employee must never receive cash on behalf of CBS or have a cheque written in the employee's name on behalf of CBS. Violation of this policy will lead to disciplinary action up to and including termination.

## Identity Cards

610

Identity card issued upon assumption of duty must be displayed at all times while on the Company's premises. Employees must take reasonable care to ensure that identity cards are not lost or destroyed. In the event that the employee misplaces the card, he/she must immediately report this to the Manager, Human Resources with a police report and a sworn affidavit. The employee will also be liable for the cost of replacing the ID card.

Employee ID cards must be returned to the company before final disengagement from the services of the company. The possession of a CBS identity card after disengagement is illegal and may lead to legal actions.

## Internal Investigation and Searches

611

From time to time, CBS may conduct internal investigations pertaining to security, auditing or work-related matters. Employees are required to cooperate fully with and assist in these investigations if requested to do so.

Whenever necessary, at the Company's discretion, work areas and personal belongings may be subject to a search without notice. Employees are required to cooperate.

The Company will generally try to obtain an employee's consent before conducting a search of work areas or personal belongings, but may not always be able to do so in all cases.

Meeting on CBS Premises 612

Unauthorised meetings cannot take place on the Company premises and employees attending them shall be liable to disciplinary proceedings.

Merchandising 613

Selling of products and services in the company premises is strictly prohibited.

Publications and Press Conference 614

No employee may publish information or submit to the press, articles dealing with the Company's interest or activities or the Company's Conditions of Service, without the prior permission in writing of Management.

No employee can grant press interviews or participate in a public debate/seminar/discussion on television (or in the press) on matters generally considered to relate to the Company's internal or external affairs without prior approval of Management.

Sexual Harassment 615

For the purposes of this policy, sexual harassment is defined, as requests for sexual favours, unwelcome sexual advances and other verbal or physical conduct of a sexual nature when, for example: (i) giving in to such conduct is made either explicitly or implicitly a condition of employment; ii) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such an individual; or (iii) such behaviour has the purpose or effect of unjustly interfering with an individual's work performance or creating an intimidating, hostile or unpleasant working environment.

Sexual harassment may include a range of subtle and not so subtle conduct and may involve individuals of the same or different gender. These behaviours may include, but are not limited to: unwanted sexual advances or requests for sexual favours; sexual jokes and suggestion; verbal abuse of a sexual nature; insulting or obscene comments or gestures; display or circulation in the workplace of sexually suggestive pictures (including through e-mail); and other physical, verbal or visual conduct of a sexual nature.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion towards an individual because of his/her race, color, religion, national origin, age, disability and (i) has the purpose or effect of creating an intimidating, hostile or offensive work environment; (ii) has the purpose or effect of unreasonably interfering with an individual's work performance; or (iii) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to slurs, threatening, intimidating or hostile acts; demeaning jokes and display or circulation in the workplace of written or graphic material that degrades or shows hostility or aversion towards an individual or group (including through e-mail).

#### Whistle blowing/Retaliation

616

Employees are encouraged to disclose any malpractice, fraud or misconduct of which they become aware to senior management (any Director, COO or the CEO). Any employee who discloses such information in good faith is assured of protection from possible reprisals or victimisation.

CBS prohibits retaliation against any employee who reports fraud, unethical practices, discrimination, or harassment or participates in an investigation of such reports. Retaliation against an employee for reporting any of the above or for participating in an investigation to any claims is a violation and will be subject to disciplinary action.

#### **LEAVING THE COMPANY**

There are circumstances and reasons that may make it necessary to terminate the services of an employee, or for an employee to sever relations with the Company with or without notice.

An employee leaving the service of the Company (under any category below) is expected to give the appropriate notice as stated in his/her offer letter and is required to settle all outstanding financials indebted to the company and must return all Company property to the Human Resources Department. The employee must also complete the clearance process

Accrued/accumulated leave (Annual leave allotment) cannot be used in lieu of notice period.

Retirement 701

An employee who intends to retire is requested to give the company the required notice period or payment in lieu as stipulated in the employees' offer letter. The Company also reserves the right to retire an employee that is considered of retirement age as stipulated by the labour laws.

Resignation 702

An employee who voluntary resigns is requested to give the company the required notice period or payment in lieu as stipulated in the employees' offer letter.

The Company may require an employee to leave immediately rather than work during the notice period, if (including but not limited to the following):

- The employee fails to perform job duties satisfactorily
- Deemed in the Company's best interest
- The employee is disruptive during the notice period
- The employee is leaving to join an organisation where a potential conflict interest may exist

The Company will only compensate employees for unused vacation when the employee works throughout the notice period.

Dismissal/Termination 703

Any employee whose conduct, actions or performance is in violation of CBS's policies may be dismissed from the Company immediately and without notice at the discretion of the Management.

Some examples of grounds for immediate dismissal includes but are not limited to fraud, breach of trust or dishonesty, conviction of a felony, wilful violation of an established policy, falsification of Company records, personal information, gross negligence, insubordination, undue and unauthorised absence from duty during regularly scheduled work, theft, consistent unsatisfactory performance etc.

Redundancy 704

Redundancy means an involuntary and permanent loss of employment as a result of excess manpower. It will only arise where there are no alternative jobs available in the company for those to be affected.

In the event of redundancy, the company shall inform employees of any anticipated major redundancy.

In declaring employees redundant, the principle of “Last in first Out” (LIFO) shall be applied, subject to the factors of relative merit such as skill, ability, reliability and experience to the company. A redundant employee shall receive benefits in accordance with the rates specified.

Disengagement on Medical Grounds 705

This may occur when an employee is disengaged from the company on medical grounds after a thorough medical examination and a certification from a qualified registered medical practitioner stating that the employee can no longer carry out the job function. In decision making, CBS may need a recommendation from the company’s medical practitioner.

Exit Interview 706

Human Resources Department will schedule an exit interview with a resigning employee on the employee's last day of employment and will arrange the return of Company property including identification card, office keys, company manuals, documents, laptop, ipad etc.

Final Pay Cheque 707

Employees leaving the Company must return all Company property before their final pay cheque can be issued. If there are unpaid obligations to the Company, the final pay cheque will reflect the appropriate deductions.



### Acknowledgment of Employee Handbook

All employees of the CBS shall be subject to the Conditions and Terms of Employment as set out in this Employee Handbook.

It is a condition of employment that each employee shall sign for and acknowledge receipt of this Handbook, which sets out the Terms and Conditions that form the basis of the agreement or contract between the employee and CBS.

### Appendix

NAME IN FULL:.....  
(SURNAME) (OTHER NAMES)

EMPLOYEE NUMBER:.....

HOME ADDRESS:.....

CITY:..... STATE:.....

PLACE OF ENGAGEMENT:.....

DATE OF ENGAGEMENT:.....

NATURE OF EMPLOYMENT:.....

SIGNATURE:.....

DATE:.....