

Annexure IV



Human Resource

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The reasons for developing this Service Agreement is to allow guidance, compliance and full understanding of all operating procedures enabling and ensuring that all parties concerned have clear and fair direction in the interpretation of the Rules and Regulations of the business.

Personal Property

It is the responsibility of all staff to secure their belongings at all times. The Company cannot be held responsible for any loss or damage to personal property. Personal items should not be left unattended on the Company's premises at any time.

Personal Telephone Calls

Telephones are provided for the essential aspect of the business operation. Regular occurrences of misuse may be charged. Please ask your family, friends and acquaintances not to contact you via the Company's office except in an emergency situation SUBJECT to permission.

Email and Internet

Each employee will be allocated a company email address upon commencement of employment. The purpose of this is to provide a simple and efficient means of communication between employees, co-workers and management. More is under IT Policy.

Political – Religious Activity

Under no circumstances must any staff member participate or encourage political or religious activity whilst on Company premises or undertaking activities on behalf of the Company.

Dress and Manner

The expectation is that every representative of the Company will present themselves in an appropriate manner to meet with employer, colleague and customer expectations. Only on Saturday's a casual dress is acceptable.

Personal Harassment

As an employer, it is the Company's responsibility to protect its employees from bullying, harassment, intimidation and threatening or aggressive behaviour. Any incidences of such will be reported to the management and the Company's grievance procedures will be activated. If you are the victim of minor or more serious incidents of harassment, whilst on Company premises, or whilst involved in Company activities, it is your right to bring it to the attention of the manager. Investigation by management will be recorded via the Company's Grievance procedures.

Confidentiality and Non Competition

Refer Confidential and Non Competition Policy IE_P_103



Timekeeping

It is expected that you will arrive at the office in sufficient time to be at your workstation.

Main Responsibilities

Your main key task areas of responsibility are to receive and enter telephone bookings, and deal with driver and customer enquiries.

Answering the Phone

This is your number one responsibility and must take priority over all other tasks. Your aim is to be friendly and polite but to obtain the information as quickly as possible without compromising accuracy. Ignoring the phone to chat to co-workers, or deal with any personal issues will be considered gross negligence of your duties and will be dealt with accordingly.

Leaving Your Workstation/Breaks

It is acceptable to take a break of up to 10 minutes each 2hour but before doing so you must ensure that all other staff are at their workstations and will be able to cover adequately whilst you are away.
Lunch break: 45min

Smoking

Under no circumstances must you smoke ANYWHERE within the building. If you smoke immediately outside the premises then please ensure that you dispose of matches/cigarette ends in a sensible and ecological manner.

Dress Code

Under no circumstances informal or casual dresses are allowed from Monday to Friday. Formal also calls for clean shave or trimmed bearded. Innovate ID card to be worn for all customer visit. Only trouser suit with ID card is allowed for any kind of exhibitions/workshop/symposium/convention.