



## **Table of Contents**

INTRODUCTION ..... 2

OBSERVANCE OF GOOD CONDUCT ..... 2

**CONFIDENTIALITY OF INFORMATION ..... 3**

LOYALTY OF SERVICE ..... 3

UNAUTHORIZED MEETINGS ..... 3

LATENESS/ABSENTEEISM ..... 4

DRESS CODE/PERSONAL PROTECTIVE EQUIPMENT ..... 4

LETTER OF QUERY ..... 5

DISCIPLINARY PROCEDURE ..... 5

SUSPENSION ..... 6


SUMMARY DISMISSAL ..... 6

GRIEVANCE PROCEDURE ..... 7

GENERAL CODE OF CONDUCT ..... 8

**HARASSMENT ..... 8**

**HARASSMENT ..... 12**

	<b>PANAL-PAKER PPS LIMITED</b> RC: 974455	DOC.NO: PPS-MGR-COD-003
	<b>DOC. NAME: EMPLOYEE CODE OF CONDUCT</b>	

**CODE OF CONDUCT**

**INTRODUCTION**

The employee code of conduct is a set of guidelines and rules designed to set out acceptable behaviors for members of **PanalPaker PPS Ltd**. This framework helps to guide the actions and decisions of employees within the organization, ensuring that they act ethically, responsibly, and according to the organization’s values and objectives.

A key aspect of the employee code of conduct is the commitment to privacy. This means that employees must respect the privacy of others, including colleagues, customers, Clients, and the organization itself. This includes safeguarding sensitive and confidential information and not disclosing or using any information without the proper authorization.

The code of conduct clearly outlines the expectations and responsibilities of employees in relation to privacy and the consequences of failing to uphold these standards.

**1. OBSERVANCE OF GOOD CONDUCT**

Every employee is required to observe good personal conduct, be disciplined at all times, obey all reasonable instructions given to him/her by the lawfully constituted authority of the company. All employees must also preserve the good name and image of the company by being law abiding and responsible citizens during and after official working hours.

	<b>PANAL-PAKER PPS LIMITED</b> RC: 974455	DOC.NO: PPS-MGR-COD-003
	<b>DOC. NAME: EMPLOYEE CODE OF CONDUCT</b>	

## 2. CONFIDENTIALITY OF INFORMATION

Every report or other documents produced or in possession of any employee in the course of his/her work, remains the property of the company, and must be treated as such. An employee shall not, at any time divulge to an unauthorized person, any such confidential information about the company to any unauthorized person be they staff, members and non-members of the company. Staff should exercise due diligence in all dealings, as well as honesty, care and integrity.

## 3. LOYALTY OF SERVICE

In all delivery of service and in all relationship with third parties, the sustenance of the best image of the company shall be considered paramount at all times. All employees are expected to serve the company loyally and to the best of their ability. This includes working extra hours when it is necessary to do so. Every staff must be meticulous, careful, polite and considerate in handling all official assignments. Staff must accord due respect to all fellow staff members, Customers and management team.

## 4. UNAUTHORIZED MEETINGS

No meetings, which have not previously been authorized in writing by the Management, may be held in the company premises. Any employee attending an unauthorized meeting on the company's premises shall be liable to disciplinary proceedings.

	<b>PANAL-PAKER PPS LIMITED</b> RC: 974455	DOC.NO: PPS-MGR-COD-003
	<b>DOC. NAME: EMPLOYEE CODE OF CONDUCT</b>	ISSUE DATE: 22-11-2022

**5. LATENESS/ABSENTEEISM**

The company places very high premium on time keeping as this is essential for smooth operations. All staff, excluding Directors only, will be expected to sign in and out of the attendance register at the beginning and close of work.

The work hours of the company are between 8:00AM – 5:00PM, plus any reasonable additional hours that are necessary to fulfill your duties. The company reserves the right to introduce measures to check frequent lateness, absenteeism and loitering during office hours.

Any employee found to be late more than five (5) times a month - resuming after 8:00am - shall be issued a query. Any employee receiving queries for lateness for three (3) consecutive months shall be liable to disciplinary actions including but not limited to salary deductions and/or suspension. Any employee who will be unavoidably absent or late must contact the Human Resources Department before 8:00am of the same business day. Failure to do so would be considered as abandonment of work and such an employee will be subjected to disciplinary measures. Each request will be treated on the basis of its own merit.

**6. DRESS CODE/PERSONAL PROTECTIVE EQUIPMENT**

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image that PanalPaker PPS Ltd presents. During business hours, employees are expected to present a clean, neat, and professional appearance and dress according to the requirements of their positions.

Where the company directs that the nature of work requires the employee to wear suitable clothing in the interest of the business, same will be provided at the expense of the company.

	<b>PANAL-PAKER PPS LIMITED</b> RC: 974455	DOC.NO: PPS-MGR-COD-003
	<b>DOC. NAME: EMPLOYEE CODE OF CONDUCT</b>	

**7. LETTER OF QUERY**

If an employee commits an offence, which is sufficiently serious to merit recording in his/her personal records he/she will be issued a query. If a subsequent offence occurs, it will be the subject of more serious disciplinary action. The specified time of response to a query is 48 hours. Failure to respond to a query within the specified time amounts to willful disobedience which could lead to the termination of the employee's appointment.

**8. DISCIPLINARY PROCEDURE**

**i. INFORMAL WARNING**

At the discretion of a superior manager or Chief Executive Director, an informal warning could be issued to an employee. The employee will be informed of such a warning which will not be placed in the employee's record but merely noted for future disciplinary procedure.

**ii. FORMAL WARNING**

**FIRST WARNING**

If an employee commits an offence, which is sufficiently serious to merit recording in his/her personal records, he may be issued a formal warning. For the first offence, the warning will be given by the line manager or the Human Resources Manager. This warning will be preceded by a query.

**SECOND WARNING**

A subsequent offence whether on the same/related issue or unrelated issue may lead to the issuance of a second warning.

	<b>PANAL-PAKER PPS LIMITED</b> RC: 974455	DOC.NO: PPS-MGR-COD-003
	<b>DOC. NAME: EMPLOYEE CODE OF CONDUCT</b>	ISSUE DATE: 22-11-2022

**FINAL WARNING/TERMINATION**

A third offence, of similar gravity, within the same year may culminate in a final warning or the termination of the services of the employee. No notice or recommendation of termination shall be deemed to be valid except issued by the Chief Executive Director or his representative.

A written warning remains operational for the appraisal year after which it ceases to count against the employee for the purpose of future sanction.

**9. SUSPENSION**

Where an employee commits an offence, which in the opinion of the Management amounts to serious misconduct, the severity of it may result in disciplinary action other than a warning, then the employee may be suspended pending a fuller investigation. The period of such suspension shall be with half pay. If he is exonerated, he will be recalled, and paid his/her arrears to date. If the employee is summarily dismissed, he/she will only be entitled to wages up to and including the date and time of the original suspension.

**10. SUMMARY DISMISSAL**

An employee who is found guilty of any of the following acts of gross misconduct will be dismissed:

- Insulting behaviour or disobedience of lawful orders of senior employees and/or staffs of the company
- Theft
- Fraud
- Willful damage or waste of company property
- Irregularities of attendance at work
- Assault/fighting
- Drunkenness

	<b>PANAL-PAKER PPS LIMITED</b> RC: 974455	DOC.NO: PPS-MGR-COD-003
	<b>DOC. NAME: EMPLOYEE CODE OF CONDUCT</b>	ISSUE DATE:      22-11-2022

- Dereliction of duty

These examples are not to be regarded as exhaustive and any conduct likely to endanger the lives and safety of other people or the properties of the company or which affect the progress of work, may rank as serious misconduct.

## 11. GRIEVANCE PROCEDURE

It is possible that in the course of carrying out his/her duties an employee might have cause to feel aggrieved.

### (a) INDIVIDUAL GRIEVANCE

The company expects every employee to express his/her grievances openly whenever the need arises. The grievances shall be examined in accordance with the company's policies. Therefore, when an employee feels dissatisfied and considers that he/she has in any way been treated unfairly or unjustly, he/she should make this known orally or in writing to the Line Manager. If after three days, the employee has had no satisfactory reply or action on his/her grievance, he/she may present the grievance in a written form to the Human Resources Manager. If no satisfactory reply or action is forthcoming from the Manager within 2 weeks, an appeal in writing may be forwarded to the Director. A final decision lies with the Director.

### (b) COLLECTIVE GRIEVANCE

In the case of a collective grievance, the matter should be reported to the Human Resources Manager in the first instance, who shall, if unable to settle it, refer the matter to the Director whose decision shall be final.

	<b>PANAL-PAKER PPS LIMITED</b> RC: 974455	DOC.NO: PPS-MGR-COD-003
	<b>DOC. NAME: EMPLOYEE CODE OF CONDUCT</b>	

**12. GENERAL CODE OF CONDUCT**

No staff should engage in the use of foul, obscene and uncouth language within the company's premises or while on operation outside the companies premises or representing the company for an event.

No staff should engage in shouting, intemperate behaviour, fighting or physical confrontation of any kind with another staff, inspectors or visitors within the premises during the course of duty.

No staff shall take alcoholic beverage, become drunk or smoke within the office premises during official hours or while on operations or at the company's events.

Eating in the Office: Employees are expected to make use of the area created for eating purposes (kitchenette and/or eatery). Eating in the office, training rooms etc. is prohibited.

**13. HARASSMENT**

PanalPaker PPS Ltd. is committed to maintaining an environment where employees can work comfortably and effectively. This includes an atmosphere free of harassment and unwelcome behaviour on the part of others. This includes sexual harassment (which includes harassment based on pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions) and harassment based on gender, gender identity, and gender expression, as well as harassment based on such factors as race, color, religion, national origin (including language use), ancestry, citizenship, age, physical or mental disability, medical condition or information, genetic characteristics or information, family care or medical leave status (including denial of family care or medical leave), military caregiver status, military status, veteran status, marital status, domestic partner status, sexual orientation, political affiliation, status as a victim of domestic violence, sexual assault or stalking, enrollment in a public assistance program, or any other basis protected by

	<b>PANAL-PAKER PPS LIMITED</b> RC: 974455	DOC.NO: PPS-MGR-COD-003
	<b>DOC. NAME: EMPLOYEE CODE OF CONDUCT</b>	ISSUE DATE: 22-11-2022

federal, state, or local laws.

PanalPaker PPS Ltd. strongly disapproves of and will not tolerate harassment of applicants, employees, unpaid interns, or volunteers by its employees, including managers, supervisors, or co-workers. Similarly, PanalPaker PPS Ltd will not tolerate harassment by its employees of non-employees with whom PanalPaker PPS Ltd employees have a business, service, or professional relationship. PanalPaker PPS Ltd also will not tolerate harassment of its employees by non-employees in the workplace.

If you believe you have been harassed by a co-worker, a manager or supervisor, or any individual on PanalPaker PPS Ltd premises, you are encouraged to bring this matter promptly to the attention of your supervisor, the Human Resource Manager or the Executive Director. PanalPaker PPS Ltd will thoroughly and promptly investigate any such allegations and determine an appropriate course of action.

Harassment includes verbal, physical, and visual conduct that creates an intimidating, offensive, or hostile working environment or that interferes with work performance.

Harassing conduct can take many forms and includes, but is not limited to:

**Verbal harassment**, e.g., jokes, epithets, derogatory comments, or slurs (on the basis of sex, race, national origin, etc.);

**Physical harassment**, e.g., assault, impeding or blocking movement, or any physical interference with normal work or movement when directed at an individual (on the basis

	<b>PANAL-PAKER PPS LIMITED</b> RC: 974455	DOC.NO: PPS-MGR-COD-003
	<b>DOC. NAME: EMPLOYEE CODE OF CONDUCT</b>	ISSUE DATE: 22-11-2022

of sex, race, national origin, etc.);

**Visual harassment**, e.g., derogatory posters, cartoons, or drawings (on the basis of sex, race, national origin, etc.); and

**Sexual favors**, e.g., unwanted sexual advances which condition employment upon an exchange of sexual favors.

This list is not a complete list of what may be deemed to be harassment under the law. As a general guideline, however, problems in this area can be avoided if we act professionally and treat each other with respect.

If any employee encounters conduct which he or she believes is inconsistent with this policy, the conduct should be reported immediately to his or her immediate supervisor or to the Human Resources Manager. If for any reason, an employee is not comfortable with reporting to one of these individuals, the employee may also report the conduct to the Executive Director.

All reports of conduct that is not consistent with this policy will be addressed through a fair, timely, and thorough investigation. Investigations will be conducted by qualified personnel in a prompt and impartial manner and will be documented and tracked. During an investigation, PanalPaker PPS Ltd. may need to put interim measures in place, such as a leave of absence or a transfer, while the investigation proceeds. Confidentiality will be maintained to the fullest.

PanalPaker PPS Ltd. will not tolerate retaliation against any employee for cooperating in an


	<b>PANAL-PAKER PPS LIMITED</b>	<b>RC: 974455</b>	<b>DOC.NO: PPS-MGR-COD-003</b>
	<b>DOC. NAME: EMPLOYEE CODE OF CONDUCT</b>		<b>ISSUE DATE: 22-11-2022</b>

investigation or making a complaint of harassment.

If it is determined that a violation of this policy or other inappropriate conduct has occurred. PanalPaker PPS Ltd. will take appropriate disciplinary action, up to and including termination.

Compliance with our legal obligations in this area is obviously very serious and important for all of us. It will also help us preserve the feeling of mutual respect that helps make PanalPaker PPS Ltd. special.



	<b>PANAL-PAKER PPS LIMITED</b> RC: 974455	DOC.NO: PPS-MGR-COD-003
	DOC. NAME: EMPLOYEE CODE OF CONDUCT	

#### 14. BREACHES AND SANCTIONS

14.1 Staff shall not use the basis of their association with the company's employ improperly, that is the use of the name of the company with a view to attracting personal favour either by way of obtaining contract, asset acquisition or any reward where such an act will or is likely to be detrimental or impact negatively on the image and interest of the company.

14.2 Any staff who observes a breach of any of the provisions of this code by another staff shall cause a written report of such to be made to the Top management of the company. Such a breach shall cause for appropriate disciplinary and/or remedial action to be made by the company. Such actions may be in addition to any other penalty prescribed by Law or the Conditions of Service.

14.3 Any staff against whom a report has been made shall not on account of such report victimize, embarrass, intimidate, harass or otherwise punish the staff who has made such report, and the company guarantees for each complainant or report maker, necessary protection and security.

To conclude, this document is approved and signed by:



**Management**