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EMPLOYEE HANDBOOK - Best People Practices

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EOH

Systems make it possible...
People make it happen

Contents

PLEASE CLICK ON RELEVANT CHAPTER

The purpose of this handbook is to help you to settle into your new working environment as speedily as possible, and thereafter to serve as a useful reference guide.



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It is the responsibility of the reader to ensure that the printed version of this handbook corresponds with the latest original version as published on EOH's Intranet.

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Welcome to EOH. You have been invited to join this winning team because we believe you have the capacity to contribute to us achieving the vision of becoming 'the number one business and technology solution provider in Africa'.

You'll find that EOH is different, in that our business success is built on the philosophy 'systems make it possible – people make it happen'. We value the contribution made by every employee, and strive to empower each employee to develop on their career path, benefit from a safe and rewarding work environment, and enjoy the satisfaction of contributing both to the success of the Group and development of the communities it operates in.

Our employees are fundamental to the way we do business. We believe that with the right mix of challenging work, encouragement and organisational support, you can develop your personal skills and experience and enjoy a successful career at EOH. We expect you to take ownership of your career advancement through EOH, to live our values and behave in a manner consistent with these values.

EOH offers a broad range of services to a wide range of clients in a dynamic and exciting environment. Meeting and exceeding our clients' expectations is a primary goal and our continued success depends on each employee's unique contribution as well as their passion and willingness to learn and grow. This winning combination ensures a comprehensive and integrated approach to deliver a 'right first time' solution every time.

This Employee Handbook serves as a guide to EOH's business, values, employee value proposition and policies and procedures. Please take the time to read through this guide as to ensure that you understand what is expected from you as a valued employee.

I wish you a successful and enjoyable future at EOH.

Kind regards

Asher.

Asher Bohbot

Chief Executive Officer



Purpose of the Employee Handbook _____



The purpose of this handbook is to help you settle into your new working environment as speedily as possible and thereafter to serve as a quick reference guide throughout your career with EOH. The handbook contains extracts from and references to policies, procedures, standards and the general principles by which EOH operates, ensuring that you understand our business, our HR policies and procedures and career development opportunities. In case of any contradiction between the content of this document and a specific EOH Policy or Procedure, the latter will be regarded as the official company view.

All employees have access to the Employee Handbook and the related Policies and Procedures, either by way of hard or electronic copy, or via the EOH Intranet. Employees are expected to familiarise themselves with its contents and act accordingly.

INDUCTION PROGRAMME

Employees are expected to attend the Induction Programme upon commencement of employment as arranged by the EOH Academy. During this session, new employees will be provided with an overview of EOH, the various corporate administrative functions and company procedures. This also provides an opportunity to finalise any remaining administrative paperwork. This Handbook and other key reference documents form an essential part of induction training.

NOTE:

All Policies and Procedures referenced herein are available on the EOH Intranet or from your Human Resources Business Partner, the contact details of whom are available either from your Business Unit Administrator or from the EOH Intranet – under the Human Resources section.





1

Company Overview



Company Overview

The values and expectations of employees are directly relevant to the foundation for a common culture which will help EOH to differentiate ourselves in the market place and to position us to achieve our vision.

All our employees are expected to “live our values” whilst we engage with our clients, colleagues and co-workers. In support of common company values, behavioural guidelines have been developed – as referenced in this handbook - which will assist everyone to live the values that we expect of all our employees.

Realising EOH’s vision requires high performing employees – equipped with the right skills and capabilities.

It’s important for each employee to understand EOH’s Purpose, Business Philosophy, Values and Operating Model.

Note: Due to the dynamic and evolving nature of the EOH business, it is imperative that employees frequently consult EOH’s profile under the “EOH Overview” section on the EOH Intranet.

THE EOH PURPOSE

To provide the technology, knowledge, skills and organisational ability critical to Africa’s development and growth

To be an ethical, relevant force for good and to play a positive role in our society, beyond normal business practice.



THE EOH PHILOSOPHY

The following depicts the EOH business philosophy – as underpinned by specific Group objectives:

Best People To attract, develop and retain the best people led by great leaders

Partner for Life To nurture lifelong partnerships with our customers and business partners

Right 1st Time To ensure professional planning and execution and have pride in all we do

Sustainable Transformation To transform and celebrate diversity

Lead and Grow Strive to be #1 in every domain in which we operate whilst remaining entrepreneurial

THE EOH OPERATING MODEL

EOH's operating model is a two dimensional approach concentrated around key business areas and industry verticals.

AREA \ INDUSTRY	INDUSTRY								
	Financial Services	Mining	Public Sector	Telecommunications	Energy	Retail	Manufacturing & Logistics	Utilities	Health
Applications									
IT Management									
Managed Services									
Industrial Technologies									
Business Process Outsourcing									



EOH KEY BUSINESS DOMAINS

Applications

- Enterprise Applications
- Information Analytics
- Big Data
- Software development & integration
- Digitalisation

IT Management

- IT Management & Optimisation
- IT Risk Management
- IT Infrastructure
- Datacentre & Vitalization
- End user computing

Managed Services

- Applications MS
- Infrastructure MS
- Unified Communication
- Cloud Services
- Network Solutions
- Mobility

Industrial Technologies

- Connectivity Infrastructure
- Fire, Safety & Security
- Automation & Control
- Energy Infrastructure & Services
- Engineering Infrastructure

Business Process Outsourcing (BPO)

- Learning & Development
- Health
- Human Capital
- Legal Services
- Customer Services Outsourcing





2

The EOH Way



The EOH Way

CODE OF CONDUCT AND BUSINESS ETHICS

The EOH Code of Conduct and Business Ethics (herein referred to as “the Code of Conduct”) serves as a reference guide for EOH employees, stakeholders and customers alike, wherein the desired behaviours are laid down to ensure a high standard of integrity.

The Code of Conduct contributes to EOH’s culture of integrity by establishing principles to be used for interaction with each other, customers, vendors, partners and competitors, in line with best practice and in terms of good governance and compliance.

The Code of Conduct serves to:-

- Emphasize EOH’s commitment and compliance to the laws and regulations governing business;
- Set forth basic standards of ethical and legal behaviour;
- Protect EOH’s corporate assets;
- Serve as a reference point in resolving ethical issues, and
- Foster a healthy, safe and productive workplace.

Every manager has the following responsibilities with regards to the administration of the Code of Conduct:-

- Ensure that all employees under their control receive a copy of the Code of Conduct;
- Ensure that the Code of Conduct forms part of EOH’s training and induction programme;
- Ensure that any standards, policies and procedures comply with the principles of this Code of Conduct and are communicated to

the affected employees; and

- Report any violations of the Code of Conduct.

It is required from each employee to:-

- Read the Code of Conduct and familiarise themselves with its contents;
- Abide by the standards embodied in the Code of Conduct;
- Keep a copy of the Code of Conduct for personal reference;
- Seek advice and information when needed;
- Report any violations of the Code of Conduct; and
- Apply all relevant policies and procedures in their work environment.

Note: The complete Code of Conduct can be viewed on the EOH Intranet - refer to policies and procedures - under the Human Resources section.

ACCEPTANCE OF GIFTS

We expect our employees to refrain from soliciting, accepting or offering gifts, benefits or hospitality that may be construed as affecting or influencing someone in their official capacity regarding any decision or action to the benefit of the other party.

For purposes of transparency, any gift received above the value of R500.00 must be reported to your Business Unit Manager. It will then be noted on your personnel records.



LIVING THE EOH VALUES

Living the EOH values requires all our employees to display the following appropriate behaviour:-

- **Open and honest communication** - we listen to, and aim to understand, alternative perspectives and put our own points of view across openly, honestly and constructively. We communicate openly and directly, bringing the hallway conversations into meeting rooms. We talk 'to' rather than 'about' each other.
- **Commitment and accountability** - we are pro-active, innovative and respond to our clients' needs quickly, effectively and objectively. We are passionate about meeting our clients' expectations and business needs promptly and professionally. We take ownership at all times of our own and our team's decisions and outputs.
- **Teamwork and collaboration** - we support our leaders, encourage our peers and develop our employees. We foster mutual respect and build a complementary team where each employee is valued, productive and contributes to the success of the business. We maintain supportive relationships through co-operation and consultation.
- **Continuous learning and sharing** - we are committed to complete and frequent sharing of information and the exchange of meaningful feedback.
- **Leaders who serve** - Leadership is not about power and control, but is a privilege that comes with the responsibility to ensure that those that lead, do so by example.
- **Transformation** - We embrace diversity, treat our people equally, are socially responsible and make a positive difference to transformation in South Africa.
- **Discipline** - We behave in a confidential manner with regard to our own and our clients' information. We ensure that we follow agreed principles and guidelines. We treat time as a valuable commodity and therefore respect and meet deadlines.
- **Excellence** - We strive to be the best in all that we do. We treat mediocrity as the enemy. We are committed to developing advanced thought leadership and new solutions.

The EOH Way

DRESSING FOR SUCCESS

EOH does not seek to inhibit individual choice in relation to employees' appearance. However, you are expected to dress appropriately at all times in relation to your role within the business.

Please ensure that you convey a professional and business-like image and that your personal hygiene and grooming are properly attended to, before presenting yourself at the office, at client offices and when representing EOH at any public/business functions, conferences and seminars etc.

The complete EOH Dress Code is obtainable on the EOH Intranet or from the Human Resources Department. The Dress Code applies to all employees of EOH, irrespective of whether the employee is employed on a permanent or temporary basis.









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Conditions of Employment



Conditions of Employment

Specific terms and conditions of employment are covered in your employment agreement. In cases where a matter is not specifically addressed in the employment agreement, this handbook provides the general applicable conditions.

HOURS OF WORK

The working hours are flexible with core periods between 08:00 and 17:00 – or as determined by your Business Unit Head. You will be held responsible and accountable for at least 8 working hours, excluding lunch and other breaks, per day, Monday to Friday inclusive, unless otherwise specified in your employment agreement or as agreed with your Business Unit Manager.

CONFLICT OF INTEREST

EOH does not allow employees to undertake employment or commit themselves, either individually or in association with any other person(s), to directly or indirectly, operate, conduct or have any interest in any business or activity which is, or may be, in conflict with the interests of EOH.

Any outside financial or business interests, other than for investment purposes, must be disclosed in writing to your Business Unit Manager in order to decide whether the interest conflict with company business. Any subsequent changes must be disclosed in writing, as and when they occur.

This restriction excludes any charity/social responsibility service conducted in a personal capacity, provided that:-

- No remuneration is involved;
- EOH is not implicated; and
- Such services are not offered during normal working hours/do not impact on the output expected from you.

SECONDMENTS AND TRANSFERS

During the period of your employment with EOH, you may by mutual agreement be seconded by EOH to render services to any company or undertaking within, or associated with, EOH, either locally or internationally.

This is aligned with your employment contract, in which you have indicated that you understand and accept that, you could be transferred to any division, department or section within EOH or to any company within or associated with EOH, either locally or internationally, should the requirements of EOH or such other company's business so dictate.

GOVERNING LAW

Your employment with EOH shall, for all purposes, be construed in accordance with the laws of the Republic of South Africa. As such, each of the parties (you and EOH) submits itself to the jurisdiction of the South African courts in respect of any legal proceedings which may be instituted in connection with your employment.

Should EOH operate in any other country, the applicable law/s of that country will apply.





OFFICIAL LANGUAGE

While recognising the other 10 official languages of South Africa, EOH adopts English as the official language for conducting daily business affairs, for verbal and all written media. Employees requiring explanation or interpretation (legitimately) of any communication, which directly or indirectly impacts on their work for EOH, will as far as is reasonably practicable, be provided therewith upon request. Such requests must be directed to the employee's line manager.





4

Confidentiality



Confidentiality

COMPANY DOCUMENTS/PUBLICATIONS/PROPERTY/RESOURCES

All documents relating to EOH's business belongs to EOH. Should an employee be subpoenaed to testify or disclose documents of a confidential nature, irrespective of whether the information relates to a client or to EOH, he/she shall be obliged to inform the respective Executive Director and the CEO immediately.

The various magazines, newsletters and technical bulletins published by EOH are for the sole use of employees and clients.

EOH may, at its discretion, monitor employees use of official resources and intercept, acquire, read, view, inspect, record and/or review any and all communications created, stored, transmitted, spoken, sent, received or communicated by the employee on, over or via the company resources.

CONFIDENTIAL/CLASSIFIED INFORMATION

Employees must ensure that all information and material relating to their work is kept secure and confidential. You must also ensure that access to your personal computer is restricted and that sensitive information is stored on disks rather than on the hard drive. Such disks should be stored securely and separately from your personal computer. On completion of the engagement, you should make additional back-up copies of all the important data disks and store these on EOH servers.

Employees may not discuss or disclose to any personal information regarding their own remuneration or the remuneration and/or allowances of other employees. Disclosure may be made to an employee representative insofar as such information is relevant to enable that employee to perform his/her function as an employee representative during an official enquiry.

Should you be uncertain as to whether any information is confidential, you may request, in writing, a ruling from the relevant Group Executive. Employees shall abide by the ruling made by the Group.

The obligations contained herein will survive the termination of an employee's employment agreement and the employee shall at no time thereafter disclose any such information until (the onus shall be on the employee to demonstrate this) that information has become public knowledge as a result of deliberate disclosure by EOH.

INVENTIONS AND COPYRIGHTS

It is a condition of employment that all rights to Patents and Copyright will be held by EOH (means the Holding Company, affiliates, associates, subsidiaries or fellow subsidiaries of EOH), and/or its clients for any work or inventions developed by the employee, whether alone or in conjunction with others, as part of his/her work for the Group and its clients.

This includes, but is not limited to, methodologies, products, materials, processes, systems, data, designs, strategies, plans, know-how, specifications, programmes, improvements, client lists (current and prospective), discoveries and trade-marks.

Any intellectual documentation developed by an employee for EOH, whether alone or in conjunction with others, during the employee's service with the Group, is deemed the property of EOH and is of a confidential nature. In the event of the employee leaving the Group, this property/documentation must be returned in the applicable format e.g. electronically, free of viruses and other malicious software and in perfect working order, before the employee's last day of work.



PUBLICATION OF ARTICLES

EOH encourages employees to submit suitable articles to professional journals. All articles intended for publication must be sent to the relevant Business Unit Manager and thereafter the Marketing Business Unit to obtain approval prior to it being published.

APPROACHES FROM THE MEDIA

In the event that an employee is approached by the media with relation to EOH or any client, the employee should refer the person to his/her respective Business Unit Manager, alternatively the EOH Group Sales Director, Head of Marketing or the CEO of EOH.

LOST DOCUMENTS/DATA

Should you lose any work-related documents and/or files etc., you must immediately inform the relevant Line/Project Manager and the Business Unit Manager in writing – detailing the type of information lost/potentially compromised.

TRADING IN SHARES

TRADING IN EOH SHARES

EOH encourages employees to own EOH shares in their personal capacity. However, to avoid any implication that employees of EOH are involved in insider trading, employees

should not trade in any EOH shares or their derivatives during closed periods prior to EOH results being published and/or when EOH is involved in an acquisition. Consult with the Group Financial Director should there be any uncertainty.

Closed periods are normally for 6 weeks at:-

- half year end (January) - 1 February to Mid-March
- year end (July) - 1 August to Mid-September

TRADING IN SHARES OF CUSTOMER, VENDOR, COMPETITOR AND PARTNER COMPANIES

EOH employees may acquire sensitive insider information about customers, vendors, competitors and partners which is not yet publicly disclosed. In addition, EOH may provide shared services or carry out collaborative preparatory work on major projects, in the course of which insider information may be acquired. Employees must be very careful when trading in shares of customers, vendors, competitors and partners, to ensure that they do not conduct such transactions on the basis of insider information or pass on insider information to others.





5

Employee Health & Wellness



Employee Health and Wellness

HEALTH AND SAFETY

EOH will provide rules and guidelines to its employees in order to comply with provisions of the Occupational Health and Safety Act – ensuring that, as far as is reasonably practicable, the safety of employees and visitors at work by maintaining safe systems of work, and safe premises, and also by ensuring adequate instruction, training and supervision. EOH is also bound by the Act and its regulations to ensure the safety of all other persons, who (though not employees) may be affected by EOH's work activities.

It is the policy of EOH to adopt all reasonably practicable measures to:-

- Protect persons who are lawfully on EOH's premises against risk to their health, safety and occupational hazards which might arise out of activities in those places;
- Maintain a safe and healthy place of work
- Comply with all relevant statutes, regulations and standards representing Occupational Health and Safety; and
- Give priority to safe working conditions and job safety practices in the planning, budgeting, direction and implementation of EOH's activities

All employees must be aware of their individual responsibility to exercise care in relation to themselves and those who work with them, by:-

- Familiarising themselves with EOH Safety Policy and Evacuation Plan and any departmental or unit safety requirements;
- Taking reasonable care to ensure that all procedures are safely carried out, and seeking expert advice in any case of doubt;

- Informing the Health and Safety Officer of any special or newly identified hazards in existing procedures or risks in new procedures about to be introduced;
- Reporting accidents, injury on duty or incidents promptly; and
- Familiarising themselves with fire and emergency drills and escape routes

The EOH Health and Safety Policy and Procedure is obtainable on the EOH Intranet or from the Facilities Management Department.

MEDICAL AID

It is in the interests of both EOH and its employees that employees and their families stay as healthy as possible and that if they do fall ill or are injured in any way, that they receive the best possible medical care. For this reason, EOH encourages all employees to ensure they have adequate medical aid cover. For further details, please refer to the EOH Healthcare Policy and Procedure.

RISK COVER AND PROVIDENT FUND

EOH is a member of a scheme underwriting Risk Cover and Provident Fund. The scheme has the following components:

GROUP RISK COVER

It is a condition of service for all new EOH employees when joining EOH via its normal recruitment process to become a member of the Risk Cover benefit.

Employees joining the EOH group following an acquisition and/or merger will be informed of the available options during the process of the acquisition and/or merger finalisation.





EOH Management shall apply, at its sole and absolute discretion, the terms of the acquisition and/or merger and reserves the right to amend the qualifying Risk Cover criteria and exceptions applicable on a basis of specific circumstances on a case by case basis.

The monthly contribution for the inclusive Risk Cover is a percentage, as determined by the scheme, of the employee's total monthly cost to company. The contribution is levied as an after tax deduction.

Additional Group Life cover is available should you wish to obtain extra life cover, over and above the core risk benefits.

EOH reserves the right to change schemes and/or funds, to alter contributions in respect of policies and/or to vary the percentage of the total cost to company payable in respect of such funds, upon notice.

The necessary forms of the Scheme are available from the Human Resources department and on the EOH Intranet.

IMPORTANT: It is your responsibility to ensure that the necessary beneficiary forms are kept up to date and submitted timely to the Human Resources Department when changes are made.

PROVIDENT FUND

Contribution to the Provident fund is compulsory for all new EOH employees when joining EOH via its normal Recruitment Process. The details and contribution levels are discussed in more detail during the engagement phase.

Employees joining the EOH group following an acquisition and/or merger will be informed of the available options during the process of the acquisition and/or merger finalisation.

Employee Health Management

SEVERE ILLNESS & MEDICAL INCAPACITY

EOH recognises the impact that a severe illness could have on an employee's lifestyle and general functioning and therefore will provide guidance as to the sensitivity with which such situations should be managed within the workplace, remaining free of prejudice and/or discrimination whilst considering the interest of all parties concerned.

Although EOH seeks to minimise the personal, social, and economic consequences to EOH and its people, as a result of any severe illness, EOH is committed to the promotion of equality between individuals who suffer from severe illnesses and those who do not. Therefore, no distinction will be made regarding the expected work output from employees living with a severe illness and those not suffering therefrom.

EOH encourages employees to provide information regarding their medical condition to their manager and to Human Resource so that EOH can assist, should there be a medical emergency whilst at work. For further details, please refer to the EOH Severe Illness and Medical Disability and Incapacity Policies and Procedures.

SMOKING RESTRICTIONS

In accordance with the Tobacco Products Control Act No 83 of 1993 (as amended), smoking is prohibited in the workplace as well as any public places, except in designated smoking areas.

It is imperative that all EOH employees, contractors and visitors note and comply with the following:-

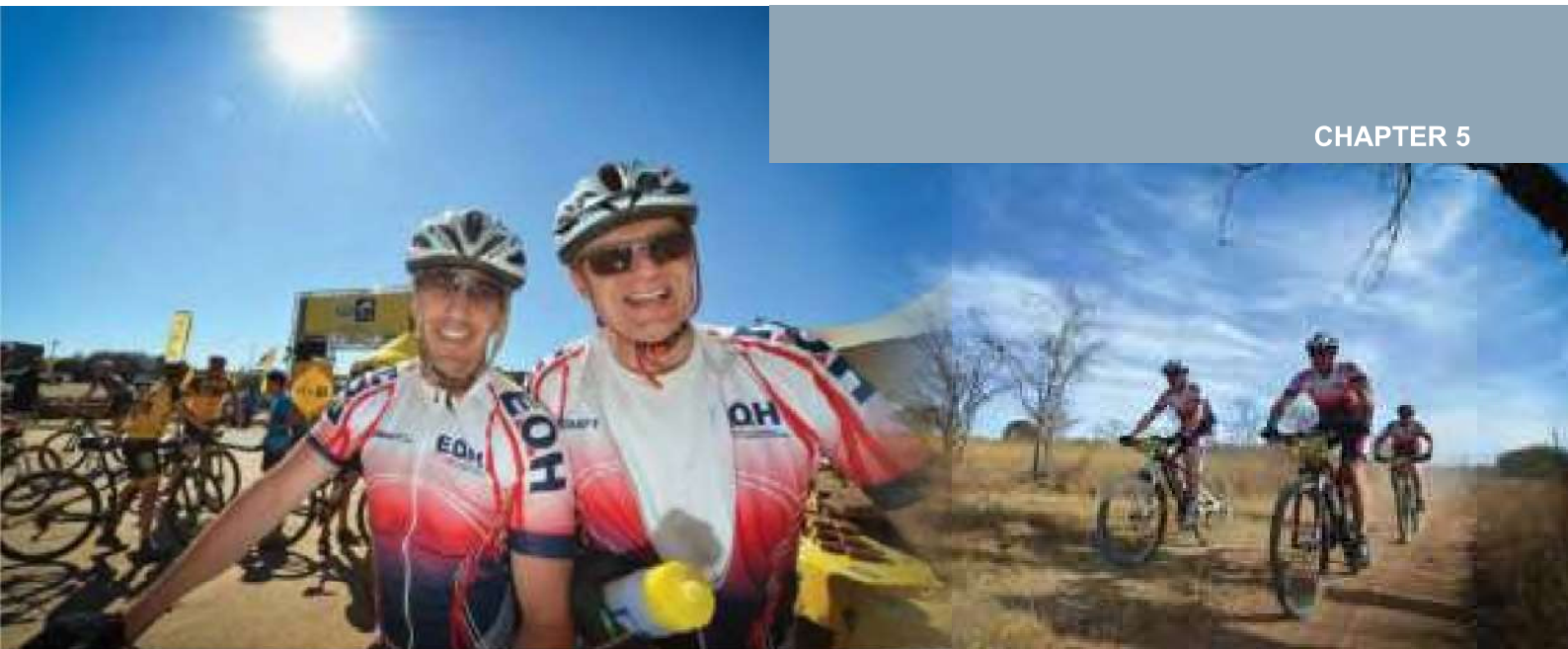
- All EOH buildings are smoke free.

- Smoking is not permitted at any EOH workplace, including but not limited to, all offices, passages, stairways, lobbies, toilets, stores, parking garages, laps and lifts.
- No person may smoke in the vicinity of a window, ventilation inlet of, doorway to, or entrance into, public place (including a workplace) and/or any indoor or enclosed area or partially-enclosed area where employees perform the duties of the employment.
- Smoking may only take place outside the building at designated smoking areas, only if the branch and/or office make such designated smoking area available.
- Designated smoking areas will be clearly marked and comply with legislative requirements.

EOH is not obliged to provide smokers with smoke breaks during work hours. Therefore:-

- It is expected that the employee will only utilise the facility for reasonable periods of time and that the frequency of use will be limited.
- It is the responsibility of the employee to ensure that he/she works the minimum of eight hours per day (smoke breaks excluded), alternatively as prescribed in his/her employment conditions.
- It is the employee's responsibility to inform his/her manager and/or colleague of the intention to go to the designated smoking area, in the event that the manager and/or colleague need to contact the employee urgently.





- Should employees attend to meetings and/or work at a client's premises, they must adhere to the smoking policy of the respective client.

Failure to comply with this policy will be viewed in a serious light, and may result in disciplinary action being taken against the offender. Should the offender be an EOH employee, such disciplinary action may lead to dismissal.

This policy is applicable to all employees within EOH, irrespective of whether the employee is employed on a permanent or temporary basis, as well as to visitors and suppliers.

The Smoking Restrictions Policy and Procedure document is obtainable from the Human Resources Department or on the EOH Intranet.

EMPLOYEE WELLNESS

EOH regards employee wellness as a priority and as such, various wellness initiatives, training programmes and awareness days are held to ensure that employees are aware of health risks as well as to provide professional services to employees to ensure a healthy lifestyle management. You are invited to participate in these events and help create a "healthy culture" within the workplace.

More details can be obtained by contacting the EOH Wellness Centre at 0861 893 893 or info@eoh.co.za. Alternatively browse the website at www.eohhealth.co.za





6

Leave



Leave

GENERAL PROVISIONS

EOH recognises its legal and moral obligation to ensure that employees are afforded their leave entitlements. The parameters wherein such leave entitlements will be afforded and managed throughout the EOH Group, ensuring not only consistency in practice, but also compliance to the Basic Conditions of Employment Act which governs labour practices in South Africa, are detailed in the EOH Leave Policy and Procedures (available on the EOH Intranet or from the Human Resources Department) from which the following extracts have been made.

Application for all types of leave, other than unavoidable sick leave, must be submitted and approved (where relevant by using the electronic leave management system) by the relevant line management prior to the leave commencement date. As far as possible, leave applications should be submitted and approved well in advance of the actual leave commencement date, to facilitate staff scheduling and planning.

The Payroll Department must be formally informed (via the business unit's applicable process) of any alterations and/or cancellations to an already approved submitted leave application. Such amendments must be approved by the relevant leave approver. Any application for unpaid leave must be accompanied by an email to payroll indicating the number of days and the dates of unpaid leave.

Failure to submit leave forms – other than unavoidable sick leave – prior to going on leave will result in the absence being regarded as absent without leave, and will result in disciplinary procedures. The onus of proof that leave was submitted remains with the employee.

EOH provides for the following leave categories:-

- Annual Leave

- Sick Leave
- Unpaid Leave
- Study and Examination Leave
- Maternity Leave
- Family Responsibility Leave
- Special Leave

Below is an overview of each leave category. The complete EOH Leave Policy and Procedure details each leave category and can be viewed on the EOH Intranet. Please familiarise yourself with these policies and procedures. Any queries can be referred to the Human Resources Department.

ANNUAL LEAVE

EOH encourages employees to take at least two weeks' consecutive leave in one leave period, whilst the remainder of the leave due to the employee may be taken casually. It remains at the discretion of EOH when leave may be taken. Leave taken must be approved by the employee's Business Unit Line Manager and approval will be subject to work commitments.

Employees are entitled to 15 (fifteen) days leave per annum unless otherwise specified in their employment agreement. New employees may not take more than a third of their leave during the first four months of employment, unless due to special circumstances specifically agreed to by the relevant Business Unit Manager.

Temporary and/or contract employees must refer to the parameters stipulated in their employment agreement and are entitled to annual leave in accordance with Section 20 of the Basic Conditions of Employment Act No.75 of 1997, as amended from time to time.





ANNUAL LEAVE ACCRUAL

To encourage employees to obtain the necessary rest, the accumulation of leave beyond the annual leave cycle, is not advised. The Company's annual leave cycle commences on 01 February of each year and stretches up to 31 January of the next year. At the end of January of each year all accrued leave in excess of 10 days will be automatically forfeited. You are there for advised to carefully plan your annual leave as not to forfeit any excess leave. The onus rest on the employee to timely apply for and take leave due- especially leave at risk of forfeiture. NB: Please note that leave at risk of forfeiture must be taken prior to the 31st of January and not merely applied for.

NEGATIVE LEAVE ACCRUAL

As a general rule, no negative leave balances are allowed. Business Unit Managers may, however, approve a negative leave balance – meaning approving leave where no leave balance is available – to a maximum of 5 (five) days. Any negative leave balance approval exceeding 5 days is subject to written approval by the EXCO and the EOH Group Human Resources Director.

Leave

YEAR-END OFFICE CLOSURE

All employees must provide and apply for annual leave during the official annual company office closure period (normally between the 25th of December and the first working day of January the consecutive year – both dates inclusive). Employees classified as operationally critical, or contractually obliged to render support services over this period, are exempted from this provision – subject to the confirmation of the relevant Business Unit Manager. These closure dates are at the discretion of EOH and any changes thereto will be communicated.

ENCASHMENT OF LEAVE

No monetary payments will be made in lieu of leave except on termination of employment. On termination, payment to a maximum of the employee's annual entitlement will be available for payment, while any remaining balance will be forfeited.

SICK LEAVE

In terms of the Basic Conditions of Employment Act, sickness is defined as "incapacity", in other words, the employee is incapable of working due to sickness or injury other than sickness or injury caused by an employee's own misconduct. Incapacity applies only to an employee and not to a family member, i.e. not if a child or family member is sick.

The Basic Conditions of Employment Act stipulates that employees are entitled to 30 (thirty) working days' paid sick leave per sick leave cycle of 3 (three) years. EOH has extended this provision to 36 (thirty-six) working days paid sick leave per sick leave cycle of 3 (three) years for permanent employees.

An employee will be entitled to 1 (one) day's sick leave accumulation per month within his/her first six months of employment, after which the full sick leave entitlement will become available. The sick leave

cycle commences from the date of employment to completion of 36 consecutive months service with EOH. This is equivalent to 12 (twelve) working days' sick leave per annum. Thereafter a new sick leave cycle commences. No unused sick leave is carried over to the next cycle. If the employee exceeds the allocated number of days, annual leave should first be considered to offset the deficit, prior to unpaid leave being taken.

In the case of extended illness, the CEO may authorise leave on full or reduced pay for a period of up to three months. Should an employee have a severe medical condition, the employee should apply for the applicable benefits from EOH's Group Risk Scheme.

Visits to doctors, dentists, etc., except in the case of an emergency, should be undertaken outside normal working hours. If such visits are undertaken during working hours, an equivalent amount of time must be worked in, or alternatively, normal leave applied for.

Temporary and/or contract employees must refer to the parameters stipulated in their employment agreement and are entitled to sick leave in accordance with Section 22 of the Basic Conditions of Employment Act No.75 of 1997, as amended from time to time.

UNPAID LEAVE

Unpaid leave will be granted only in exceptional circumstances. It requires the written approval of the relevant Business Unit Manager and will be dealt with on a case by case basis.

STUDY AND EXAMINATION LEAVE

Paid leave will be granted to study and write exams only with regard to EOH-approved studies as relevant to the employee's present and/or future employment within EOH. The business relevance of such studies must be approved by the Business Unit Manager to qualify as paid study leave.



An employee preparing for an examination may apply for paid study leave for the day of the examination as well as the working day immediately prior thereto. If the examination occurs over a weekend or on a public holiday, only one day's study leave to prepare for the exam will apply. Study leave for preparation for an exam will not apply in cases where the day of examination is immediately preceded by a weekend or public holiday. However, the workday on which the exam is written, qualifies for study leave. A maximum of 10 (ten) days' paid study leave can be taken per calendar year. Study leave is not cumulative and any unused entitlement will lapse at the end of the year. Any leave required in excess hereof shall be regarded as annual leave or unpaid leave.

No study or examination leave will be granted for supplementary exams, unless the supplementary exam is undertaken due to circumstances beyond the control of the employee (e.g. Illness / inability to write due to work demands). If the employee fails the examination on more than one occasion, further entitlements to study leave will be forfeited for that particular examination.

Any other study leave requirements involving a commitment during working hours (e.g. study school), must be approved by the relevant Business Unit Line Manager and taken as part of the annual study/examination leave limit (i.e. 10 working days per annum). Should the study school requirements exceed the limit of 10 (ten) days' study leave, all additional days should be taken as annual leave or unpaid leave.

MATERNITY LEAVE

GENERAL PROVISIONS

All permanent female employees are entitled to 4 (four) consecutive months' maternity leave, within the following guidelines:-

- If a permanent employee has completed 12 (twelve) months' uninterrupted service, 4 (four) months' maternity

leave benefits will be paid as per the provisions under the 'Maternity Benefits' clause below.

- Where an employee has not completed 12 (twelve) months' continuous service before going on maternity leave, she will be required to take any accrued annual leave with the balance consisting of unpaid leave.
- Should the 12 (twelve) month full time employment anniversary occur while she is on unpaid maternity leave, the balance of the maternity leave owing will be paid as per the provisions of the policy, from the date of the anniversary.
- Additional unpaid maternity leave up to a maximum of 2 (two) months (in total 6 months) may be taken, or may be offset against annual leave.
- Maternity leave may commence from 4 (four) weeks before the expected date of birth, unless otherwise agreed, or on a date from which a medical practitioner or a midwife certifies that it is necessary for the employee's health or that of her unborn child.
- No employee may commence work within 6 (six) weeks after the birth of her child, unless a medical practitioner or midwife certifies that it is safe for her to do so.
- Temporary and/or contract employees are entitled to maternity leave as set out in the Basic Conditions of Employment Act No. 75 of 1997, as amended from time to time.

MATERNITY BENEFITS

All female employees are eligible for UIF maternity benefits according to the Unemployment Insurance Act, 2001. EOH will pay the employee a percentage of her gross monthly Cost to Company (CTC) before any adjustments are made, which

Leave

includes medical and risk and retirement fund provisions detailed below, for the 4 (four) month period. This will allow her to claim her UIF Maternity benefits as allowed by the UIF.

- Cell phone and Travel expenses cannot be claimed, as the employee has no business to attend to whilst on maternity leave.
- The maternity leave salary provided by EOH will be paid on the normal payday on a monthly basis during the period of paid maternity leave.
- Employees electing to take the additional 2 (two) months maternity leave will not receive a maternity salary for this period.
- Should an employee require further maternity leave within the 12 (twelve) months period after returning to work from her recent maternity leave, EOH will not be obliged to pay her any maternity salary. This maternity leave will be deemed as unpaid maternity leave for the 4 (four)-month period.
- Should an employee receive any form of payment during maternity leave, a work back period from the date of return to work will apply. An acknowledgement of debt must be signed prior to the employee going on maternity leave.

Notification: *Employees are required by legislation to notify EOH in writing of the intended dates of commencement and return from maternity leave at least 4 (four) weeks before the intended commencement date. However, to enable EOH to arrange its human resources and work requirements timeously, the employee is encouraged to consult with management as early as possible.*

FAMILY RESPONSIBILITY LEAVE

Employees who have completed 4 (four) months' continuous service with EOH are entitled to a maximum of 6 (six) working days paid Family Responsibility Leave per annual leave cycle. This leave type is not accumulated from year to year and the entitlement of 6 (six) days is inclusive of all events contemplated in the application section below (i.e. not per event). Any unused entitlement will lapse at the end of the leave cycle. Any additional requirements may be offset against annual leave or granted as unpaid leave. Any exceptions must be authorised in writing by the relevant Business Unit Manager.

Family responsibility leave may be taken due to:-

- Illness of an employee's child, who is dependent on the employee, or the employee's spouse or life partner;
- Birth of an employee's child (paternity leave); or
- Death (including making funeral arrangements and attending such) of an immediate family member. Immediate family means that the employee's spouse or life partner, parents or spouse's parents, adoptive parent, grandparent, child, adoptive child, grandchild or sibling.

SPECIAL LEAVE (SUBPOENAS)

EOH will grant special paid leave in the following instances:-

- Where the employee is subpoenaed as a witness in a court case;
- Where an employee is subpoenaed to testify before a government commission.





Permanent employees are entitled to a maximum of two (2) paid days per annum for any special leave purposes. Any additional requirements will be granted as annual leave or may be taken as unpaid leave.

Where an employee has to attend a divorce or custody hearing, he/she will be required to take annual leave.

Where a court case is brought against an employee, the employee will be required to take annual or unpaid leave.

RELIGIOUS AND/OR CULTURAL OBSERVANCES

Leave taken to attend religious and/or cultural observances over and above the official published public holidays must be taken as part of the allocated annual leave entitlement.

LEAVE DUE TO INDUSTRIAL ACTION

From time to time an employee may be unable, whether willingly or unwillingly, to attend work due to outside influences such as

strikes, boycotts and organised stay-away. Any time taken off during working hours for this purpose must be submitted as annual or unpaid leave and is subject to Line Management approval.

LEAVE ADMINISTRATION

Business Units not yet administering leave via the corporate or other agreed electronic leave management system must provide employees with the necessary controlled leave application forms to ensure approval and administration thereof in accordance to the EOH Leave Policy and Procedure.

For more information refer to the EOH Leave Policy and Procedure, available on the EOH Intranet or from the Human Resources Department.





7

Business Expense Management



Business Expense Management

COMPANY TELEPHONY USAGE

Telephony refers to cell phones, landlines, faxes and data line transmissions associated with voice over applications such as what is available via Skype etc.

Employees must acknowledge that the use of a company issued telephone is not a privilege but a provision for communication to achieve company objectives.

Company telephones are primarily used as a business tool. It is accepted that employees may use EOH telephones for occasional and reasonable personal usage but they are urged to exercise appropriate discretion in doing so. Excessive use will be noted as this distracts from work responsibilities and productivity, EOH reserves the right to recover costs incurred for non-business related calls using company provided telephony, from the relevant employee's salary. Employees may only claim business phone calls made via a private facility (e.g. cell phone), if so agreed in advance by the Line Manager, provided supporting documentation is attached to the claim.

All employees must observe generally accepted telephone etiquette and refrain from using any obscene or inappropriate language. Incoming calls must be handled with courtesy and should be directed to the relevant people or department. Voicemail boxes must be checked on a daily basis or as often as possible and all reviewed messages should be deleted immediately. Storage (saving) of messages is only recommended if later reference thereto is required. No private messages may be saved on the system.

Please ensure that the volume (loudness) of telephone conversations (or any other conversation for that matter) and ringer volumes (also applicable to cell phones) do not create an unnecessary disturbances/irritation to other employees. For this reason the use of telephone conference facilities is not allowed in

the open office areas. Telephone conferences should be conducted in enclosed offices or meeting rooms behind closed doors.

The EOH Company Telephony Usage Policy and Procedure is a separate document and is available on the EOH Intranet or from the Human Resources Department.

TRAVEL ALLOWANCES AND REIMBURSEMENT OF EXPENSES

Employees may claim for business expenditure such as entertainment and travel, providing that such expenditure is approved by the Business Unit Line Manager in advance of it being incurred. The reimbursement of expenses must be claimed via the expense claim procedure applicable in your business unit. Supporting documentation must be attached to the claim.

TRAVEL ARRANGEMENTS AND EXPENDITURE

Travel arrangements such as air travel, accommodation and car hire must be arranged by the Business Unit's Travel Co-ordinator, who will co-ordinate all travel requirements via EOH's official travel management system, EOH's appointed travel manager, and the online procurement system. Please refer to the Travel Policy available from the intranet or the Travel Co-ordinator.

OUT OF TOWN ALLOWANCES AND REIMBURSEMENT OF EXPENSES

DAILY ALLOWANCE

The purpose of this allowance is to ensure that you do not incur any additional personal expenses as a direct result of being assigned to an out of town project. This excludes any internal out of town workshops and/or conferences which have been fully paid for by the Business Unit.





It is the responsibility of each employee to ensure that expenses claimed are reasonable, properly justified and within the guidelines set out in the Daily Allowance Guidelines (as could be amended from time to time) which is available on the EOH Intranet. Deviations from these guidelines must be approved by the Business Unit Manager.

EOH will reimburse the employee for all relevant expenses incurred in the performance of their duties. Since some of these expenses may be charged to and recovered from clients, it is important that prior approval for the expenditure is obtained from the respective Line Manager and that all claims for expenses are supported by adequate documentation and explanations.

The reimbursement of expenses must be claimed via the expense claim procedure applicable in the relevant Business Unit. Employees are generally refunded via a transfer to their salary account with the monthly payroll run. The monthly expense claim deadline is communicated on a monthly basis and generally falls within a period approximately 2 (two) weeks prior to the payroll run closure. This lead-time is required to allow for the authorisation and checking procedures to be performed and to satisfy the requirements of the Finance and Payroll departments. All claims must be supported by adequate original documentation.

COMPENSATION FOR DIRECT EXPENSES

Parking

Cost associated with business travel will be reimbursed subject to the following conditions:-

- Airport parking costs will be reimbursed to a maximum of 7 (seven) days or less. For extended periods of travel, alternative arrangements for transport to and from the airport must be made or refundable taxi/shuttle service costs may be incurred.

Business Expense Management

- Additional services such as valet or carwash costs will not be reimbursed.
- Any additional relevant costs may be reimbursed at the discretion of the Business Unit Head.

TOLL FEES

Toll fees directly incurred for official travel purposes will be reimbursed in full.

PASSPORTS, WORK PERMITS, VISAS AND VACCINATIONS

Refer to the EOH Travel Policy available on the Intranet or from the Business Unit's travel co-ordinator.

MEDICAL INSURANCE

Refer to the EOH Travel Policy available on the Intranet or from the Business Unit's travel co-ordinator

OFFICIAL MOTOR VEHICLE TRAVEL

General Guidelines

Expenses incurred in ad-hoc travelling to and from the employee's normal place of work and clients' premises, are probably the most common claims submitted. EOH expects employees to act responsibly in this regard and to keep these claims as low as possible by co-ordinating arrangements and ensuring that as few vehicles as possible are used to transport the team to the client's premises. Approval of such expenses is at the discretion of each Business Unit and must be agreed upfront, prior the expense being incurred.

If an employee is required to report for duty at the same client's premises, for a prolonged period, the employee's physical place

of work will be regarded as being at the client's premises - notwithstanding what was referenced in the LOA as their official place of work. For travel allowance purposes, the client premises could therefore be regarded as the employee's official workplace. In this instance, additional compensation for travelling from home to the client's premises will not be relevant as travelling for home to work and back is not deemed a recoverable expense.

The recovery of additional cost incurred by an employee due to a client's premises being relocated falls within the discretion of the relevant Business Unit Head. Should an employee relocate his/her home to an address further away from the client premises, the additional travel expense incurred cannot be claimed.

Employees who are required to undertake business travel using private vehicles, may structure a travel allowance as part of their existing CTC in accordance with the South African Revenue Services (SARS) guidelines for travel allowances. The travel allowance will be paid monthly and will reflect on the employee's IRP5.

Expense Calculation

The calculation of kilometres travelled is made as follows:-

Ad hoc travel during the normal working week – from the EOH office to the client's premises, unless the employee lives closer to the client, in which case the claim should be from home to the client's premises. The shorter of office to client or home to client rule applies.

Where work is done over weekends or public holidays – the calculation should be made from the employee's home to the client.

The rate per km at which business travel will be reimbursed is regarded as an operational expense, which is determined by the respective Business Units. These rates will be reviewed from





time to time at management's discretion. The Line Manager must ensure, wherever possible, that only one vehicle is used on each assignment. Where it is considered necessary to use more than one vehicle, prior approval should be obtained from the responsible Line Manager.

Insurance for Official Use

If an employee uses his/her vehicle to transport employees to and from clients' premises or on any other official business, he/she must ensure that the car is comprehensively insured and that it is roadworthy. Comprehensive insurance policies should be endorsed to the effect that the vehicle is to be used for professional purposes. Insurance costs will not be reimbursed.

Traffic Offences/Violations

Fines relating to traffic offences/violations such as speeding and parking violations – whether incurred whilst driving a company or private vehicle – will not be borne by EOH. It is the employee's sole responsibility to settle any traffic fines incurred directly with the relevant authority. Failure to declare a fine incurred whilst driving a company vehicle is regarded as a serious light and – apart from

the employee's obligation to settle the fine/ reimburse EOH for any fines settled on his/her behalf – it may lead to disciplinary action.

Professional Subscriptions

Prior to subscribing to compulsory professional societies, you must discuss the payment or reimbursement of annual subscriptions for membership of recognised professional societies, with your Business Unit Line Manager. Supporting documentation must be provided and claimed via the expense claims procedure applicable to the Business Unit.

Salary Advances

EOH – in compliance with the National Credit Act – does not provide loans to employees. However, the company does recognise that employees may, under certain circumstances, have reason to apply for a short term advance against their salary to address a specific short term monetary issue.

The conditions under which such advances will be authorised, as well as the applicable procedures, are detailed in the EOH Salary Advance Policy and Procedure available on the EOH Intranet or from the Human Resources Department.





8

Learning and Development



Learning and Development

EOH ACADEMY

The EOH Academy represents the EOH Group's commitment to attract, develop and retain Best People. The purpose of the Academy is to build business relevant skills through the provision of short programmes.

The EOH Academy is the learning and development division of EOH and provides short courses for individuals and organisations that require flexible, practical business skills. Emphasis is placed on empowering the workforce through proven methodologies, processes, provision of diagnostic tools and expertise.

What we do

Our focus is primarily to empower you with business and management skills through practical business training. The content of all our programmes can be tailored to meet organisation specific development needs. The EOH Academy also focuses on developing certain fundamental skills, supported by essential business consulting methodologies. Our learning and development offering facilitates:

- The development of employees on all levels as per the Management Development Framework,
- A consistent approach to our clients by EOH employees,
- Empowering employees to engage effectively with clients across organisational hierarchies,
- Managing client expectations through effective communication skills

Our courses are built around the practical transfer of skills to enable you to immediately start applying your learning to current client engagements.

Through the development of effective, efficient and performance-based learning solutions, that are aligned to strategic business

goals and outcomes, we hope to increase the value of people within their businesses. Case studies, simulations, group discussions and experiential activities are an important part of the learning process.

Learning Administration Services

In addition to providing a portfolio of short courses to our clients, EOH Academy can also assist you in managing learning interventions and the back-office logistics for these events.

We also assist with the sourcing of specific training courses, other than what is offered through the EOH Academy. This service includes the sourcing and procurement of reputable external training providers as well as quality training material.

STUDY ASSISTANCE

The continuous development of employees is considered to be of particular importance in achieving company and individual aspirations. Therefore, you are encouraged to advance your technical and/or academic qualifications relevant to your immediate position and career progression goals.

EOH may in its sole discretion provide financial assistance to employees who wish to undertake part-time studies that will lead to formal qualifications, which will have direct application to their future employment with EOH.

This policy does not apply where study programmes are undertaken at the request or insistence of EOH. In this instance, the criteria defined in the Training and Development Policy will apply.

Qualifying criteria, costs covered, repayment terms, application procedure and work back periods etc. are detailed in the Study Assistance Policy which is available on the EOH Intranet or from the Human Resources Department.



EOH JOB CREATION INITIATIVE

EOH is committed to the creation of sustainable employment opportunities in South Africa. Our Job Creation Initiative is aimed at stimulating job creation by interacting with our customers, business partners and government.

During 2011, EOH launched the EOH Youth Job Creation Initiative.

The initiative aims to:

- Stimulate youth job creation with the help of customers, business partners and government;
- Bring back jobs that have been offshored to other countries;
- Encourage businesses to take advantage of government incentive schemes to create jobs;
- Give our youth the opportunity to gain skills that will put them on the road to great careers.
- Create internship and learnership programmes that will provide young people with valuable work experience;
- Work closely with universities, universities of technology and institutions for further education and training to ensure that young people enter the corporate environment with relevant skills;
- Persuade customers to employ South African skills, rather than offshoring jobs to other countries
- Strive to create jobs by offshoring our services to other countries

Should you wish to find out more about this initiative or participate in any way, please contact the EOH Academy – details can be found on the Intranet.

PERFORMANCE MANAGEMENT

The EOH Performance Management approach – referred to as EOH Connect - is a balanced process that focuses both on what we achieve, i.e. our individual and business performance, and on how we achieve it i.e. our personal demonstration of our EOH Values. EOH Connect aligns the goals of every individual with EOH's overall objectives and strategy, enabling us to maximise our potential both as individuals and as a business.

In this respect frequent performance reviews should be conducted between managers/supervisors and their sub-ordinates to determine the level of performance and, where appropriate, to identify developmental and/or performance improvement interventions to be implemented.

The EOH Performance Management approach and supporting documentation is detailed under the EOH Connect link on the EOH Intranet. Additional information can be obtained from the Human Resources Department.

REMUNERATION REVIEWS

Remuneration reviews are conducted on an annual basis. Any reviews and/or adjustments shall be at management's absolute and sole discretion.

Your remuneration is a personal matter between you and EOH and you are therefore required to maintain the highest degree of confidentiality in this regard. Evidence of a breach of confidentiality in this regard may result in disciplinary action.





9

Risk Management



Risk Management

RIGHT 1ST TIME

The Right 1st Time initiative was launched in 2007 and represents the operational enablement of one of the five “EOH business philosophy pillars” referenced in chapter one of this handbook.

EOH adopted the slogan Right 1st Time to encapsulate the excellent, professional planning and execution in all that we do. The overall objective of the programme is “to reduce business risk to an acceptable level and increase the success rate of client-facing delivery through addressing critical aspects around skill, process, structure and risk”.

During your employment at EOH, you will receive communication and invites to participate in initiatives and training programmes specifically focussed towards imbedding and promoting our culture of Right 1st Time. We invite you to participate in these opportunities.

ENTERPRISE RISK MANAGEMENT

As EOH becomes increasingly prominent in the business landscape, it is exposed to greater enterprise risks and threats which could affect our corporate objectives and our ability to provide our shareholders with a “safe investment”. In support of our Right 1st Time philosophy, EOH has developed and implemented an integrated EOH Enterprise Risk Management (ERM) Programme to protect our business objectives against potential threats that could undermine the business growth objectives set by the board.

The ERM programme is focussed on identifying potential business risks across the entire EOH business footprint, and to institute “treatment” plans against each of these risks. The core of the process is an on-going and systematic, business-wide risk assessment process. This ensures that risks and opportunities are not only adequately identified, evaluated and managed at the appropriate level in each division, but also that their individual and joint impact on EOH as a whole is taken into consideration.

Although specific employees have been assigned to implement and maintain the Risk Management Programme, it is imperative that all employees contribute to risk mitigation by recognising and communicating potential risks to their Business Unit-assigned Risk Officer.

The EOH Enterprise Risk Policy can be accessed via the EOH Intranet.

IT RISK MANAGEMENT

EOH has developed and implemented Information Technology Security policies and procedures to protect EOH’s corporate data, systems and applications against threats. New employees must ensure that they sign the appropriate documents and return them to the Human Resources Department.

Users of EOH’s Information Technology resources should take note that these Information Technology assets are intended for business use. While EOH encourages its employees to explore these resources, this exploration should not detrimentally impact on business activities. Incidental, occasional personal use is permissible so long as it is approved by the Line Manager, it does not consume more than a trivial amount of system resources; it does not interfere with the productivity of the individual (both sender and receiver); and does not pre-empt a business activity.

SYSTEM ACCESS CONTROL

Passwords are an important aspect of computer security. Passwords provide front line protection for user accounts. A poorly chosen password may compromise EOH’s entire corporate network. As such, all EOH employees (including contractors and vendors with access to EOH systems) are required to ensure that access to any EOH system is protected by a password which adheres to the minimum requirements. The security and confidentiality of such passwords remains the responsibility of the employee and may not be divulged to any other person. (Refer to the EOH Password Policy for further detail).



EMAIL USAGE

Email is perhaps the most important means of communication throughout the business world. Messages can be transferred quickly and conveniently across our internal network and globally via the public Internet. Email is not inherently secure, particularly outside EOH's own internal network. Messages can be intercepted, stored, read, modified and forwarded to anyone, and sometimes go missing. Casual comments may be misinterpreted and lead to contractual or other legal issues.

When an email emanates from EOH, the general public will tend to view that message as an official policy statement from EOH. EOH email services are provided to serve operational and administrative purposes in connection with the business. All emails processed by the EOH IT systems and networks are considered to be privileged company property. Consequently, the use of email needs to be regulated. Please refer to the EOH Email Use Policy on the EOH Intranet for more information.

GUIDING PRINCIPLES:

Employees should not use email:-

- To send confidential/sensitive information, particularly over the Internet, unless it is first encrypted by an encryption system approved by Information Security;
- To create, send, forward or store emails with messages or attachments that might be illegal or considered offensive by an ordinary member of the public i.e. sexually explicit, racist, defamatory, abusive, obscene, derogatory, discriminatory, threatening, harassing or otherwise offensive;
- To send any disruptive, offensive, unethical, illegal or otherwise inappropriate matter, including offensive comments about race, gender, colour, disability, age, sexual orientation, pornography,

terrorism, religious beliefs and practice, political beliefs or national origin, hyperlinks or other references to indecent or patently offensive websites and similar materials, jokes, chain letters, virus warnings and hoaxes, charity requests, viruses or other malicious software;

- To commit EOH to a third party, for example through purchase or sales contracts, job offers or price quotations, unless you are explicitly authorised by management to do so (principally employees within Procurement and HR). Do not interfere with or remove the standard EOH email disclaimer automatically appended to outbound emails;
- For private or charity work unconnected with EOH's legitimate business;
- In ways that could be interpreted as representing or being official public statements on behalf of EOH organisation, unless you are a spokesperson explicitly authorised by the executive to make such statements;
- To send a message from anyone else's account or in their name (including the use of false "From:" addresses). If authorised by the manager, a secretary may send email on the manager's behalf but should sign the email in their own name per pro ("for and on behalf of") the manager; and
- For any other illegal, unethical or unauthorised purpose.

Employees should have no expectations of privacy: all emails traversing the EOH systems and networks are subject to automated scanning and may be quarantined and/or reviewed by authorised employees.

Employees must not use Gmail, Hotmail, Yahoo or similar external/ third party email services (commonly known as "webmail") for business purposes.

Risk Management

Due to physical storage constraints, mailbox limits are in force. Please be reasonable about the number and size of emails you send and save. Periodically clear out your mailbox, deleting old emails that are no longer required and filing messages that need to be kept under appropriate local PSTs. Important emails should be forwarded for archival according to the email archival policy.

The EOH Corporate IT Help/Service Desk is responsible for assisting users with secure use of email facilities, and acts as a focal point for reporting email security incidents.

HARDWARE AND SOFTWARE USE

In terms of the Copyright Act (Act No. 98) of 1978, as amended, computer programmes are specifically protected and may only be used by persons who are in lawful possession of legitimate and licensed programs. EOH strongly adheres to such a policy and hereby informs EOH employees of same.

During the course of your employment or engagement at EOH, you may be provided with a notebook, desktop, software and other hardware commensurate with the activities that EOH deems necessary for you to fulfil during the duties of employment or engagement.

Employees are not permitted, without the express and prior written authority of the employee's superior, to in any way, delete, erase, transfer, substitute, change, disassemble, transform or in any way tamper with the notebook, desktop, software or other hardware. Employees issued with a company notebook or desktop shall be responsible for maintaining appropriate backups of all company data present on the device.

The notebook, desktop, software and other hardware shall be used exclusively and without exception, during the course and scope of your employment or engagement with EOH. Under no circumstances will you be permitted to utilise the notebook,

desktop, software or other hardware for purposes other than those associated with your assigned duties and responsibilities on behalf of EOH, save for reasonable personal business which does not interfere with your normal assigned duties and responsibilities.

The playing of computer games using any company supplied notebook, desktop, software and other hardware is strictly prohibited. Employees are prohibited from utilising the notebook, desktop, software or other hardware for installing, using, viewing and accessing any pornographic material, social websites, illegal software, software that has been registered with another company, or software or content EOH deems as generally inappropriate as notified by EOH.

EOH reserves the sole right to withdraw and thus terminate the right of use of the notebook, desktop, software and other hardware, at any time and upon any grounds that it, in its exclusive opinion, deems appropriate.

DAMAGE/LOSS OF EQUIPMENT

While EOH maintains liability insurance to repair or replace all equipment issued to an employee in case of loss, theft or damage, it remains the EOH employee's responsibility to perform the following minimum due diligence to prevent damage to or loss/theft of equipment.

You will be responsible for the safekeeping of all company issued equipment assigned to you at all times, including when in transit and at home.

- All laptops must be locked with the security cable when left unattended at work whether at EOH offices or at a client site.
- When in transit, the laptop must be stowed securely and unobtrusively in the boot of your vehicle.





- When at home, the laptop must be kept in a safe and secure place when not in use.
- Any loss or damage must be immediately reported to your Business Unit Manager as well as to the IT department.

You may be held responsible for costs to repair or replace the mentioned items if the damage or loss is due to negligence or intentional misconduct or omission. The burden of proof resides with the EOH employee, who agrees to assume full responsibility to show proof of due care.

PHYSICAL SECURITY

EOH endeavours to promote a work environment in which employees can function with a reasonable expectation of being safe and secure, whilst also ensuring the safekeeping of its assets. In this respect EOH Business Units will implement appropriate physical security measures.

The purpose of access and security controls is to ensure that EOH's premises are secure at all times. Alarm systems as well as access control systems installed at EOH premises serve to assist with this objective and the unauthorised tampering therewith is strictly prohibited.

For more information, please refer to the EOH Physical Access Control Policy, available on the EOH Intranet. This policy must be read in conjunction with the EOH Health and Safety Policy.

Risk Management

ACCESS CARDS/TAGS

- You will be issued with an access card/tag on completion and approval of the required Access Card Application form.
- Access card/tag holders are responsible and accountable for their cards/tag and how and where they are used. As such, please implement adequate safekeeping measures to prevent loss/theft/unauthorised usage of your access control permit/tag.
- The loss/theft of an access card/tag (your own or a visitor's) must be reported immediately to the authorised officer/Human Resources Department, to ensure it is cancelled and unauthorised access is prevented.
- Lost visitor access cards remain the responsibility of the assigned host and any replacement cost will be for the individual/ Business Unit's account.
- In case of the negligent loss of an access card/tag, a replacement amount will be deducted from the employee's salary via Payroll.

ACCESS CONTROL

Access cards must be displayed/produced on demand at all times whilst on the premises of EOH.

Any employee who allows/facilitates the access to and from EOH premises without subjecting the visitor to the applicable access control measures may be charged under the disciplinary code.

The jamming of doors fitted with electronic readers is strictly prohibited. Security officers are authorised to prevent the entry of suspected dangerous goods/persons and as such employees should obey their orders. Employees are obliged to comply with the security measures/controls implemented at a specific EOH/client's premises and where required, assist in the effective application thereof.

FIREARMS AND OTHER WEAPONS

Unless prior written consent has been obtained from the EOH Executive, employees are strictly prohibited:-

- From bringing any firearm to the workplace or carrying a firearm while attending at or while on duty on Company or client premises, regardless of whether the employee is licensed to carry the firearm or not; and
- From bringing to the workplace weapons of any nature, which may cause grievous bodily harm, while attending at or while on duty on Company/client premises.





Should an employee be based at a client's premises, he/she must adhere to the client's rules and regulations with regards the above.

The EOH Physical Access and Security Control Policy and Procedure is a separate policy document available on the EOH Intranet.

PERSONAL EFFECTS

It is each employee's responsibility to ensure the safekeeping of cash and personal effects on a day-to-day basis both at EOH's offices and at client premises. You should also arrange appropriate insurance cover to protect yourself against loss or damage to personal possessions.

Cash and other valuables should not be left unattended except when locked in a secure cupboard or drawer and, in any event, should not be left overnight.

Neither EOH nor its clients will be responsible for any losses or damage to personal effects at its premises.





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Termination of Employment



Termination of Employment

NOTICE OF TERMINATION

An employee's services may be terminated by either him/herself or EOH by giving a calendar month's written notice on the first working day of the month, or as reflected in the employee's letter of appointment. This notice period may be waived by mutual agreement.

EOH may terminate the employee's services without notice for any cause recognised by law as sufficient, or for any serious breach of EOH's disciplinary code or professional standards.

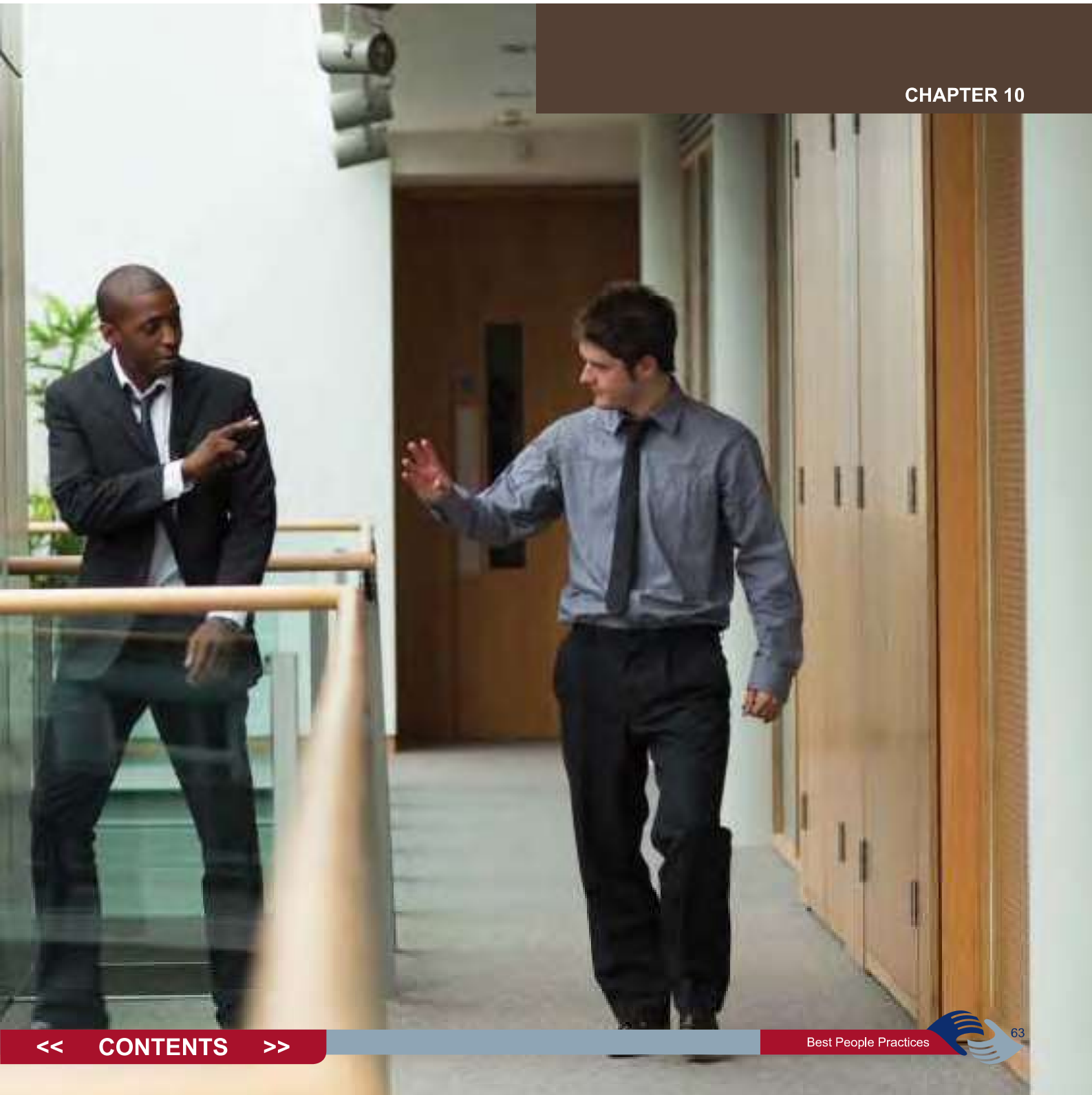
RETURN OF COMPANY PROPERTY

Upon termination of employment with EOH for whatever reason, the employee shall return any handbooks, manuals, desktop, software and other hardware (EOH property) that he/she received upon his/her commencement of employment or engagement with EOH, to his/her superior or delegated representative or substitute, upon which a full and complete test/inspection of the returned items shall be undertaken by EOH. The employee is required to return all EOH supplied equipment – given reasonable wear and tear - in the same condition in which he/she received same upon commencement of employment or engagement with EOH.

In the event that an employee fails, either wilfully or through negligence on his/her part, to return EOH property on the agreed return date, the full replacement value (as determined by EOH) of the items will be deducted from his/her final salary, remuneration or payment with the balance thereof, if any, to be paid over to the employee. In the event that the employee's final salary, remuneration or payment is less than the value of the non-returned EOH property, the employee will be required to sign an Acknowledgement of Debt, which will require him/her to repay the full amount indebted to EOH within the agreed period after the employment relationship has terminated.

EOH reserve the right to revert to legal recourse should the employee fail to comply with the terms of the Acknowledgement of Debt. On termination, the employee's salary and any other monies outstanding will be paid on or before the last days of his/her notice period and once all documentation has been signed off.









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General Matters



General Matters

ADDRESS FOR SERVICE OF PROCESSES

EOH and the employee choose as their address for service of processes for the purposes of any notice or for the service of any documents or notices or legal process, the following:-

- EOH address will be determined by the relevant EOH Company's Business Unit official address.
- The employee's address is the physical address stated on his/her information sheet which is completed upon commencement of employment (as officially amended) and forms part of his/her letter of appointment.

Any notice or communication to be given in terms of an employee's employment agreement shall be valid and effective only if received in writing at the abovementioned address;

It is therefore imperative for employees to ensure that their addresses and other contact details are kept up to date at all times. The employee can update his/her details on EOH's online Employee Self-service System (ESS); or alternatively forward same to the Human Resources Department.





CONCLUSION

CONCLUSION

The policies and procedures contained and referenced in this handbook are intended to guide you and provide a framework in which to effectively operate as an organisation. Please familiarise yourself with the contents of the Employee Handbook and the related Policies/Procedures/Guidelines, which may be amended from time to time.

RELATED DOCUMENTS

Given the purpose of this document, the following documents have a direct or implied relevance:-

- The South African Constitution
- Labour Relations Act 66 of 1995, as amended
- Employment Equity Act 55 of 1998, as amended
- Skills Development Act 97 of 1998, as amended
- All EOH Policies and Procedures



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NAVIGATION

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EOH

Systems make it possible...
People make it happen