

HUMAN RESOURCE POLICY MANUAL

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CONTENT

WELCOME NOTE	ii
GENERAL POLICY	01
RECRUITMENT	04
INDUCTION	05
TRAINING	06
PROBATION.....	07
OCCUPATIONAL HEALTH AND SAFETY (OH&S)	08
EQUAL EMPLOYMENT OPPORTUNITY (EEO).....	10
PREGNANCY AT WORK	13
FLEXIBLE WORKING ARRANGEMENTS.....	15
LEAVE POLICY	17
PERFORMANCE MANAGEMENT	20
PERFORMANCE IMPROVEMENT	21
GRIEVANCES	23
CONFLICT OF INTEREST	24
INTELLECTUAL PROPERTY AND SECURITY	25
ENVIRONMENTAL BEST PRACTICE.....	26

YOUR ONE OF US!

On behalf of HAM CLASSIC TOURS AND EXPEDITION, I take this opportunity to welcome you to join our great team, we are happy that you have become one of us in developing a growing business in Africa.

This manual will guide you in your working relationship while in HAM CLASSIC TOURS & EXPEDITION.

It is our expectation that you will read, understand, and comply to the guidelines and you will find this working environment enjoyable for your carrier growth and personal development.

I would like to wish you all the best.



Henry adoh Mapunda
Managing Director



HAM CLASSIC TOURS AND EXPEDITION expects its employees to maintain a high standard of conduct and work performance to make sure the business maintains its good reputation with customers and suppliers. Good personal conduct contributes to a good work environment for all.

This involves all employees:

- observing all policies and procedures
- treating colleagues with courtesy and respect
- treating customers and clients in a professional manner at all times
- working safely at all times

General working hours

Monday to Friday for office workers a 8 hours is observed from 0800 to 0500 with one hour lunch. Field workers will work for 7 days a week and earn 7 days off after working week.

Dress code policy

As a minimum standard, dress should be clean, neat and professional. HAM CLASSIC TOURS & EXPEDITION reserves the right to request an employee to dress to an appropriate standard as a condition of employment.

Uniforms and protective clothing

Certain categories of employees are required to wear an approved style of dress/protective clothing when on duty, the specifications of which will be outlined from time to time. These currently include; supervisors, drivers, office attendants, catering staff, cleaners, gardeners and security guards. The Company will issue such staff with two uniforms per year or as deemed necessary.

Personal communications policy

It is expected private phone calls will be kept to reasonable levels.

Email policy

1. Email facilities are provided for formal business correspondence.
2. Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
3. Limited private use of email is allowed if it doesn't interfere with or distract from an employee's work. However, management has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate
4. Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.
5. All emails sent must include the approved business disclaimer.



To protect HAM CLASSIC TOURS & EXPEDITION from the potential effects of the misuse and abuse of email, the following instructions are for all users.

1. No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of HAM CLASSIC TOURS & EXPEDITION in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
2. Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, and discriminatory, involves the harassment of others or concerns personal relationships.
3. The email records of other persons are not to be accessed except by management (or persons authorised by management) ensuring compliance with this policy, or by authorised staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum needed for the task.
4. When using email, a person must not pretend to be another person or use another person's computer without permission.
5. Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.
6. Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal.



Internet use policy

The internet is provided by HAM CLASSIC TOURS AND EXPEDITION for business use. Limited private use is permitted if the private use does not interfere with a person's work and that inappropriate sites are not accessed e.g. pornographic, gambling. Management has the right to access the system to check if private use is excessive or inappropriate.



Failure to comply with these instructions is an offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff members need to be aware that some forms of internet conduct may lead to criminal prosecution.

In addition staff are obligated to ensure effective use of time while working. A minimal and limited use of personal mobile phone is permitted, however excessive use of mobile phone while working is strongly prohibited.

RECRUITMENT

1.1 Policy

Our business always aims to employ the best candidates based on merit and competence.
Procedure

1. Create a simple position description for the job covering key activities, tasks, skills required, expectations, deliverables and safety considerations. When advertising, avoid discriminatory language e.g. young person. Target the requirements of the job e.g. we seek an energetic person.
2. The recruitment process may include some or all of these: an application form, interviews, practical testing, reference checks, right to work in Tanzania checks. If undertaking an interview ensure there are no possible discriminatory requests for information, for example Do you plan to have a family in the near future?
3. Give the successful candidate a letter of appointment setting out clear terms and conditions. This includes the nature of employment e.g. permanent full time, or part-time. The letter should include a welcome note and start details.
4. Once the candidate has accepted, contact the unsuccessful candidates as a matter of courtesy.

1.2 Policy

Type of employment contract applied in HAM CLASSIC TOURS AND EXPEDITION:

1. Contract for specified period of time (fixed)/ contract to two years.
2. Contract for specific task (Porters, Chefs, Mountain guide).



INDUCTION

Policy

HAM CLASSIC TOURS AND EXPEDITION will make sure all new employees feel welcome and are ready to start work safely and competently.

Procedure

Complete an induction plan for each new starter with details of:

- Introductions
- Welcome tea
- Workplace tour
- OH&S procedures
- Business overview
- Introduction to other staff
- A working safety plan
- Training plan
- IT system orientation
- Overview of the policy and procedural requirements



TRAINING

Policy

HAM CLASSIC TOURS AND EXPEDITION will give employees adequate training to do their job safely and competently. Our business believes training is a two-way process. We encourage employees to participate and to highlight any gaps in their own skills or knowledge they believe they have.



Training includes internal on-the-job training, written instructions such as standard operating procedures, coaching, external training and courses. Safety training takes precedence.

PROBATION

Policy & Period.

Probation is a period of review and appraisal to make sure both the business and the employee are satisfied the role is as advertised, and is being performed satisfactorily. Ongoing permanent employment is given only when the employee satisfactorily completes their probation. Our Probation period is 30 days subject to extension should the performance be below expectation. This may be communicated in writing by immediate supervisor.



Procedure

1. Give informal and formal appraisal during the probation period.
2. Give at least one formal appraisal four weeks before the end of probation.
3. At the end of the probation period, complete a final probation appraisal and advise the employee of the result.

OCCUPATIONAL HEALTH AND SAFETY (OH&S)

Policy

HAM CLASSIC TOURS & EXPEDITION will, as far as practicable, provide a safe work environment for the health, safety and welfare of our employees, contractors, visitors and members of the public who may be affected by our work.

To do this, HAM CLASSIC TOURS AND EXPEDITION will:

- develop and maintain safe systems of work, and a safe working environment
- consult with employees and health and safety representatives on safety
- provide protective clothing and equipment, and enforce its use
- provide information and training for employees
- assess all risks before work starts on new areas of operation, for example, buying new equipment and setting up new work methods, and regularly review these risks
- remove unacceptable risks to safety
- provide employees and contractors with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas)

The company will provides insurance for all employees and their relevant dependants: Dependants includes sponce and maxmium of four children under the age of 18.



Ultimately, everyone at the workplace is responsible for ensuring health and safety at that workplace. All persons responsible for the work activities of other employees are accountable for:

- Identifying practices and conditions that could injure employees, clients, members of the public or the environment
 - controlling such situations or removing the risk to safety. If unable to control such practices and conditions, report these to their manager
 - making sure workers use personal protective equipment (PPE), training workers to use PPE correctly
 - making sure PPE is maintained and working properly
- HAM CLASSIC TOURS & EXPEDITION demands a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees, irrespective of their position.

Manual handling policy

It is HAM CLASSIC TOURS & EXPEDITION policy to provide all employees with a safe and healthy workplace by identifying, assessing and controlling manual handling risks.

While management is responsible for the health, safety and welfare of all staff, all employees must report potential and actual manual handling hazards. Never lift or manually handle items larger or heavier than you can easily support. If you are in any doubt, do not hesitate to ask for help.

Workers' compensation policy

All employees may be eligible for workers' compensation benefits if injured while at work.

Injury procedure

If there is an injury:

1. The first priority is medical attention. The injured worker or nearest colleague should contact one of HAM CLASSIC TOURS & EXPEDITION first aiders. For a serious injury also call an ambulance.
2. Any employee who is injured on the job, experiences a safety incident or a near miss, must report the incident to their supervisor.
3. The supervisor must write a report and share with all relevant parties. This standard report must include:
 - employee's name and job details
 - time and date of injury
 - exact location the injury/incident occurred
 - how the injury/incident happened

- details of the injury/illness and the part/s of the body injured
- names of any witnesses
- name of the person writing the report
- date the employer was notified

4. HAM CLASSIC TOURS & EXPEDITION will let the injured employee know in writing that we have received notification of any injury or illness reported. The supervisor must report serious injuries to the insurers immediately.

Smoking policy

HAM CLASSIC TOURS & EXPEDITION has a non-smoking policy. Smoking is not permitted on HAM CLASSIC TOURS & EXPEDITION property or in partner offices at any time.

Smokers who need to take breaks should do so in their allotted breaks. These breaks must be limited. These breaks must not be taken at the entrance to HAM CLASSIC TOURS & EXPEDITION offices. Excessive smoking breaks will be regarded as absenteeism and performance improvement action may be taken.

Alcohol & drugs policy

HAM CLASSIC TOURS & EXPEDITION is concerned by factors affecting an employee's ability to safely and effectively do their work to a satisfactory standard. The business recognises alcohol or other drug abuse can impair short-term or long-term work performance and is an occupational health and safety risk.

HAM CLASSIC TOURS & EXPEDITION will do its utmost to create and maintain a safe, healthy and productive workplace for all employees. HAM CLASSIC TOURS & EXPEDITION has a zero-tolerance policy in regards to the use of illicit drugs on their premises or the attending of other business-related premises (e.g. clients) while under the influence of illicit drugs. Contravening either of these points may lead to instant dismissal.

HAM CLASSIC TOURS & EXPEDITION does not tolerate attending work under the influence of alcohol. This may result in performance improvement action or dismissal.

HAM CLASSIC TOURS & EXPEDITION, at times, makes alcohol available to staff over the age of 18. Limiting the consumption of any alcohol made available is the responsibility of the employee. Driving over the legal limit or under the influence of illicit drugs is illegal.

HUMAN RIGHTS & EQUAL EMPLOYMENT OPPORTUNITY (EEO)



Human rights policy statement:

HAM CLASSIC TOURS & EXPEDITION is committed to insure 100% compliance to human rights policy including non discrimination of workers at work places.

Policy

This policy applies to all staff including contractors and covers all work-related functions and activities including external training courses sponsored by HAM CLASSIC TOURS & EXPEDITION

It also applies for all recruitment, selection and promotion decisions.

The objective of HAM CLASSIC TOURS & EXPEDITION Equal Opportunity Policy is to improve business success by:

- attracting and retaining the best possible employees
- providing a safe, respectful and flexible work environment
- delivering our services in a safe, respectful and reasonably flexible way.

Discrimination, Sexual Harassment and Bullying

HAM CLASSIC TOURS & EXPEDITION is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

For the purposes of this policy, the following definitions apply:

Discrimination:

Direct discrimination occurs when someone is treated unfavourably because of a personal characteristic that is protected under Tanzanian law.

Indirect Discrimination occurs when a rule seems neutral, but has a discriminatory impact on certain people. For example, a minimum height requirement of 6 foot for a particular job might be applied equally to men and women, but would indirectly discriminate on the basis of sex, as women tend to be shorter than men.

Sexual harassment includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or intimidated a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated

Workplace bullying may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.

Human rights policy

HAM CLASSIC TOURS & EXPEDITION provide equal opportunities in employment and abide by human rights policy. The company ensure that all human rights policies are observed in all day to day operations.

Attention is paid on the areas below

- Employment of minors or under 18 years is prohibited
- No discrimination based on physical challenges
- Employment activities will consider that health condition of an employee participation salary employee who is pregnant.
- No discrimination based on gender identity, Sex, sexual orientation, of an employee or any business related partner.
- The company will not only prohibit the non-compliance, since of human rights policies but not associate with any one with human rights abuse characters.

- No discrimination based on
 - Marital status
 - Parental
 - Religious
- personal association with anyone having any of these characteristics
 - physical features
 - political activity/belief
 - pregnancy
 - race
 - religious activity/belief

Any employee found to have contravened this policy will be subject to disciplinary action, which may include dismissal as outlined in the complaint procedure below. Employees must report any behaviour that constitutes sexual harassment, bullying or discrimination to their supervisor.

Employees will not be victimised or treated unfairly for raising an issue or making a complaint.

Reasonable adjustments

Reasonable adjustments are changes that allow people with a disability to work safely and productively.

HAM CLASSIC TOURS & EXPEDITION will make reasonable adjustments for a person with a disability who:

- applies for a job, is offered employment, or is an employee.
- requires the adjustments in order to participate in the recruitment process or perform the genuine and reasonable requirements of the job.

Examples of reasonable adjustments can include:

- reviewing and, if necessary, adjusting the performance requirements of the job
- arranging flexibility in work hours (see 'Flexible work arrangements')
- approving more regular breaks for people with chronic pain or fatigue
- buying desks with adjustable heights for people using a wheelchair.

When thinking about reasonable adjustments HAM CLASSIC TOURS & EXPEDITION will weigh up the need for change with the expense or effort involved in making it. If making the adjustment means a very high cost or great disruption to the workplace, it is not likely to be reasonable.

In some cases, HAM CLASSIC TOURS & EXPEDITION can discriminate on the basis of disability, if:

- the adjustments needed are not reasonable, or
- the person with the disability could not perform the genuine and reasonable requirements of the job even if the adjustments were made.

Procedure: To make a complaint:

If you believe you are being, or have been, discriminated against, sexually harassed or bullied, you should follow this procedure.

1. Tell the offender the behaviour is offensive, unwelcome, and against business policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your supervisor). Keep a written record of the incident(s).
2. If the unwelcome behaviour continues, contact your supervisor or manager for support.
3. If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact another relevant senior manager.

Employees should feel confident that any complaint they make is to be treated as confidential as far as possible.

Procedure: To receive a complaint:

When a supervisor or manager receives a complaint or becomes aware of an incident that may contravene HAM CLASSIC TOURS & EXPEDITION Policies, they should follow this procedure.

1. Listen to the complaint seriously and treat the complaint confidentially. Allow the complainant to bring another person to the interview if they choose to.
2. Ask the complainant for the full story, including what happened, step by step.
3. Take notes, using the complainant's own words.
4. Ask the complainant to check your notes to ensure your record of the conversation is accurate.
5. Explain and agree on the next action with the complainant.
6. If investigation is not requested (and the supervisor or manager is satisfied that the conduct complained is not in breach of HAM CLASSIC TOURS & EXPEDITION policies) then the manager should:
 - act promptly
 - maintain confidentiality
 - pass any notes on to the supervisor's manager
 If an investigation is requested or is appropriate, follow the next procedure.

Procedure: To investigate a complaint

When a manager investigates a complaint, they should follow this procedure.

1. Do not assume guilt.
2. Advise on the potential outcomes of the investigation if the allegations are substantiated.
3. Interview all directly concerned, separately.
4. Interview witnesses, separately.
5. Keep records of interviews and the investigation.

6. Interview the alleged harasser, separately and confidentially and let the alleged harasser know exactly of what they are being accused. Give them a chance to respond to the accusation. Make it clear they do not have to answer any questions; however, the manager will still make a decision regardless.

7. Listen carefully and record details.

8. Ensure confidentiality, minimise disclosure.

9. Decide on appropriate action based on investigation and evidence collected.

10. Check to ensure the action meets the needs of the complainant and HAM CLASSIC TOURS & EXPEDITION

11. If resolution is not immediately possible, refer the complainant to more senior management. If the resolution needs a more senior manager's authority, refer the complainant to this manager.

12. Discuss any outcomes affecting the complainant with them to make sure where appropriate you meet their needs.

Possible outcomes

If after investigation management finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:

- disciplinary action to be taken against the perpetrator (counselling, warning or dismissal).
- staff training.
- additional training for the perpetrator or all staff, as appropriate counselling for the complainant.
- an apology (the particulars of such an apology to be agreed between all involved).

PREGNANCY AT WORK

Advising of pregnancy

HAM CLASSIC TOURS & EXPEDITION encourages employees to inform their supervisor of their pregnancy as soon as possible. However, we respect that an employee may not wish to advise us of her pregnancy earlier than the minimum notice period.

We also respect an employee's wishes regarding when it is appropriate to tell colleagues about the pregnancy.

See the Parental leave policy on page 18 about requirements for taking unpaid parental leave, including notice periods.

Harassment while pregnant

HAM CLASSIC TOURS & EXPEDITION is committed to ensuring the safety of pregnant employees and considers harassment, bullying and discrimination to be unacceptable behaviour. (See the Equal Employment Opportunity policy on (page 10) for our general policy and procedure on harassment, bullying and discrimination.)

Safety at work.

HAM CLASSIC TOURS & EXPEDITION understands pregnancy to be a healthy and normal process and recognises that women have different experiences. When an employee notifies her manager that she is pregnant, the manager will ask the employee to let them know if they experience any changes to their work capacity during the pregnancy. The employee and her manager will then discuss what is needed to keep the employee safe at work and adjustments will be made accordingly where possible.

Options to reduce hours, change of duties, light duties, rotated tasks, provision of a chair and provision of additional breaks are common ways to ensure safety at work, and will be considered on a case-by-case basis.



Transfer to a safe job

If it's not safe (due to illness, risks or hazards) for a pregnant employee who is entitled to parental leave to continue in her usual position, she can be transferred to a 'safe job' with no change to terms and conditions.

Working until the birth

A pregnant employee may work until the expected date of birth of her child. If she wishes to continue working in the last six weeks of her pregnancy she may be requested to provide a medical certificate within seven days confirming she is fit to work.

If the medical certificate indicates the employee is not fit for work, she may be required to start parental leave or take a period of unpaid leave as soon as practicable. *(See the Parental leave policy on page 23.)*

Return to work

If the employee has agreed to contact during leave, then towards the end of the leave period, the manager should confirm the employee's intention to return on the agreed date. The employee also may want to discuss any requests for flexible work arrangements at this time *(see Flexible Working Arrangements policy on page 20)*.

An employee must provide four weeks notice if they want to extend their leave beyond the return date that was initially advised *(see the Parental leave policy on page 23.)*

The employee on parental leave has the right to return to the job they held prior to going on leave, including any promotion. If that position no longer exists, the employee will be given whichever other available position is nearest in status and remuneration to the position they held prior to going on leave.

If an employee was placed in a safe work position prior to leave, the employee is entitled to return to the position they held immediately before the safe work position.

If the pre-parental leave position no longer exists, HAM CLASSIC TOURS & EXPEDITION will follow its redeployment and redundancy procedures to determine if a suitable alternative position is available.

Breastfeeding at work

HAM CLASSIC TOURS & EXPEDITION aims to understand and support mothers in the workplace, including accommodating breastfeeding as much as possible e.g. providing a private space.

An employee should discuss her needs with her manager and HAM CLASSIC TOURS & EXPEDITION will endeavour to make a private space available or other arrangements made by agreement. Depending on the employee's duties this may include cover while she is away from her work environment.

FLEXIBLE WORKING ARRANGEMENTS

Employees may request flexible working arrangements based on parental and career responsibilities. Employees are encouraged to put the request in writing.

To comply with the Equal Employment Opportunity policies, HAM CLASSIC TOURS & EXPEDITION will consider this request, and consider all relevant facts and circumstances in deciding whether or not to agree to the request. Such a request will not be refused unless it is reasonable to do so.

Circumstances that may be relevant to determining whether a refusal is or is not reasonable include:

- the nature of the employee's work and parental or carer responsibilities
- the nature and cost of the arrangements required for an employee to fulfil their family or carer responsibilities
- the financial circumstances of the employer
- the size and nature of the workplace and the employer's business
- the effect of the flexible working arrangements on the workplace, including the financial impact on the business.
- the consequences for the employer of having the flexible working arrangements.
- the consequences for the employee of not having the flexible working arrangements.

Other factors that might be relevant in a particular case include:

- when the arrangements are to commence
- how long the arrangements will last
- information that has been provided by the employee about their situation
- the accrued entitlements of the employee, such as personal, carer's or annual leave
- whether any legal or other constraints affect the feasibility of the employer accommodating the responsibilities, such as occupational health and safety laws.



Flexible work arrangements will also be considered as a form of reasonable adjustments to allow people with a disability to work safely and productively (see information on reasonable adjustments above).

This right applies to all employees including permanent full-time and part-time employees regardless of role of job function.

Employees must put such a request in writing.

HAM CLASSIC TOURS & EXPEDITION will provide a written response granting or refusing the request within 21 days and will only refuse such requests on reasonable business grounds. These reasons will be detailed in the written refusal.

Options for flexible work practices

Flexible work options which may be considered by HAM CLASSIC TOURS & EXPEDITION include:

- permanent, part-time work.
- graduated return to work (for employees returning from parental leave), e.g. the employee returns part time and then builds up to full-time work flexible start and finish times for staff to accommodate child care and school pick-up requirements.
- flexible rostering such as working split shifts.
- job-sharing - where two or more employees share one full-time position, each working on a part-time basis.
- work from home
- compressed hours – where the employee works additional daily hours to provide for a shorter working week or for the night.

This is not an exhaustive list, and other options may be agreed.

Employees utilising flexible work practices will be treated no less favourably than any other employee. Flexible working is not a barrier to promotion or supervisory responsibilities.



LEAVE POLICY

General leave policy

Unless specified otherwise, employees referred to in this policy mean permanent full-time or part-time employees. All employees are entitled to leave in accordance with the relevant awards or agreements and statutory provisions. Where the entitlements or practices in this document conflict, the applicable award, workplace agreement, employment contract or employment law takes precedence. All planned leave has to be mutually agreed, and take into account workloads and the employee's needs. Leave must be approved in advance, except when the employee can't anticipate the absence. Any documents regarding leave will be kept on the employee's personnel file.

Annual leave policy

All employees will be entitled to twenty-eight (28) days in a year inclusive of public holidays and weekend days (Saturdays & Sundays) accrued at the rate of 2.33 days per month. HAM CLASSIC TOURS & EXPEDITION encourages all its employees to take their leave and not carry it forward unless there's inevitable circumstances.

Employees are expected to accumulate leave entitlement before they apply for leave and, in case of employment service of less than one year, leave will be calculated on a pro-rata basis.

A maximum of 14 days earned leave may be carried forward from one year to the next, and it has to be utilized within the first quarter of the year (by 31st March of the following year). Any balance in after the first quarter of the next year will be forfeited.

In some circumstances, leave in advance of what leave has accrued may be approved. This is conditional on the employee agreeing to the business deducting any advance in the event of termination, or to the employee accepting leave without pay.



Sick Leave Policy.

Absence due to illness must be reported to the immediate supervisor as soon as possible. All sick leave absences of more than one day shall require a medical certificate issued by a certified medical practitioner. The medical certificate must be presented to the Line Manager/Supervisor as soon as possible and no later than on the day of return to work.

HAM CLASSIC TOURS & EXPEDITION reserves the right to request a second medical opinion regarding the illness of an employee where Management determines this to be of value.

An employee on sick leave is entitled to full pay for the first 60 days and for a further 60 days at half pay. If, after the six months, the employee has not recovered, he or she may be asked to utilize accrued leave days or proceed on unpaid leave.

Maternity Leave Policy.

Within a span of three years, female employees will be entitled to 84 days maternity leave on full pay if she gives birth to one child and 100 days if the employee gives birth to more than one child.

If the employee bears a second child within three years (i.e. before the expiry of maternity leave cycle), then maternity leave shall be taken without pay.

An employee with less than six months of continuous service on the date maternity leave becomes due, shall be given her unused accrued annual leave entitlement and the balance of maternity leave will be taken as leave without pay.

If an employee takes maternity leave during her probation period, the probation period will be extended by the period taken for maternity leave.

Extension of maternity leave can be considered where serious complications occur and medical documentation is produced, or for non-pregnancy related illnesses. However, extra days will be charged to and treated as sick leave.



Upon return to work the female employee shall be entitled to a break of up to two hours per day (during working hours) for breast-feeding her child, up to a maximum of six (6) months after the birth of her child. This time shall be used only for this purpose. The time when this benefit is used shall normally be at the discretion of the employee and shall be negotiated with her Line Manager.

Paternity Leave Policy.

A male employee will be entitled to paternity leave for up to a maximum of 7 days within a leave cycle with pay. Such paternity leave will be granted within 10 days of the birth of a child and the employee is the father of the child. Before such leave is granted, the employee shall be required to provide reasonable proof of the event.

Compassionate Leave Policy.

Compassionate leave will be granted for up to a maximum of five (5) days per year and any additional days required will be regarded as annual leave and shall be offset against entitlements. Any exception has to be approved by the Finance & Office Administration Manager. This leave is granted to enable a staff member to attend in the event of bereavement or serious sickness of a family or near relative namely spouse, child, mother or father. An employee may be required to produce reasonable proof of the event to his/her Line Manager.

Carer's leave policy

Carer's leave is available to an employee for the care or support of an ill family or household member or if an unexpected emergency affects a family or household member. It is typically part of personal (sick) leave and is dealt with similarly to above.

Time in lieu policy

HAM CLASSIC TOURS & EXPEDITION will grant time in lieu to an employee who is required to work outside their normal hours. Time worked towards time in lieu must be approved in advance unless exceptional circumstances exist, in which case management will consider granting approval after the time is worked.

Time in lieu will be added to the employee's annual leave. HAM CLASSIC TOURS & EXPEDITION will record time-in-lieu credits and debits. Generally, employee should take time in lieu in the same financial year within which they accrue it. A manager must approve time-in-lieu leave. An employee cannot accrue more than <X> hours of time in lieu.

Leave without pay policy

Management has the discretion to approve leave without pay that an employee is not otherwise entitled to.



PERFORMANCE MANAGEMENT

Policy

The purpose of performance management is to improve performance. It is an ongoing process. It should include informal and formal review.

We encourage a two-way process, that is, employees can also give management feedback on performance. All employees will undergo a formal performance review with their immediate managers at least once a year. Performance appraisals will be conducted during the month of November.

Procedure

1. The manager and the employee agree on the date for a performance appraisal meeting to allow time to prepare.
2. The manager and employee will meet and openly and constructively discuss performance over the period.
3. The manager and the employee will agree any objectives and outcomes for the next appraisal period.
4. Training and development will be considered as part of the process.
5. Notes should be taken of the meeting and copies kept.
6. Outside of this formal process, employees are encouraged to raise any issues they have when they arise.



PERFORMANCE IMPROVEMENT

Policy

Where warranted HAM CLASSIC TOURS & EXPEDITION will use improvement processes to improve performance. Should such improvement processes be unsuccessful in improving an employee's performance, HAM CLASSIC TOURS & EXPEDITION may decide to end an employee's employment. Depending on the circumstances, performance improvement action may include verbal or written warnings, counselling or retraining.

HAM CLASSIC TOURS & EXPEDITION requires a minimum standard of conduct and performance which will be made clear to employees in management appraisals. If an employee does not meet this standard, HAM CLASSIC TOURS & EXPEDITION will take appropriate corrective action, such as training. Formal performance improvement procedures will generally only start when other corrective action fails.

If an employee deliberately breaches business policy or procedure, or engages in misconduct, HAM CLASSIC TOURS & EXPEDITION may start improvement procedures, or, in cases of serious misconduct or breach of policy, may dismiss an employee.

Each employee must understand their responsibilities, be counselled and given the opportunity to reach the standards expected of them. HAM CLASSIC TOURS & EXPEDITION will give an employee the opportunity to defend themselves before management takes further action.

Note: If employees have a disability that requires reasonable adjustments to be made to the workplace or job to allow you to work safely and productively, they should raise this with their manager. HAM CLASSIC TOURS & EXPEDITION will only refuse such requests on reasonable business grounds.

Procedure

1. HAM CLASSIC TOURS & EXPEDITION will advise the employee of any shortfall in their performance, and give them an opportunity to respond.
2. Once they respond, the manager will consider their response and decide if performance improvement action should be taken. HAM CLASSIC TOURS & EXPEDITION will provide support such as training where appropriate.
3. If the employee is given a verbal warning, the manager should make a note of it, date it and sign it.



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4. The manager will advise the employee in clear terms what they see as the performance problem or the unacceptable conduct. To highlight the deficiency, they should use specific examples, and refer to the correct policy or procedure.

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5. The manager will allow the employee to respond before making a decision and consider the employee's responses. The employee may have a support person present at such meetings.

6. The manager will decide if more action is needed.

7. If a written warning is to follow, the manager is to:

- document it and give the employee a copy
- give the employee the opportunity (and their support person the opportunity) to sign the warning
- keep a copy on file

8. The warning must clearly define:

- the deficiency
- a clear explanation of the expected standard
- by when the employee needs to achieve it
- how the business will help the employee achieve the improvement required.
- consequences of failing to improve.

9. The manager concerned will keep a record of all meetings, training and/or coaching given and a summary of discussions, and put a copy on the employee's personnel file. This should include date, location and time of discussion.

10. They will continue to support the employee and note the support they give, for example, training or counselling.

11. If the employee's performance or conduct doesn't improve, the manager will give the employee a final written warning and follow steps 4–10 above. This document needs to warn the employee in clear terms HAM CLASSIC TOURS & EXPEDITION will terminate their employment if there is not enough improvement, and a sustained improvement in, their performance.

Note: some circumstances justify going straight to a second or final warning. Gross or serious misconduct policy deficiency, they should use specific examples, and refer to the correct policy or procedure.

Gross or serious misconduct policy

Summary (instant) dismissal for gross or very serious misconduct is possible (depending on the facts involved). Management should seek advice before taking this step.

Procedure

1. The manager is to investigate the alleged offence thoroughly, including talking to witnesses, if any.

2. The manager should ask the employee for their response to the allegation (taking notes of this discussion) and allow them to have representation. The manager should also have a witness present. The manager shall give genuine consideration to the employee's response and circumstances.

3. If still appropriate, following a thorough investigation, the manager can terminate/dismiss the employee.

4. The manager should keep a file of all evidence collected and action taken in these circumstances.

5. HAM CLASSIC TOURS & EXPEDITION will send the employee a letter of termination noting brief details.

GRIEVANCES

Policy

HAM CLASSIC TOURS & EXPEDITION supports the right of every employee to lodge a grievance with their manager if they believe a decision, behaviour or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them.

We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, HAM CLASSIC TOURS & EXPEDITION will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it to the level above until it is resolved.

Managers will do their utmost to action grievances objectively, discreetly and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.

Procedure

1. The employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.
2. To start the formal grievance the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.
3. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.
4. If the grievance still can't be resolved, refer the matter to the most senior manager for consideration and a final decision. A grievance taken to this level must be in writing from the employee.



CONFLICT OF INTEREST

Policy

Conflict of interest arises whenever the personal, professional or business interests of an employee are potentially at odds with the best interests of HAM CLASSIC TOURS & EXPEDITION.

All employees are required to act in good faith towards HAM CLASSIC TOURS & EXPEDITION. Employees need to be aware of the potential for a conflict of interest to arise and should always act in the best interests of HAM CLASSIC TOURS & EXPEDITION.

As individuals, employees may have private interests that from time to time conflict, or appear to conflict, with their employment with HAM CLASSIC TOURS & EXPEDITION. Employees should aim to avoid being put in a situation where there may be a conflict between the interests of HAM CLASSIC TOURS & EXPEDITION and their own personal or professional interests, or those of relatives or friends. Where such a conflict occurs (or is perceived to occur), the interests of HAM CLASSIC TOURS & EXPEDITION will be balanced against the interests of the staff member and, unless exceptional circumstances exist, resolved in favour of HAM CLASSIC TOURS & EXPEDITION.

Procedure

Employees must:

- declare any potential, actual or perceived conflicts of interest that exist on becoming employed by HAM CLASSIC TOURS & EXPEDITION to management.
- declare any potential, actual or perceived conflicts of interest that arise or are likely to arise during employment by HAM CLASSIC TOURS & EXPEDITION to management.
- avoid being placed in a situation where there is potential, actual or perceived conflict of interest if at all possible.

It is impossible to define all potential areas of conflict of interest. If an employee is in doubt if a conflict exists, they should raise the matter with their manager.

If an employee declares such an interest, HAM CLASSIC TOURS & EXPEDITION will review the potential areas of conflict with the employee and mutually agree on practical arrangements to resolve the situation.

Employees must disclose any other employment that might cause a conflict of interest with HAM CLASSIC TOURS & EXPEDITION to their manager. Where there are external involvements that do not represent a conflict of interest, these must not affect performance or attendance whilst working at HAM CLASSIC TOURS & EXPEDITION. If such involvement does affect performance or attendance it will be considered a conflict of interest.

INTELLECTUAL PROPERTY AND SECURITY

All intellectual property developed by employees during their employment with HAM CLASSIC TOURS & EXPEDITION, including discoveries or inventions made in the performance of their duties related in any way to the business of HAM CLASSIC TOURS & EXPEDITION, will remain the property of HAM CLASSIC TOURS & EXPEDITION.

Employees may be given access to confidential information, data, business property, keys to premises or any other business related property/information in the performance of their duties. This must be protected and used only in the interests of HAM CLASSIC TOURS & EXPEDITION.

Employees must not:

- disclose or use any part of any confidential information outside of the performance of their duties and in the interests of HAM CLASSIC TOURS & EXPEDITION; or
- authorise or be involved in the improper use or disclosure of confidential information;

during or after their employment without the Employer's written consent, other than as required by law. 'Confidential information' includes any information in any form relating to HAM CLASSIC TOURS & EXPEDITION and related bodies, clients or businesses, which is not in the public domain.

Employees must act in good faith towards HAM CLASSIC TOURS & EXPEDITION and must prevent (or if impractical, report) the unauthorised disclosure of any confidential information. Failure to comply with this policy may result in performance improvement proceedings including dismissal, and HAM CLASSIC TOURS & EXPEDITION may also pursue monetary damages or other remedies.



ENVIRONMENTAL BEST PRACTICE

Policy

HAM CLASSIC TOURS & EXPEDITION will comply with all local, national laws and regulations on:

- disposing of hazardous waste (including EPA's list of prescribed industrial waste), trade waste (i.e. waste added to the sewer) and waste water.
- safe handling, storage and transport of hazardous waste and dangerous goods.
- noise.
- land use
- air pollution

Procedure

HAM CLASSIC TOURS & EXPEDITION will set targets each year to increase energy and water efficiency, and seek opportunities for reducing and recycling waste. To do this, we will:

General

- Investigate ways to reduce consumption or recycle waste.
- give preference to maintenance and other contractors using green products.

Energy.

- buy electrical and lighting systems rated as energy efficient.
- use accredited Green Power, either in part or whole.
- Procure fuel efficient vehicles.

Water

- buy appliances rated as water efficient.
- buy plumbing devices (e.g. taps) with built-in flow restrictors in kitchen and washing up areas, or add these to existing fittings .

Waste

- Dispose waste through authorized channels





Book Us Now

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