



# EMPLOYEE HANDBOOK



**As a member of Ngwathe Municipality  
I believe in:  
"Batho Pele" - Putting people first**

**In this regard I will follow Ngwathe's Service Delivery Principles:**

- ◆ *regularly consult with customers*
- ◆ *set service standards and strive for excellence*
- ◆ *increase access to services for both the public and my colleagues*
- ◆ *ensure higher levels of courtesy*
- ◆ *provide more and better information about services*
- ◆ *increase openness and transparency about services*
- ◆ *remedy failures and mistakes*
- ◆ *give the best possible value for money.*

**Through the use of:**

- ✦ **TRANSPARENCY:** We practice good corporate governance, openness and strive to understand the needs of our community at all times.
- ✦ **COMMITMENT:** We are dedicated to the services we render to the community. We are committed to realise the objectives of local government in South Africa.
- ✦ **ACCOUNTABILITY:** We respect and value our people and ensure that we are accountable and responsible on all aspects of our work.
- ✦ **INTEGRITY:** We perform our work diligently with integrity and courage to ensure that our communities are able to trust and believe in us.
- ✦ **DEMOCRACY:** We encourage the adherence to the constitution of the country, by allowing everybody to exercise their rights.

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# 1. WELCOME MESSAGE

Dear Employee,

Welcome to Ngwathe Local Municipality.

It is our goal to make your working day enjoyable and to improve the value of service to the general public of South Africa, and more particularly those resident within the Ngwathe area.

We, at Ngwathe Local Municipality, have endeavoured to build a friendly, sincere, efficient and well-organised team.

We will continue to add to our success by our manner, attitude, appearance and efficient service.

This handbook has been prepared to help you understand and take pride in your work and work environment.

Please feel free to approach your Manager or the Human Resources Department with any questions, suggestions, or comments that you as an employee may have.

Once again, welcome to Ngwathe Local Municipality.

Warmest Regards,

Municipal Management Team

## 2. INTRODUCTION

This employee handbook has been prepared to inform you of the employment practices, policies and services of Ngwathe Local Municipality. It also describes the benefits provided to you as an employee.

Much of the information provided in this handbook is general, and applies to all employees, so there may be additional information that provides guidance on matters relating to specific departments not included in this handbook.

This handbook is a general resource to be used for informational purposes only and its content is not intended to create a contract or agreement between you and the Municipality.

This handbook may be updated from time to time. Although management will make every effort to communicate changes, you are also responsible for familiarising yourself with the changes. Ngwathe Local Municipality reserves the right to correct, modify, supplement or rescind this handbook or any of its terms at any time. The information contained in this handbook is current at the time of publishing and supersedes all prior handbooks.

On receiving this handbook, you will be asked to sign a declaration of agreement to abide by our rules, regulations, policies and procedures. It is most important that you read and understand the contents of this handbook, as well as any additional information that may be issued. Should any dispute arise at any time in the future, ignorance of what is contained in this handbook will not constitute a suitable defence.

We hope that you find the Employee Handbook helpful. If you have any questions or need assistance please contact the Human Resource Department.

## **3. NGWATHE LOCAL MUNICIPALITY**

### **3.1 Profile**

Ngwathe is a Local Municipality which forms part of the South African Local Government structures, and provides the general public with services. The area is renowned for its tourism and its Arts and Crafts.

Ngwathe is part of the Fezile Dabi Greater District. It is situated in the Free State and is composed of Parys, Vredefort, Heilbron, Koppies and Edenville town areas as well as the rural areas as demarcated by the Demarcation Board of South Africa. The total estimated residents in the urban and rural areas, is approximately 120000 and a GDP contribution to the Free State of 2.34% in 2004. The majority of the rural population is active within the agricultural sector.

#### **Parys**

The Parys town area is situated approximately 40 km west of Sasolburg and 60 km south of the Gauteng Metropolitan Area. The town is located next to the Vaal River that serves as the border between the Free State and the North West Province. The unique nature and environmental assets of Parys present an exceptional tourism potential. In the Parys town area, 90,18% of the population resides in the urban areas and 9,82% in the rural areas. From the economic structure of the region, it is evident that more employment opportunities exist in the urban areas of Parys than work opportunities relating to the rural areas such as agriculture.

#### **Vredefort**

The Vredefort town area is located approximately 50 km west of Sasolburg, 72 km south of the Gauteng Metropolitan Area and 76 km from Kroonstad. The former N1 primary access route between Kroonstad and Parys, extends through Vredefort. In the Vredefort town area, 71,87% of the population resides in the urban areas and 28,13% in the rural .



## **Heilbron**

The Heilbron town area is located approximately 53 km south of Sasolburg and 320 km north-east of Bloemfontein. The town has been identified as carrying an economic growth potential in the manufacturing sector by the Free State Growth and Development Strategy. 62,74% of the population resides in the urban areas and 37,26% in the rural areas.

## **Koppies**

The Koppies town area situated approximately 70 km south of Sasolburg, 61 km north of Kroonstad and 280 km north of Bloemfontein. The strategic national railway line from the Cape Provinces to the Gauteng Province stretches through Koppies. A large number of the inhabitants of Koppies are also employed in the Sasolburg area. Koppies can thus be labelled as a satellite residential town to the surrounding industrial areas. In Koppies, 57,41% of the population resides in the urban areas and 42,59% in the rural areas.

## **Edenville**

Edenville town area is situated approximately 42 km north-east of Kroonstad and 40km south west of Heilbron. The population figures in Edenville are approximately 3694 for both Edenville and Ngwathe. The town's economic activities are mainly serviced by Kroonstad, whereas in Edenville the agricultural sector is more prominent.

The Vaal River forms the northern boundary of the area, which also serves as the boundary between the Free State and Gauteng and Northwest Province. Other prominent topographical features include the Vredefort Dome, a fascinating exposure of ancient granites emerging from the thick cover of the later Karoo sediments.

### **3.2 Facilities/ Services**

Ngwathe provides the following services to the general public:

- Fire and Rescue
- Water Purification
- Town Planning
- Traffic and
- City Health.

## **4. EMPLOYMENT POLICY**

The philosophy of Ngwathe Local Municipality is to offer services to the community which are at an acceptable standard of efficiency and effectiveness.

The importance of properly trained and fully competent employees plays a fundamental role in enabling Ngwathe Local Municipality to meet the required standards of excellence.

Ngwathe Local Municipality is committed to ensuring that all employees are able to do their jobs competently. To that end, we aim to provide effective and necessary training to our employees. Ngwathe Local Municipality is further committed to the creation of an equal opportunity environment for its employees. For this reason, in the areas of selection, recruitment, training, promotion and development, all employees are treated on the basis of equity and performance. We strive for a competent and motivated workforce!

## **5. TERMS AND CONDITIONS OF EMPLOYMENT**

### **5.1 General**

Over and above the general terms and conditions of employment, the following measures take precedence should a dispute arise:

- Any relevant legislation or subordinate legislation;
- Any relevant wage-regulating measure;
- Any internal procedures or agreements that may be enforceable;
- Ngwathe's rules, codes and procedures, which include but are not limited to its disciplinary and grievance procedures, as well as any changes that are affected by any of the above rules, codes and procedures which may come into effect at any future date.

### **5.2 Pre-employment requirements**

All prospective employees are required to:

- Complete an application form;
- Attend an interview;

- Submit copies of their C.V. and certificates to the interviewer;
- Provide reference details;
- Undergo a medical examination, if required, including drug testing;
- Undergo police and credit checks (if applicable).

Due to the high degree of trust required in a public service environment, employees must be aware that any misrepresentation or failure to disclose relevant information will be viewed in a most serious light. If anything of this nature is discovered after commencement of employment, it could result in dismissal.

### **5.3 Appointments**

Each employee will receive a letter of appointment that he/she is required to sign.

The content of this letter is important and forms the basis of the employee's conditions of employment. It is therefore important that these conditions are read and understood. Each employee will also receive a copy of the job description applicable to his/her position. These documents are retained by Human Resources in personnel files.

### **5.4 Probation**

Employees may, unless otherwise agreed, commence employment on the basis of a three-month probationary period, and performance will be assessed by the immediate Supervisor/Manager on an ongoing basis. Should there be any problems during the probationary period Ngwathe is committed to assisting the employee through evaluation, guidance, instruction, or training where appropriate.

An employee on probation will be subject to the same standards of behaviour or conduct as permanent employees, and will be entitled to be treated fairly and in accordance with current labour practices.

### **5.5 Induction**

An induction programme will be carried out for all new employees. This will be organised by the H R Department in conjunction with other departments.

Induction provides employees with the necessary knowledge to make their introduction into Ngwathe as smooth as possible.

This handbook forms part of the induction and all employees are expected to know the contents thereof. It is the responsibility of each employee to familiarise themselves with the rules, regulations, policies and procedures of Ngwathe, and to discuss any matter that may be confusing with their Supervisor/Manager.

## **5.6 Hours of Work**

Working hours will be as per the roster, prepared by your direct Supervisor/ Manager.

Due to the nature of our business, shift work is an operational requirement in many positions and certain categories of staff are classified as Essential Services. These Essential Service staff are:

- Fire and Rescue
- Water Purification
- Sewer Networks
- Traffic and
- Cashiers.

## **5.7 Meal Breaks**

All employees are entitled to a meal break.

No food or beverage shall be allowed in any part of the work area, other than the demarcated staff dining area.

No food or beverage may be consumed in the view of members of the general public.

## **5.8 Public Holidays**

Due to the continuous nature of some of our services, you may be required to work on a Public Holiday.

If you work on a paid public holiday, you will either be given time off, or paid double your rate for hours worked.

## **5.9 Night Shift Allowance**

Employees who qualify for a night shift allowance as prescribed by legislation and are regularly required to work between 18:00 and 06:00, will be paid a night shift allowance according to the SALGBC collective agreement which may be amended from time to time.

## **5.10 Overtime**

Due to the continuous nature of the business, employees may be required to work overtime.

In the majority of cases advance notice will be given, but occasionally employees may be required to work overtime on short notice.

Payment for overtime will be made in accordance with the Basic Conditions of Employment Act:

- 1.5 times your hourly rate of pay
- 2 times your hourly rate of pay if it occurs on a Sunday or if you work on a gazetted paid public holiday.

The maximum hours of overtime permitted in any one week are ten hours. Where possible, time off in lieu of overtime will be given.

Employees earning above the earnings threshold, as per ministerial determination, are not entitled to overtime payment or time off in lieu of overtime worked.

Employees earning below the earnings threshold, as referred to above, qualify for overtime payment, or alternatively, to time off in lieu of overtime worked.

Senior Management, Fire and Traffic staff are not entitled to overtime payment.

## **5.11 Notice Period**

During the first month of service with Ngwathe, employment could be terminated by either party giving the other party one week's notice.

If the service period is longer than four weeks, but less than one year, employees are required to give two weeks' written notice.

Upon completion of one year's service, four weeks written notice will be required.

## **5.12 Polygraph Testing**

The Municipality may require employees to undergo polygraph tests in order to assist in any investigations or disciplinary enquiries. These tests will be conducted according to internationally accepted norms, standards and procedures.

## **5.13 Termination of Employment**

Employees are required to give written notice to their Manager, detailing their intention to terminate their contracts of employment on or before the 1st or 15<sup>th</sup> of the month.

No notice is payable by Ngwathe if employment is terminated on the grounds of gross misconduct.

If the applicable notice period is not given or worked by an employee, such employee may be required to pay Ngwathe the respective notice pay, in lieu of not working the required notice period, and this may be deducted from final pay.

Employees are required to complete a Termination Form on the last day of employment and return all company items.

Final pay consists of the following payments:

- Outstanding hours worked; and
- Accrued annual leave.

Less any amounts owing to Ngwathe.

# **6. REMUNERATION**

## **6.1 Salary**

Salaries are paid monthly in arrears on the 25th of each month via electronic bank transfers. Employees are therefore required to open a bank account or provide the Human Resources Department with their current banking account details.

The Human Resources Department must be informed of any changes to banking details.

## **6.2 Deductions**

Remuneration received will be subject to certain statutory and company deductions. All deductions will be reflected on your payslip.

## **6.3 13th Cheque**

Most employees, with the exception of certain management employees, are entitled to a 13th cheque, payable in December each year, provided the employee is still in the employ of Ngwathe as at 31st December. In the 1st year of service, an employee will receive a pro-rata payment up to the end of December. If an employee leaves the employ of Ngwathe before 31<sup>st</sup> December for any reason whatsoever, the employee will not be entitled to a pro-rata payment.

## **6.4 Payslip**

All employees will receive a monthly payslip each that details their income and deductions.

## **6.5 Personal Loans**

Personal loans will not be considered under any circumstances.

## **6.6 Salary Advances**

Salary advances may be considered in exceptional cases (e.g. death of a family member) subject to the approval of the Human Resources Department. Documentary proof will be required. The advance must then be authorised by the Corporate Services Director and the Municipal Manager. Full reasons for the request must be provided. The advance will be deducted in full from an employee's salary the following month.

As this is a privilege, which is intended to assist employees in extreme or difficult situations, anyone found to be abusing the facility will be disciplined.

# 7. LEAVE

## 7.1 Annual Leave

On completion of 12 months continuous service, employees are entitled to take paid annual leave in accordance with their employment contract.

An employee who works a 5 (five) day week is entitled to 24 (twenty four) days' annual leave in each annual leave cycle, of which a minimum of 16 must be taken each year.

An employee who works a 6 (six) day week is entitled to 27 (twenty seven) days' annual leave in each annual cycle, of which a minimum of 19 must be taken each year.

Annual leave entitlement is calculated from the date on which employment commenced, to the date of the anniversary of commencing employment.

Ngwathe offices are closed between Xmas and New Year and any employee who is required to work during this period will have their leave credited by the amount of the days worked.

A leave form must be completed and forwarded to the Human Resources Department for processing, signed by both the employee and their immediate Supervisor/Manager, at least two weeks before the requested leave date.

Management encourages employees to take all their leave when it is due; however, Ngwathe reserves the right to allocate leave to employees according to business demands. Employees failing to return from leave on the due date without notifying their Head of Department will be subject to disciplinary action.

No employee shall undertake any remunerative work during any period of leave, either with any other employer or unit, without the prior written authorisation of the Director: Corporate Services or Human Resources Manager.

Although every effort is made to grant leave when applied for, the final decision rests with management, based on operational requirements. Not more than five working days from each leave cycle may be carried forward to the next leave cycle, and then only to a maximum of 48 days.



Any days leave accrued in excess of 48 may be encashed if such leave accrual is as a result of operational requirements. Leave accrued in excess of 48 days, as a result of the employee not taking such leave will be forfeited (please see Leave Encashment Policy for further details).

## **7.2 Sick Leave**

Employees who are unable to report for work must contact their Supervisor/Manager before commencement of his/her shift on the first day of absence. Failure to advise Ngwathe may result in disciplinary action. A medical certificate must be submitted to Ngwathe where an employee is absent for two days or more and must include the medical diagnosis. In the event that an employee is absent from work and is unable to produce a valid medical certificate, Ngwathe reserves the right to deem such sick leave as unauthorised and the said employee will be required to either sign a leave form for the relevant number of days (annual or unpaid); and/or undergo the relevant disciplinary action. An employee who has been absent on two or more occasions during an eight week period, without producing a medical certificate, may be required to produce one in respect of any future absences from work. Ngwathe reserves the right to request an employee to undergo a medical examination, at Ngwathe's expense, as well as undergo a "back to work" interview.

Sick leave is paid as set down in the SALGA Main Agreement. All employees are to report to their Supervisor/Manager after any period of absence, sick leave, annual leave etc., in order to facilitate control. Because of the extreme operational requirements and the effect that absenteeism has on other employees, Ngwathe takes a very serious view on unauthorised absenteeism.

In terms of Ngwathe's sick leave policy a medical certificate will be considered as valid if it is issued and signed by a medical practitioner or any other person who is certified to diagnose or treat patients and who is registered with a professional council established by an act of parliament. If an employee is booked off for a period and Ngwathe considers this period unreasonable in length, Ngwathe is under no obligation to accept the period for which the employee was booked off, and may refer the matter for further investigation and/or recommendation.

### **7.3 Family Responsibility Leave**

This section applies to an employee who has been in employment with Ngwathe for longer than four months.

Up to five (5) days paid leave per occasion may be granted, in the following events:

- When the employee's child is born;
- When the employee's child is sick; or
- In the event of death of the employee's spouse or life partner; or the employee's parent, adoptive parent, grandparent, child, adopted child, grandchild or sibling.

The company requires reasonable proof of the event for which the leave was required within seven days of returning from the approved leave.

Abuse of this entitlement will be dealt with in terms of the Disciplinary Code.

### **7.4 Study Leave**

Employees are entitled to a maximum of 10 (ten) days study leave per annum, for approved courses.

A Study Advance Agreement must be completed in order for study leave to be granted in all events, that is, whether financial assistance is required or not.

For each examination, employees are entitled to two days study leave, i.e. the day before and the day of the exam.

For further information, please refer to the Subsidised Education Policy, your Supervisor/Manager, or the Human Resources Department.

### **7.5 Unpaid Leave**

Unpaid leave will only be granted in exceptional cases.

The granting of such unpaid leave is entirely at the discretion of Management and is authorised by the Municipal Manager and Director: Corporate Services.

## 7.6 Maternity Leave

An employee is entitled to three consecutive months' maternity leave. An employee is also entitled to take one month unpaid / annual leave. Whilst on maternity leave, an employee will be paid:

- full basic salary for the three months maternity leave period; and
- The provident fund risk cover will be paid whilst on maternity leave.

Annual leave will continue to accumulate whilst on maternity leave. Should the employee resign within six months following her return from maternity leave, she will have to repay the salary paid during her maternity leave period, on a pro-rata basis.

An employee may commence maternity leave at any time from four weeks before the expected date of birth, unless otherwise agreed, based on a medical certificate from a registered medical practitioner. No employee may work for six weeks after the birth of her child, unless a registered medical practitioner certifies that she is fit to do so.

An employee, who has a miscarriage during the 3rd trimester (6 to 9 months) of pregnancy or bears a stillborn child, is entitled to maternity leave for six weeks after the miscarriage or stillbirth. In the event that an employee is on maternity leave and has a miscarriage, bears a stillborn child or the baby dies up to six weeks prior to the end of such leave, the employee will be entitled to maternity leave for the six-week period. However, where such leave is due to expire; the employee will only qualify for the remainder of the maternity leave. (Repayment on a pro-rata basis applies if the employee leaves Ngwathe within six months).

Should the above situation occur subsequent to the maternity leave period expiring, the employee would only qualify for family responsibility leave of four days.

An employee must notify Ngwathe in writing, of the date on which the employee intends to:

- Commence maternity leave; and
- Return to work after maternity leave.
- Notification must be given at least four weeks before the employee intends to commence maternity leave.

Female employees, who legally adopt an infant of six months or less, qualify for maternity leave in terms of this policy.

An employee who is pregnant will not be required to work night shifts, four months prior to her date of confinement, as certified by a registered medical practitioner. The payment of the maternity leave benefit will be determined by the provisions of the UIF Act 2001 (Act 63 of 2001) as amended from time to time. Any other benefits maintained on behalf of the employee whilst on maternity leave, will have to be repaid by the employee upon return to work.

## **8. BENEFITS**

### **8.1 Provident Fund**

The retirement age for employees shall be as prescribed by the applicable Provident Fund Rules. Employee contracts will automatically terminate at the end of the month in which the employee reaches retirement, unless otherwise agreed by Management at their sole discretion.

Details of the provident fund and its applicable benefits are available from the Human Resources Department. The following are the pension funds utilised by Ngwathe employees:

- SALA
- SAMWU Provident Fund
- FS Pension Fund
- FS Provident Fund
- LGPF
- SANLAM
- NFMW.

The applicable benefits are:

- Death
- Retirement
- Disability.

## **8.2 Group Life and Disability Scheme**

In the event of an employee's disability, prior to retirement, a monthly benefit would be payable after a three month waiting period. This disability benefit would only become payable if an employee has been accepted as disabled by the Insurer in terms of their standard terms and conditions.

If an employee is unable to perform his/her own occupation, he/she will receive a disability benefit for two years. After the two-year period, the disability benefit will only continue if the employee is unable to perform a similar occupation. If this is the case then he/she will receive a disability benefit that will be reduced to 75% of his/her fund salary, until he/she recovers, reaches retirement age or dies.

Employees will be asked to provide proof of their continued disability from time to time. A disabled employee will continue to be a member of the Ngwathe Provident Fund while he/she is receiving the disability income, and will therefore be entitled to full retirement and death benefits.

Group Life Funds are:

- SANLAM.
- NFMW

If there is conflict between the approved Provident Fund Rules and information contained in this section, the approved Provident Fund Rules will take precedence.

## **8.3 Medical Aid**

Employees must refer to their letter of appointment for eligibility and applicable Medical Aid scheme details. The names of the Medical Aids are:

- MEDSCHEME
- KEY HEALTH
- LA HEALTH
- GLOBAL HEALTH
- HOSMEND
- SAMWU MED

The Municipality is entitled at any time and in any circumstances whatsoever to change its Medical Aid Scheme from one scheme to another, or to agree to any amendments to the terms regulating the scheme.

## **8.4 Funeral Policy**

The funeral policy available covers the main member and their family (as per the pension/provident fund). There is an optional union funeral policy for SAMWU and MESHAWU Union members who are the beneficiaries.

## **9. TRAINING AND DEVELOPMENT**

Ngwathe Local Municipality is committed to providing training, coaching, and on-going support to ensure that we are able to give our customers the best possible service in line with international standards. Ngwathe will endeavour to create conditions that enable employees to provide excellent service and take ownership of their jobs. Training in all aspects of the job will be provided and employees are therefore required to attend training sessions on a regular basis. If an employee fails to attend a training course without good reason and fails to notify the Human Resources Department in advance, this will be seen in a most serious light.

It is not enough that Ngwathe is committed to providing training; employees need to be motivated and ambitious enough and want to learn and improve themselves. In addition, Ngwathe has a Subsidised Education Policy to encourage employees to pursue the advancement of their own careers by studying further. Working in a municipality is very different from any other organisation in that there are many opportunities for employees to progress in their careers and to be promoted.

Progress in the organisation is based not only on one's qualifications but also on one's ability to do an excellent job. It is also necessary to have a positive and enthusiastic attitude towards one's work and other employees.

For more information, refer to the Training and Development Policy, your Manager or the Human Resources Department.

## **10. CODE OF CONDUCT**

Ngwathe Local Municipality expects all employees to conduct themselves with pride and respect in relation to their positions, their colleagues, customers, suppliers and everyone else associated with Ngwathe in one form or the other.

Employees should always use good judgement and discretion in carrying out Ngwathe's business and always use the highest standards of ethical conduct.

The code of conduct serves to set norms of employee conduct. Although Ngwathe endeavours to use counselling and training to correct violations of the code of conduct, it is sometimes necessary to invoke the disciplinary procedures.

We pursue a corrective disciplinary policy, and any disciplinary action is aimed at improving the individuals' standard of performance, where possible. The type of disciplinary action taken will depend on the severity of the offence. Details of the disciplinary procedures are available from the Human Resources Department.

Employees must comply with the various rules of Ngwathe and must carry out reasonable instructions given to them to the best of their ability, and at all times behave in a lawful and orderly manner. Employees who are identifiable with Ngwathe Local Municipality shall behave in a lawful and responsible manner at all times so that Ngwathe's reputation, image, and good public/customer standing is in no way damaged or brought into disrepute.

Employment with Ngwathe Local Municipality is conditional upon employees continuing to give satisfactory service based on the rules, regulations policies, and procedures of the company. Whilst on the premises of Ngwathe, employees must not engage in any business, or do any work other than that authorised by management.

Employees may not disclose confidential information concerning the business of Ngwathe to people not in the employ of Ngwathe Local Municipality, or to members of other departments within Ngwathe. Should any employee become aware of any information that could prove to be prejudicial to Ngwathe, this should be reported to his/her Supervisor/Manager immediately.

Employees who are aware of harmful or illegal practices and who fail to inform management will be subject to disciplinary action.

Employees are expected to co-operate and interact with other employees and customers in a civil and harmonious manner at all times. Practice teamwork and world class service in order to create a positive work environment. Employees must understand their work area and the municipality's goals as set out in their job description.

Each employee should be aware of the needs of our external and internal customers (customers and employees) so that we may deliver the products and services expected of us. An employee who receives a customer complaint must take ownership of the problem.

Employees must react quickly to correct problems immediately and follow up within 20 minutes to verify that the problem has been resolved to the customer's satisfaction. It is easier to retain an existing customer than it is to find a new one.

Always smile and keep positive eye contact. Use words like "Good Morning", "I will be happy to ..." and finish your sentence with "My pleasure".

## **Disciplinary Code and Grievance Procedure**

Employees need to familiarise themselves with Ngwathe's disciplinary code and grievance procedures. This information can be obtained from the Human Resources Department.

### **Representation at a Disciplinary Enquiry**

It is the policy of Ngwathe Local Municipality to have employees represented at disciplinary enquiries by an employee of their choice. However certain employees represent the management team of Ngwathe and these categories may not represent employees at disciplinary enquiries. This policy is not intended to limit the level of representation but rather to eliminate conflicts that might occur as a result of managers representing employees in other departments.



## 11. CONFLICT OF INTEREST

All Ngwathe employees must avoid personal activities or interests that conflict or may conflict with their duty and loyalty to Ngwathe.

Employees of Ngwathe:

- May not have any outside interests in any transaction, to which Ngwathe is a party, unless the outside interest has the prior approval of the Municipal Manager and the Director: Corporate Services.
- May not seek gifts, loans, share offers or preferential treatment in respect of amenities or services from any party having business with Ngwathe;
- May not have any direct interest in any competitor or supplier of Ngwathe;
- May not contract with a family member to perform work for the organisation without the approval of the Municipal Manager and the Director: Corporate Services. This includes temporary work;
- May not negotiate or award business to organisations for which a spouse, common law partner or family member works or owns (partly or wholly). To prevent a conflict of interest, such transactions, are to be referred to and negotiated by the individual's superior, or someone designated by the Director: Corporate Services, and approved by the Municipal Manager.;
- May not use or disclose any information obtained from Ngwathe's sources which is not generally available to the public, for personal gain or for any reason other than authorised for company business purposes; and/or authorise a loan to him/her using company funds.

The above items are not exhaustive, should employees be unsure or need further clarification about issues concerning a conflict of interest, contact the Human Resources Department for interpretation or refer to the Conflict of Interest Policy. Any transaction that may involve a conflict of interest must be reported to the Director: Corporate Services and the Municipal Manager, where the issue will be reviewed and where appropriate, approved.

Failure to abide by the guidelines provided herein as well the Conflict of Interest Policy may lead to disciplinary action.

## **12. RULES AND REGULATIONS**

### **General House Rules**

As a representative of Ngwathe Local Municipality, employees are expected to present themselves in a professional manner, and their general appearance should always reflect this. We can only be proud of our employees if they take pride in themselves.

The commencement time as detailed on their department roster is the time employees are expected to report to their department, in uniform, if one is provided to employees.

All employees should know their roles during emergencies and be aware of all emergency procedures. Employees should notify their superior immediately of hazards, injuries, equipment damage, or assistance employees may need.

Written permission must be obtained from the Human Resources Manager should an employee wish to "moonlight" or perform a "second job". Such work should neither bring Ngwathe's image into disrepute nor conflict in any way with Ngwathe's business (refer to the Conflict of Interest Policy).

Ngwathe Local Municipality does not accept liability for loss of, or damage to, employees' property on municipal property. The lending or borrowing of money between employees is forbidden. It is the task of each employee to identify defects within the premises and to report these to management.

Employees are paid for the hours of work performed and are expected to adhere to the hours of work scheduled. All employees may be required to clock in and out or sign the attendance registers where required.

Employees must return all appliances or equipment issued to them for the purpose of their work on request, or on leaving Ngwathe's employment. Due regard and care for all such company property must be taken. Unauthorised possession of Ngwathe's or other employees' property is a most serious offence. This includes failure to deposit cash due to Ngwathe, or failure to follow procedures for receiving of cash.

Employees who wish to remove packages from Ngwathe premises must be in possession of authorisation to do so.

Ngwathe Local Municipality reserves the right to inspect on its premises, any container or package used by the employee, or any locker assigned to them.

No tools or equipment shall be put away and no employee shall leave his job or workplace until the time authorised for ending a shift.

Where the employee is providing a service to a customer the employee must ensure the completion of the service prior to ceasing work. Employees may not leave their place of work without the permission of their immediate Supervisor/Manager.

Employees are not permitted to go to another department in the premises unless the nature of their job requires them to do so, or they have been instructed to do so.

The receiving and making of personal telephone calls is prohibited. However, in an emergency, employees may receive or make a telephone call with the prior permission of their Supervisor/Manager. Pay phones and card phones are available in designated areas of the premises.

Smoking and chewing gum in public view, on duty is prohibited. Smoking is only allowed in designated areas.

Assaults, racist or sexist remarks, obscenity, verbal abuse, sexual harassment, and intimidation are regarded in a most serious light, and employees must refrain from such behaviour.

Displaying of notices of fund raising activities without permission is forbidden. No meetings of employees may be held on Ngwathe Local Municipality premises unless the permission of management has first been obtained.

No employee may entertain visitors or consort with customers without authorisation. Employees may not enter or remain on Ngwathe Local Municipality premises at times other than authorised working hours, and neither may the facilities of Ngwathe be used, unless permission has been obtained from management.

All security and access procedures must be adhered to.

Employees may not consume any stock, including any stationery, food or beverage without authorisation.

All employees must use the security entrance to enter and exit the premises. Employee cars and bicycles may only be parked in the designated employee parking area.

Reporting for duty under the influence of alcohol or drugs is forbidden and subject to disciplinary action. Employees should only be present on Ngwathe's premises in a sober condition. Ngwathe Local Municipality reserves the right to refuse entry or to evict from its premises any employee in an intoxicated state. On request, employees must agree to undergo a breathalyser test.

Employees must not bring liquor or drugs onto company premises. Ngwathe Local Municipality reserves the right to randomly breathalyse employees during working hours.

The unauthorised removal of property from the premises is forbidden.

Ngwathe has established rules, procedures, and practices concerning emergency and safety situations. It is the responsibility of all employees to familiarise themselves and comply with the emergency and safety procedures/practices relating to the operation, first aid, fire, safety, and evacuation. All employees shall participate and make themselves available if called upon, to undergo training or become a member of an emergency team.

## **Uniforms**

Certain categories of employees may be issued with uniforms when they commence employment, and these shall remain municipal property and should be returned upon termination of employment.

Uniforms must be in a good and clean condition at all times. Employees will be held responsible for loss or damage to uniforms will be charged for any replacements accordingly.

## **Grooming Standards**

Appearance creates a positive impression on the customers.

Maintain good personal hygiene at all times.

Nails must be kept clean and manicured at all times.

Strict adherence to grooming and uniform standards must be maintained. Hairstyles are to be attractive to customers and conservative, portraying a businesslike appearance.

Hair accessories are to be of a neutral colour (brown, black, navy blue) or colour co-ordinated with the outfit worn.

Tattoos are not to be visible at any time while in uniform.

For men, long hair must be neatly tied back. Visible body piercing is not acceptable, except in the case of a pair of earrings for female employees.

## **Lost and Found Property**

All articles found in the premises must be taken to the reception. If the articles are not reclaimed they will be auctioned off, and the proceeds donated to a local charity.

## **Identity (ID) Cards/Name Tags**

Employees who are office based will be issued with an ID card/Name Tag. Employees shall produce their ID card for security personnel or members of management whenever requested to do so.

If employees forget, lose, or misplace their ID card/Name Tag, it is mandatory to notify their immediate Supervisor/Manager, and get a replacement card from the ID office. There is a charge for all replacement cards for which employees will be responsible.

## **Cash Handlers**

Cash handlers are subject to random cash declaration checks during the course of their shift. Any cash discrepancy will be fully investigated and an employee may face disciplinary action.

Employees are required to refer to their departmental procedure manual for further clarification.

### **Change of Details**

It is the responsibility of employees to ensure that all changes of personal details are communicated to their Supervisor/Manager and to the Human Resources Department. This includes residential addresses, contact numbers and marital status etc.

### **Standard Operating Procedures**

All employees are required to familiarise themselves and adhere to the respective standard operating procedures (SOP's) and policies of their departments. Should a scam be uncovered during an investigation and the scam occurred as a direct result of internal controls not being enforced due to random audit checks not being done, the immediate Supervisor or Manager of the division in question might be held accountable together with the offenders.

### **Job Flexibility**

Employees may be required to perform duties in terms of the same and/or similar function within the premises as the one normally performed on a permanent basis. Alternatively, an employee may be required to perform in a more senior job category in the same and/or similar position and/or function. The Acting Allowance Policy should be referred to for further detail.

### **Cash Discrepancies**

Depending on the procedure existing in the Department concerned, shortages may have to be repaid. Ngwathe also reserves the right to take whatever action it deems appropriate, which may include disciplinary action.

### **Personal Cash**

All employees who handle cash will be subject to their department's procedures with regard to declaring / limiting or exclusion of cash on their person while on duty.

## **Confidentiality**

Employees shall not disclose any information of a confidential nature acquired by them during the course of their employment with Ngwathe or after termination of such employment. Confidential information shall be deemed to include but shall not be limited to:

- Ngwathe's trade secrets, products, new developments, business methods and techniques;
- All discoveries, inventions, devices, improvements, machines and processes;
- The identity of Ngwathe's customers and / or customers;
- Pricing, room listings etc;
- No staff member is permitted to make any statement to the press / media / public, without express permission to do so;
- Any knowledge / material / information, which comes into the possession of the employee by virtue of his / her employment (directly or indirectly), remains the property of Ngwathe;
- Any knowledge / material / information pertinent to the company may only be used with the express permission of Ngwathe;
- Any and all figures relating to the municipality, may not, under any circumstances, be copied or made available to anybody not directly affiliated to the Municipality. No person may, under any circumstances, remove any such figures from the property.

All employees are reminded that a confidentiality undertaking, aimed at protecting Ngwathe's intellectual property and general information, forms part of the employment contract. Any contravention of such a nature could lead to disciplinary action.

## **Copyright**

Any products / systems / procedures invented or developed by employees during the course of their employment with Ngwathe, remain the property of Ngwathe, even after the termination of their services with Ngwathe.

## **Obligations**

During employment employees shall dedicate their entire working time to their duties and shall do everything in their power to promote, develop and extend the business of Ngwathe, and shall not undertake any employment of any kind or nature for any other persons or companies, whether within or outside their normal working hours or during holidays or whilst on leave, and shall not engage in any other business, unless specific written permission is obtained prior to commencement from the Municipal Manager and/or Director Corporate Services.

## **Gifts and Gratuities**

Management and supervisory personnel are excluded from receiving a tip, gratuity, or similar consideration. Ngwathe does not promote the seeking of gifts, loans, share offers, or similar considerations, as this inevitably puts the onus upon the recipient to favour the donor in a business transaction(s) with the risk that Ngwathe may not enjoy the best deal in such a transaction(s). However, where a customer offers a gift, nothing more than a "token gift" may be accepted and should not exceed a cumulative value of R250.00.

Employees must refer to the Human Resources Manager if they are unclear as to whether or not a gift and/or gratuity may be accepted in terms of the Conflict of Interest Policy. Failure to do so could result in disciplinary action. Failure to declare any gratuity received may also lead to disciplinary action.

## **Personal Use of Municipal Facilities**

Municipal materials and equipment must be used for their intended business purpose. Employees must refrain from giving out and/or using Ngwathe postal address for the distribution of their personal mail, and similarly, employees must refrain from abusing Ngwathe fax facilities and e-mail for the sending and receipt of personal faxes and e-mail. No personal telephone calls and personal messages will be taken down on an employee's behalf as these result in severe disruption of operational efficiency. In the case of a personal crisis, the caller needs to be referred to Human Resources, who will deal with the matter.



Ngwathe will also not deal with debt collectors on behalf of employees during working hours. Debt collectors need to be told that debt collecting is a personal matter between the individual employee and Ngwathe seeking payments, which should be dealt with outside of working hours.

### **Company Vehicles**

No company vehicle may be driven by any employee who has not been authorised to do so. The driver of any company vehicle will be responsible, in his personal capacity, for any fines or penalties arising as the result of traffic offences.

In the event of an accident, employees will be liable for the insurance excess.

### **Inter Departmental and Inter Municipality Transfers**

All requests for transfers should be made through the Head of Department. Only employees with 12 months or more service will be considered for a transfer. Consideration must be given to allow management time to find a suitable replacement for the employee being transferred. An employee's performance, attendance record and disciplinary record in his/her current position will be considered when recommending a transfer.

## **13. HEALTH AND SAFETY**

Employees must comply with the health and safety regulations and instructions.

### **Security Searches**

Management reserves the right to arrange for body searches of any or all employees. This may involve the search of packages or articles in the employees' possession or lockers as well as any vehicles when entering or leaving the premises. These searches, however, will be carried out in a random and sensitive manner.

## **Firearms / Weapons**

Except for authorised personnel issued with company firearms / weapons whilst on duty, no other member of staff may be in possession of firearms or weapons on company premises without specific authorisation.

On entering company premises, all firearms and weapons must be declared and handed in at the Security Office for safekeeping. Firearms must be reclaimed upon leaving Ngwathe premises.

## **HIV / AIDS**

Ngwathe recognises that, as an organisation, we need to manage the issue of HIV / AIDS because of the impact of AIDS on our employees, their productivity, and the profitability of Ngwathe. Ngwathe values its employees and is committed to providing education to all employees and assistance to those who are infected with the virus through our wellness programme.

## **Emergency Procedure (except a practice drill)**

In case of an emergency such as a FIRE or BOMB SCARE, the following procedures apply:

- When the fire alarm and/or the evacuation notice occur, all employees must:
  - Close all doors and windows in case of fire;
  - Open all doors and windows in case of bomb;
  - Turn off all electrical equipment;
  - Turn off all gas (everywhere);
  - Collect all important documents i.e. time books, accounts, etc. and take them to the assembly point;
- Use the shortest indicated evacuation route to the assembly area;
- Do not use the elevators; and
- Assist in directing customers and other employees to the assembly point via the indicated routes.

A roll call will be conducted at assembly points to establish that everyone has evacuated and reported to the designated senior official.

## **14. ELECTRONIC COMMUNICATION (IT)**

### **Acceptable IT Usage**

Computers, internet, intranet, e-mail, electronic communications, and any other form of information technology are made available to employees, in order to further the goals of Ngwathe. An authorised user may use IT for limited incidental personal purposes provided that such use does not negatively impact on the user's work performance, nor hinder the work of others, nor damage the reputation, image, or operations of Ngwathe.

Such use must be lawful and comply with related legislation as well as company IT policies and procedures and should not cause additional cost to Ngwathe.

The company reserves the right to monitor all forms of electronic communication, in order to ensure it is used for its intended business purpose.

The company further reserves the right to investigate and use any such communications in any disciplinary and/or legal proceedings.

Should an employee be found to abuse this privilege, disciplinary action may be taken, alternatively, this privilege may be revoked. All forms of electronic communication shall automatically include a confidentiality/ disclaimer clause.

### **Internet / Intranet Usage**

All internet/intranet transactions are recorded and can be traced to a particular user therefore all passwords must be kept secure. In the event that an employee suspects that another person may have obtained and could be using their use name and password, he/she should immediately report it to the IT Department.

Reasonable usage with regards to the use of IT for personal purposes shall be applied by the relevant user's Manager in order to determine whether such use of IT was reasonable in a particular situation. Internet/intranet access that results in excessive use of the internet/intranet or breaches this policy may result in the privilege being revoked and/or disciplinary action and/or the cost of such being recovered from the user.

Downloading material from the internet/intranet other than for business purposes is prohibited. Downloading material of a pornographic nature or any other offensive material and/ or anything that may be interpreted as such and/or the transmission of such material is unacceptable and forbidden.

## **E-mail**

E-mail facilities are provided to facilitate inter departmental transmission of business related information, and may not be used to:

- Publish or use Ngwathe email address to conduct private business;
- Send aggressive, rude, defamatory, or offensive email messages to any person, or any message that may be interpreted as such;
- Send sexually explicit emails, or any message that may be interpreted as such;
- Send bulk or unsolicited emails (commonly known as "spam") or any chain letters;
- Send emails for personal gain such as advertising of goods for sale etc;
- Impersonate another person;
- Use emails for any unlawful or malicious purposes;
- Forward or copy a personal email (except with permission of the author) or an email that contains personal information or an opinion about a person whose identity is apparent (except with permission of that person);
- Plagiarise or infringe copyright or trademarks, or breach trade practices as determined by relevant legislation.

## **Privacy and Surveillance**

The company reserves the right to access and monitor emails, internet/intranet sites and electronic files stored on company computers. Reasons for such shall include, but not be limited to, suspected or reported breaches of this policy, or breach or suspected breach of any company rules and/or regulations, or legislations as so determined.

## **Relevant Legislation**

Users need to be aware of conduct that may breach legislation requirements outside Ngwathe, which could lead to criminal or civil proceedings and/or penalties for which the user will be held personally accountable.

## **15. EMPLOYMENT EQUITY**

The company's employment equity programme supports Ngwathe's values and focuses on addressing the unequal race and gender representation in the employee profile at all levels in the organisation. Initially, special attention will be given at levels where certain groups are under represented. The policy affords preferential selection, training, development, and promotional opportunities to employees who show potential from previously disadvantaged groups. Such groups include "Black" and disabled people. "Black" is a generic term which includes African, Coloured and Indian. Employment equity focuses on all activities, formal and informal, carried out to ensure that identified individuals are developed to perform targeted jobs competently. This policy will endeavour to reflect these groups across all disciplines and organisational levels.



## **EMPLOYEE HANDBOOK ACKNOWLEDGEMENT OF RECEIPT**

I, ....., by signing this acknowledgement, confirm receiving the Employee Handbook, which I have read/has been read to me. I understand that any explanation I might need with regard to the contents is available, on request, from my Head of Department and that by signing this acknowledgement I agree to abide, and live by, the codes, rules, principles and values contained therein.

Signed.....

Date:.....