

POLICY: RECOGNITION

BACKGROUND

The corporate Recognition policy is established to facilitate the development of controls that will ensure that roles and responsibilities are clearly defined and understood in order to secure both corporate and individual compliance for Reverside regarding Recognition. It is the intent of Reverside to promote consistent organisational behaviour by providing guidelines and assigning responsibility for the development of controls where Recognition is concerned. It should be noted that failure to comply with conduct and procedures relating to Recognition falls under Misconduct in the Disciplinary Code.

SCOPE OF POLICY

This policy applies to any irregularity, or suspected irregularity, involving employees as well as shareholders, consultants, vendors, contractors, outside agencies doing business with employees of such agencies, and/or any other parties with a business relationship with Reverside. Any investigative activity required will be conducted without regard to the suspected wrongdoer's length of service, position/title, or relationship to Reverside.

OBJECTIVE AND PROCEDURE

Employees, besides wanting a good salary, friendly environment and growth opportunity, also want to be appreciated for the outstanding work performed by them. The major aim of the Recognition policy is to attract and retain the best talent. In order to attract and retain it becomes important to recognize the efforts put in by the employee in terms of performance, attitude, and achievements. The Recognition programme's purpose is to build a culture where good work done by employees is valued and their efforts are recognized.

To be clear, the recognition policy does not supersede the requirements of overall expected performance. It is to reward the exceptional in the every day. As such it is not linked to salary in any way.

The following (inter alia) will be Recognised:

1. Long-term employment (TBD by the HR Department only)
 - a. 2.5 years completed committed service
 - b. 5 years
 - c. 10 years
 - d. 15 years
 - e. 20 years
2. Productivity
3. Innovation
4. Excellent customer service
5. Outstanding performance
6. Positive attitude
7. High level of skills
8. Team player
9. Initiative to get the job done.
10. Contribution to process improvement.
11. Doing service above the normal routine.
12. One time outstanding effort which helped the company as a whole.
13. Initiative to work on special projects.
14. Initiative in wastage reduction.
15. Helping colleagues even after fulfilling one's own duty.
16. Exceptional dependability.
17. Exceptional work was done by the team as a whole.
18. Excellent response to customer care.

Selection Criteria:

- Does the nomination fall within one of the 18 areas of recognition or if it is for another reason does it fall within behaviour that is linked with the organizational mission.
- Recognition can only occur if the employee being recognised has been following the policies and ethics of the company and is not under any disciplinary investigation.
- Is there a valid motivation attached to the nomination
- Is there corroboration from the team lead/practice manager
- Is there corroboration from the client (if applicable)

Selection Process:

- Applications should be made to the People Officer via email by the 25th of the month.
- The applicable form should be submitted together with any other supporting documentation.
- The Recognition Committee will advise the People Officer of their decision
- The People Officer will communicate Recognition to the relevant parties

Budget:

- Budget will be allocated by the finance department. The finance department is responsible for allocation of budget in a fair and equitable manner that all employees have equal opportunity to benefit from the Recognition. The Budget may be reallocated as appropriate.

IRREGULARITIES

The Recognition policy should be taken extremely seriously by all employees. Any employee who fails to comply with the Recognition Policy, will be subject to disciplinary action.

Irregularities concerning an employee's conduct with regard to the Recognition policy should be resolved by departmental management and the Director: Human Resources before concerning the Chief Executive Officer.

If there is any question as to whether an action constitutes an irregularity, contact the Director: Human Resources for guidance. The Director: Human Resources must coordinate all investigations with all affected areas, both internal and external.

INVESTIGATION RESPONSIBILITIES

The Director: Human Resources has the primary responsibility for the investigation of all suspected misconduct with regard to the Recognition policy. If the investigation substantiates that misconduct has occurred, the Director: Human Resources together with the Chief Executive Officer will institute the appropriate disciplinary action against the employee.

CONFIDENTIALITY

The responsible parties must treat all information received confidentially. Any employee who suspects irregular conduct with regard to the Recognition policy will notify the Director: Human Resources immediately, and should not attempt to personally conduct investigations or interviews/interrogations related to any suspected misconduct (see REPORTING PROCEDURE section below).

Investigation results will not be disclosed or discussed with anyone other than those who have a legitimate need to know. This is important in order to avoid damaging the reputations of persons suspected but subsequently found innocent of wrongful conduct and to protect Reverside from potential civil liability.

AUTHORIZATION FOR INVESTIGATING SUSPECTED MISCONDUCT RELATING TO THE RECOGNITION POLICY

The Director: Human Resources and his/her designated responsible parties will have:

- Free and unrestricted access to all Reverside records and premises, whether owned or rented; and
- The authority to examine, copy, and/or remove all or any portion of the contents of files, desks, cabinets, and other storage facilities on the premises without prior knowledge or consent of any individual who might use or have custody of any such items or facilities when it is within the scope of their investigation. Such activity will be thoroughly documented and recorded.

REPORTING PROCEDURES

Great care must be taken in the investigation of suspected improprieties or irregularities so as to avoid mistaken accusations or alerting suspected individuals that an investigation is under way.

An employee who discovers or suspects irregular conduct with regard to the Recognition policy will contact the Director: Human Resources immediately. The employee or other complainant may remain anonymous. All inquiries concerning the activity under investigation

