

EMPLOYEE HANDBOOK

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LETSDEEL LLC

EMPLOYEE HANDBOOK

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1. INTRODUCTION

Deel helps companies hire and manage independent contractors (IC) as well as act as Employee of Record (EOR) for Full Time Employee (FTE). We guide companies navigate local laws and compliance requirements surrounding independent contractors such as invoice creation, tax form generation, and more.

Deel was founded in San Francisco, California, in 2018, and has grown quickly since then. We have perfected our product with a wide global presence, we offer the first payroll platform for remote teams that connects localized compliance and payments in one system of record and automates everything.

For users of this handbook, Deel is acting as an Employer of Record for your company. LETSDEEL LLC (the “Company”), as a subsidiary of Deel Inc., was founded in Yerevan, Armenia, in 2021 enabling the businesses to hire employees in Armenia.

As an Employee, you are welcome to submit comments or suggestions to LETSDEEL LLC at any time. Feel free to give feedback and let LETSDEEL LLC know how to serve you better.

We are an equal opportunities employer and do not discriminate on the grounds of gender, sexual orientation, marital or civil partner status, pregnancy or maternity, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age.

2. APPLICABLE LAW

The policies and guidelines in this Handbook are intended to comply with all applicable Armenian laws. Laws change and evolve, however, and in some cases, Armenian law in particular may differ in some way from the general policies and guidelines. When the Armenian law differs, the Company will determine how best to accommodate the difference in each circumstance and will advise all affected Employees. In general, the Company will follow the guidelines listed below:

- (a) In the event that an applicable law grants Employees greater rights or more favourable treatment than is set forth in this Handbook, that law will prevail.
- (b) In the event that these policies and guidelines grant Employees greater rights or more favourable treatment than those provided by the law, these policies and guide-lines will prevail.

- (c) In the event that there is any conflict between the Employee's contract of employment and the rules set out in this handbook, the terms of contract will prevail.

3. USING THE STAFF HANDBOOK

This Staff Handbook sets out the main policies and procedures that you will need to be aware of while working for us. You should familiarise yourself with it and comply with it at all times. Any questions you may have with regard to its contents or what you have to do to comply with it should be referred to your line manager.

The policies and procedures set out in this handbook apply to all employees unless otherwise indicated. They do **not** form part of the terms of your contract with us, which are provided to you separately. Your contract sets out your job title, hours and place of work, probationary period, salary, holidays and holiday pay, sickness absence reporting procedure and sick pay, your entitlement to and obligation to give notice to terminate your contract and the duties of confidentiality and restrictions that continue to apply after the termination of your contract

It is the responsibility of each employee (irrespective of employment status) to read and understand this Employee Handbook and sign the attached confirmation page (Appendix A) stating that all terms listed are understood and accepted by the employee.

4. RESPONSIBILITY FOR THE STAFF HANDBOOK

The Staff Handbook is reviewed regularly to ensure that its provisions continue to meet our legal obligations and reflect best practice.

Everyone should ensure that they take the time to read and understand the content of this handbook and act in accordance with its aims and objectives. Managers must ensure all staff understand the standards of behaviour expected of them and to take action when behaviour falls below those requirements.

5. GENERAL DATA PROTECTION REGULATION

The Company places great importance on safeguarding your personal data. We adhere to relevant data protection laws, including, but not limited to, the General Data Protection Regulation (Regulation 2016/679), the California Consumer Privacy Act (CCPA), the

Canadian Personal Information Protection and Electronic Documents Act (PIPEDA), the Brazilian General Data Protection Law (LGPD), and other applicable regulations.

For detailed information on how we handle your personal data, please read the Employee Privacy Notice which is available here <https://www.deel.com/eor-privacy>.

The Employee Privacy Notice outlines our practices for collecting, processing, and protecting your personal data.

6. EXPENSES POLICY

6.1. About this policy

This policy deals with claims for reimbursement of expenses, including travel, accommodation and hospitality.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

6.2. Reimbursement of expenses

We will reimburse expenses properly incurred in accordance with this policy. Any attempt to claim expenses fraudulently or otherwise in breach of this policy may result in disciplinary action.

Expenses will only be reimbursed if they are:

- (a) submitted to the Accounts Department on the appropriate claim form;
- (b) submitted within 28 days of being incurred;
- (c) supported by relevant documents (for example, VAT receipts, tickets, and credit or debit card slips); and
- (d) authorized in advance where required.

Any questions about the reimbursement of expenses should be put to your line manager before you incur the relevant costs.

6.3. Travel expenses

We will reimburse the reasonable cost of necessary travel in connection with our business. The most economic means of travel should be chosen if practicable. The following are not treated as travel in connection with our business:

- (a) travel between your home and usual place of work;
- (b) travel which is mainly for your own purposes; and
- (c) travel which, while undertaken on our behalf, is similar or equivalent to travel between your home and your usual place of work.

We will not reimburse penalty fares or fines for parking or driving offences, other than at our discretion in exceptional circumstances.

7. EQUAL OPPORTUNITIES POLICY

7.1. Equal opportunities statement

LETSDEEL is committed to promoting equal opportunities in employment. You and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (**Protected Characteristics**).

7.2. About this policy

This policy sets out our approach to equal opportunities and the avoidance of discrimination at work. It applies to all aspects of employment with us, including recruitment, pay and conditions, training, appraisals, promotion, conduct at work, disciplinary and grievance procedures, and termination of employment.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

7.3. Discrimination

You must not unlawfully discriminate against or harass other people including current and former employees, job applicants, clients, customers, suppliers and visitors. This applies in the workplace, outside the workplace (when dealing with customers, suppliers or other work-related contacts [or when wearing a work uniform]), and on work-related trips or events including social events.

The following forms of discrimination are prohibited under this policy and are unlawful:

- (d) **Direct discrimination:** treating someone less favourably because of a Protected Characteristic. For example, rejecting a job applicant because of their religious views or because they might be gay.
- (e) **Indirect discrimination:** a provision, criterion or practice that applies to everyone but adversely affects people with a particular Protected Characteristic more than others, and is not justified. For example, requiring a job to be done full-time rather than part-time would adversely affect women because they generally have greater childcare commitments than men. Such a requirement would be discriminatory unless it can be justified.
- (f) **Harassment:** this includes sexual harassment and other unwanted conduct related to a Protected Characteristic, which has the purpose or effect of violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. Harassment is dealt with further in our Anti-harassment and Bullying Policy.
- (g) **Victimisation:** retaliation against someone who has complained or has supported someone else's complaint about discrimination or harassment.
- (h) **Disability discrimination:** this includes direct and indirect discrimination, any unjustified less favourable treatment because of the effects of a disability, and failure to make reasonable adjustments to alleviate disadvantages caused by a disability.

8. ANTI-HARASSMENT AND BULLYING POLICY

8.1. About this policy

LETSDEEL is committed to providing a working environment free from harassment and bullying and ensuring all staff are treated, and treat others, with dignity and respect.

This policy covers harassment or bullying which occurs at work and out of the workplace, such as on business trips or at work-related events or social functions. It covers bullying and harassment by staff (which may include consultants, contractors and agency workers) and also by third parties such as customers, suppliers or visitors to our premises.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

For further information about anti-harassment and bullying policy please see our Anti-Harassment Policy located in our intranet.

8.2. What is harassment?

Harassment is any unwanted physical, verbal or non-verbal conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment.

It also includes treating someone less favourably because they have submitted or refused to submit to such behaviour in the past.

Unlawful harassment may involve conduct of a sexual nature (sexual harassment), or it may be related to age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation. Harassment is unacceptable even if it does not fall within any of these categories.

Harassment may include, for example:

- (i) unwanted physical conduct or "horseplay", including touching, pinching, pushing and grabbing;
- (j) unwelcome sexual advances or suggestive behaviour (which the harasser may perceive as harmless);
- (k) offensive e-mails, text messages or social media content;
- (l) mocking, mimicking or belittling a person's disability.

A person may be harassed even if they were not the intended "target". For example, a person may be harassed by racist jokes about a different ethnic group if the jokes create an offensive environment.

8.3. What is bullying?

Bullying is offensive, intimidating, malicious or insulting behaviour involving the misuse of power that can make a person feel vulnerable, upset, humiliated, undermined or threatened. Power does not always mean being in a position of authority, but can include both personal strength and the power to coerce through fear or intimidation.

Bullying can take the form of physical, verbal and non-verbal conduct. Bullying may include, by way of example:

- (a) physical or psychological threats;
- (b) overbearing and intimidating levels of supervision;
- (c) inappropriate derogatory remarks about someone's performance;

Legitimate, reasonable and constructive criticism of a worker's performance or behaviour, or reasonable instructions given to workers in the course of their employment, will not amount to bullying on their own.

8.4. If you are being harassed or bullied

If you are being harassed or bullied, consider whether you feel able to raise the problem informally with the person responsible. You should explain clearly to them that their behaviour is not welcome or makes you uncomfortable. If this is too difficult or embarrassing, you should speak to your line manager, who can provide confidential advice and assistance in resolving the issue formally or informally.

If informal steps are not appropriate, or have not been successful, you should raise the matter formally under our Grievance Procedure.

We will investigate complaints in a timely and confidential manner. The investigation will be conducted by someone with appropriate experience and no prior involvement in the complaint, where possible. Details of the investigation and the names of the person making the complaint and the person accused must only be disclosed on a "need to know" basis. We will consider whether any steps are necessary to manage any ongoing relationship between you and the person accused during the investigation.

Once the investigation is complete, we will inform you of our decision. If we consider you have been harassed or bullied by an employee the matter will be dealt with under the Disciplinary Procedure as a case of possible misconduct or gross misconduct. If the harasser or bully is a third party such as a customer or other visitor, we will consider what action would be appropriate to deal with the problem. Whether or not your complaint is upheld, we will consider how best to manage any ongoing working relationship between you and the person concerned.

8.5. Protection and support for those involved

Staff who make complaints or who participate in good faith in any investigation must not suffer any form of retaliation or victimisation as a result. Anyone found to have retaliated against or victimised someone in this way will be subject to disciplinary action under our Disciplinary Procedure.

8.6. Record-keeping

Information about a complaint by or about an employee may be placed on the employee's personnel file, along with a record of the outcome and of any notes or other documents compiled during the process. These will be processed in accordance with data protection applicable law.

9. ANTI-CORRUPTION AND BRIBERY POLICY

9.1. About this policy

It is our policy to conduct all of our business in an honest and ethical manner. We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships.

Any employee who breaches this policy will face disciplinary action, which could result in dismissal for gross misconduct. Any non-employee who breaches this policy may have their contract terminated with immediate effect.

This policy does not form part of any employee's contract of employment and we may amend it at any time. It will be reviewed regularly.

9.2. Who must comply with this policy?

This policy applies to all persons working for us or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners.

9.3. What is bribery?

Bribe means a financial or other inducement or reward for action which is illegal, unethical, a breach of trust or improper in any way. Bribes can take the form of money, gifts, loans, fees, hospitality, services, discounts, the award of a contract or any other advantage or benefit.

Bribery includes offering, promising, giving, accepting or seeking a bribe.

All forms of bribery are strictly prohibited. If you are unsure about whether a particular act constitutes bribery, raise it with your manager.

Specifically, you must not:

- (a) give or offer any payment, gift, hospitality or other benefit in the expectation that a business advantage will be received in return, or to reward any business received;
- (b) accept any offer from a third party that you know or suspect is made with the expectation that we will provide a business advantage for them or anyone else;
- (c) give or offer any payment (sometimes called a facilitation payment) to a government official in any country to facilitate or speed up a routine or necessary procedure;

You must not threaten or retaliate against another person who has refused to offer or accept a bribe or who has raised concerns about possible bribery or corruption.

9.4. How to raise a concern

If you are offered a bribe, or are asked to make one, or if you suspect that any bribery, corruption or other breach of this policy has occurred or may occur, you must notify your manager or report it in accordance with our Whistleblowing Policy as soon as possible.

10. OPEN COMMUNICATION POLICY

We are committed to conducting our business with honesty and integrity and we promote open communication. Any concern can be reported according to the Open Communication [Policy](#). This policy covers all employees, officers, consultants, contractors, casual workers and agency workers. It does not form part of any employee's contract of employment and we may amend it at any time.

11. WORKING HOURS

11.1. General

Normal working days are Monday to Friday – normal working week according to Armenian Labor Code. The amount of standard working time amounts to 8 - insert number of hours per day according to Armenian Labor Code hours per day plus 1 hour of break (40 hours per week according to Armenian Labor Code), for a full-time employee and/or unless otherwise stated in the individual employment contract.

There can be possible exceptions to the setting mentioned above, and it will be evaluated from time to time, if supported by significant motivation and if it has been approved by the manager of the department and/or eventually, by your line manager.

11.2. Out-of-hours work

As part of the terms and conditions of employment, the Employee may be required to work beyond his/her normal working hours on occasions, in compliance and with the limits provided by the applicable law. Whilst every effort will be made to give as much prior warning as possible, it should be understood that there is sometimes a requirement to work extended hours at short notice.

11.3. Probation

Company will have a probationary period of three (3) consecutive months, according to the Armenian Labor Code. At the end of the three (3) months, the line manager, in consultation with the immediate supervisor or Director/CEO, will determine if the employee meets the minimum requirements for long-term employment and the employee's employment agreement is not to be terminated based on probation period results. In the event of poor performance during a probationary period an employer has the right to terminate the employment agreement with an employee prior to the expiry of a probationary period provided that at least a three-day notice in writing is given. If the probationary period is over and the employee is still working, it means that the employee successfully performed during his/her probationary period and from now on one may terminate his/her employment only in compliance with Armenian Labor Code. If during a probationary period an employee comes to a decision that the job is not suitable for him/her, an employee has the right to terminate the employment agreement of his/her own free by giving a three-day notice of his/her resignation in writing.

The probation period may not be set in case of accepting for employment persons: (1) under the age of eighteen; (2) holding elective offices, as well as those taking qualification examinations to be appointed to a position; (3) transferred to another job upon mutual consent of employers; (4) other cases provided for by the Armenian Labor Code.

During the probation period the employee shall enjoy all the rights and incur all the obligations prescribed by the Armenian Labor Code, other laws and regulatory legal acts, and employment contract.

12. WORKING FROM REMOTE

12.1. About this policy

Our Working from Remote policy outlines our guidelines for employees who work from a location other than our offices. We want to ensure that both employees and our company will benefit from these arrangements.

12.2. Scope

This policy applies to employees whose primary work location is not at our offices.

12.3. Remote working agreement

Employees may work remotely on a permanent or temporary basis as provided by the individual employment agreement.

Permanent remote work employees should indicate their primary working address in a remote working agreement.

Office-based employees may also be required to work remotely if requested by the line manager. Employees who are new parents or suffer from short-term/long-term disability may agree to longer periods of remote working with their manager and HR.

Office-based employees may also revert to permanent remote working in cases of relocation. HR will assess their eligibility on a case-by-case basis.

The employees of the Company are required/eligible to work remotely if their duties can be met through basic hardware and software, having been proven to be trustworthy, disciplined, and self-motivated, and have been given special permission by the Company.

12.4. Remote working that works

To ensure that your performance will not suffer in remote work arrangements, we advise you while working remotely to:

- (a) Choose a quiet and distraction-free working space.
- (b) Have an internet connection that's adequate for their job.
- (c) Dedicate their full attention to their job duties during working hours.
- (d) Adhere to break and attendance schedules agreed upon with their manager.
- (e) Ensure their schedules overlap with those of their team members for as long as is necessary to complete their job duties effectively.

Your line manager should determine long-term and short-term goals.

Employees must follow the work schedules provided to them, be sure to meet deadlines, uphold high-quality standards, and submit daily reports. And while some flexibility is allowed, the employee must agree to work set hours as much as possible, in manner as prescribed under the employment agreement.

12.5. Compliance with Policies

You as a remote employee must follow our company's policies like any office-based colleagues.

12.6. Compensation, security and benefits

Your compensation already includes compensation for remote work, unless otherwise stated in your employment agreement.

Employees are advised to choose a safe and secure location to work from and to maintain high levels of safety. Employees agree to practice the same safety habits they would use in the Company and to maintain safe conditions in their alternate work locations. Employees must follow normal procedures for reporting illness or injury.

The Company assumes no responsibility for injuries occurring in the employee's alternate work location during and outside of the work hours or for injuries that occur during or outside of working hours and do not arise out of and in the course of employment. The Company also assumes no liability for damages to employee's real or personal property resulting from participation in the remote working.

Employees are responsible to ensure their remote workspace is safe and free from any safety hazards. If an employee gets sick while working remotely, they should make use of their leaves and follow their healthcare provider's recommendations.

12.7. Equipment

You shall buy equipment that is essential to your job duties, like laptops, headsets and cell phones (when applicable.) an apply for the Expenses policy to be reimbursed. If needed, we will install VPN and company-required software when employees receive their equipment. We will not provide secondary equipment (e.g. printers and screens.)

Equipment that are essential for the job duties and reimbursed as expenses are company property. Employees must keep it safe and avoid any misuse. Specifically, employees must:

- (a) Keep their equipment password protected.
- (b) Store equipment in a safe and clean space when not in use.
- (c) Follow all data encryption, protection standards and settings.
- (d) Refrain from downloading suspicious, unauthorized or illegal software.

Your line manager will discuss insurance needs with you. You may have to take up homeowner's insurance to cover the cost of company equipment. LETSDEEL LLC may reimburse a portion of the coverage when applicable.

13. HOLIDAYS POLICY

13.1. About this policy

This policy sets out our arrangements for employees wishing to take holidays (also known as annual leave).

This policy covers all employees at all levels and grades, including full-time, part-time, permanent and fixed-term employees, managers, directors, trainees, and homeworkers.

This policy does not form part of any employee's contract of employment and we may amend it at any time. We may also vary the policy as appropriate in any case.

13.2. Your holiday entitlement

The company's holiday year runs from 1 January to 31 December. If your employment starts or finishes part way through the holiday year, your holiday entitlement during that year shall be calculated on a pro-rata basis rounded up to the nearest.

Unless otherwise set out in your employment contract, you are entitled to 20 working/business days' paid holiday in each holiday year.

The period of annual leave is the same for both full-time and part-time employees.

In addition you are entitled to take the usual public holidays or days in lieu where we require staff to work on a public holiday.

Except as set out in this policy, holiday entitlement must be taken in accordance with the applicable law. Any holiday not taken by the end of the period provided by the law cannot be paid in lieu unless at the termination of your employment.

All employees are entitled to all official holidays set forth under the Armenian legislation and include;

- December 31, January 1-2 – New Year
- January 6 – Christmas
- January 28 – Day of the Army
- March 8- Women's Day
- April 24 – Commemoration Day of Genocide Victims
- May 1 – Day of Labor
- May 9 – Day of Victory and Peace
- May 28 – Holiday of Republic
- July 5 - Day of the Constitution
- September 21 – Day of Independence
- Other days as specified under the Armenian Labor Code.

13.3. Taking holiday

All holidays must be approved in advance by your line manager. You should normally give at least four weeks' notice of holiday requests to allow planning of rotas or work schedules where necessary. You must not make travel bookings until approval has been given.

We may require you to take (or not to take) holiday on particular dates, including when the business is closed, particularly busy, or during your notice period.

13.4. Sickness during periods of holiday

If you are sick or injured during a holiday period and would have been incapable of work, you may choose to treat the period of incapacity as sick leave and reclaim the affected days of holiday.

Employees already on sick leave before a pre-arranged period of holiday may choose to cancel any days of holiday that coincide with the period of incapacity and treat them as sick leave.

Company sick pay will only be paid for such days if you comply with our Sickness Absence Policy, including notifying your manager immediately of your incapacity and obtaining medical evidence, even if you are abroad.

Dishonest claims or other abuse of this policy will be treated as misconduct under our disciplinary procedure.

13.5. Long-term sickness absence and holiday entitlement

Holiday entitlement continues to accrue during periods of sick leave.

If you are on a period of sick leave which spans two holiday years, or if you return to work after sick leave so close to the end of the holiday year that you cannot reasonably take your remaining holiday, you may carry over unused holiday to the following leave year.

Alternatively, you can choose to take your paid holiday during your sick leave, in which case you will be paid at your normal rate.

13.6. Family leave and holiday entitlement

Holiday entitlement continues to accrue during periods of maternity, paternity, adoption, parental or shared parental leave (referred to collectively in this policy as family leave).

If you are planning a period of family leave that is likely to last beyond the end of the holiday year, you should discuss your holiday plans with your manager in good time before starting your family leave. Any holiday entitlement for the year that cannot reasonably be taken before starting your family leave can be carried over to the next holiday year.

For the avoidance of doubt this covers your full holiday entitlement.

13.7. Arrangements on termination

On termination of employment you may be required to use any remaining holiday entitlement during your notice period, to the extent permitted by the applicable law. Alternatively, you will be paid in lieu of any accrued but untaken holiday entitlement for the current holiday year to date, plus any holiday permitted to be carried over from previous years under this policy or as required by law.

14. DISCIPLINARY AND CAPABILITY PROCEDURE

14.1. About this procedure

This procedure is intended to help maintain standards of conduct and performance and to ensure fairness and consistency when dealing with allegations of misconduct or poor performance.

Minor conduct or performance issues can usually be resolved informally with your line manager. This procedure sets out formal steps to be taken if the matter is more serious or cannot be resolved informally.

This procedure applies to all employees regardless of length of service. It does not apply to agency workers or self-employed contractors.

This procedure does not form part of any employee's contract of employment and we may amend it at any time.

14.2. Investigations

Before any disciplinary hearing is held, the matter will be investigated. Any meetings and discussions as part of an investigation are solely for the purpose of fact-finding and no disciplinary action will be taken without a disciplinary formal procedure.

In some cases of alleged misconduct, we may need to suspend you from work while we carry out the investigation or disciplinary procedure (or both). While suspended, you should not visit our premises or contact any of our clients, customers, suppliers, contractors or staff, unless authorised to do so.

14.3. The disciplinary procedure

It is Company policy to maintain morale among employees through effective supervision and to expect employees to uphold a high standard of personal integrity, moral character, and dependability. An employee who does not comply with acceptable standards of performance and/or conduct is subject to disciplinary action. Such action shall be carried out in a fair, timely, and equitable manner.

While job performance evaluations are critical to help employees improve their work and correct any deficiencies, supervisors are entitled to report to the Director/CEO the need for disciplinary actions whenever an employee fails to meet the required standards of conduct or performance.

Company takes a strong position against any employee who breaches the organization's policies willfully or recklessly. While the employee may be notified or reprimanded when minor errors are committed for the first time, serious, or more frequent violations such as willful misconduct or offenses may result in immediate termination in the manner prescribed by the Labor Code of Armenia. Levels of disciplinary action may vary to include a reprimand, a strict reprimand, and dismissal on the grounds stipulated in the Labor Code of Armenia.

The line manager will prepare a written memo pointing out unsatisfactory performance or conduct by an employee, which needs to be corrected. A copy of the memo will be given to the employee. The line manager will give the employee an opportunity to discuss and respond in writing before any disciplinary action is taken.

No disciplinary action may be taken against the employee without giving her/him the chance to make observations/comments.

Disciplinary action may be imposed at discretion of the Director/CEO with consideration of all available information, in the manner prescribed by the Labor Code of Armenia. In determining the appropriate disciplinary action, the Director/CEO will take into account the severity of the breach, the work record of the employee, any previous occurrences of similar incidents and the likelihood for improvement resulting from the disciplinary action. The employee will be familiarized with the written order on the specific disciplinary action and will be provided with a copy. The original copy of the order signed by the employee is added to his/her personnel file.

In accordance with Labor Code of Armenia only one disciplinary action shall be taken at a time.

It is essential that the events and circumstances necessitating the implementation of any disciplinary action as well as actions taken during the course of the disciplinary process/procedure be properly documented. Warning memoranda, letters, notices, orders and other pertinent data are to be placed in the personal file of the employee.

If the desired change in conduct or performance as outlined in the documentation is achieved, then a follow-up memo to this effect is to be written and given to the employee with a copy attached to the order in the employee's file. All the documentation procedure and the actions taken during the course of disciplinary process should be agreed with the Director/CEO.

In case the employee who has been subject to disciplinary action has taken corrective measure and has improved her/his performance, attitude, engagement or other factors

for which the disciplinary action was taken, she/he can apply to the Director/CEO to cancel/waive the disciplinary action.

14.4. Disciplinary action and dismissal

The usual penalties for misconduct or poor performance are:

- (e) **Reprimand/Warning.** Where there are no other active written warnings on your disciplinary record, you will usually receive a first written warning.
- (f) **Strict reprimand/warning.** In case of further misconduct or failure to improve where there is an active first written warning on your record, you will usually receive a final written warning. This may also be used without a first written warning for serious cases of misconduct or poor performance.
- (g) **Dismissal.** You may be dismissed on the grounds and in the manner as specified under the Armenian Labor Code.

14.5. Gross misconduct. Grounds for disciplinary action

Gross misconduct is a serious breach of contract and includes misconduct which, in our opinion, is likely to prejudice our business or reputation or irreparably damage the working relationship and trust between us. This may include misconduct committed outside of work. Following are grounds for disciplinary action leading to admonishment, letters of reprimand, and suspension from duty without pay, or termination of employment contract for cause;

- (a) theft or fraud;
- (b) physical violence or bullying;
- (c) deliberate and serious damage to property;
- (d) serious misuse of the organisation's property or name;
- (e) deliberately accessing internet sites containing pornographic, offensive or obscene material;
- (f) serious insubordination;
- (g) unlawful discrimination, victimisation or harassment;
- (h) bringing the organisation into serious disrepute;
- (i) serious incapability at work brought on by alcohol or illegal drugs;
- (j) causing loss, damage or injury through serious negligence;
- (k) a serious breach of health and safety rules;
- (l) a serious breach of confidence;

- (m) unauthorized leave;
- (n) intentional violation of established safety/security policies and procedures;
- (o) sustained unsatisfactory job performance;
- (p) breach of employment contract/agreement;
- (q) gross misconduct;
- (r) criminal acts per Armenian laws.

This list is intended as a guide and is not exhaustive.

14.6. Termination/Dismissal

The employment agreement may be terminated based on the mutual agreement of employer and employee.

The employer may be entitled to unilaterally terminate the employment agreement based explicitly on the following grounds and via provision of prior notice;

Grounds for Termination	Prior Notice Period
(i) the company is liquidated (dissolved);	2 (two) months prior written notice
(ii) the number of employees and/or staff positions is reduced due to the changes in volumes of production and/or economic and/or technological and/or work organisation conditions and/or caused by production needs;	2 (two) months prior written notice
(iii) the employee is not suitable for the position held or the work performed;	<ul style="list-style-type: none"> • no later than 14 days in advance for employees, who have been working for up to 1 year; • no later than 35 days in advance for employees who have been working for up to 5 years; • no later than 42 days in advance for employees who have been working for 5 to 10 years;

	<ul style="list-style-type: none"> no later than 49 days in advance for employees who have been working for 10 to 15 years; and no later than 60 days in advance for employees who have been working for more than 15 years.
(iv) in case of reinstatement of the employee in previous position;	10 (ten) days prior written notice
(v) if the employee regularly fails to fulfil the obligations/duties described under the employment contract or the internal regulatory rules, without reasonable excuse;	Termination can be done without provision of any notice
(vi) loss of confidence towards the employee;	Termination can be done without provision of any notice
(vii) long term incapacity of the employee;	Same periods as specified under (iii) point
(viii) if the employee is found to be under the influence of alcoholic beverages, narcotics or psychotropic (psychoactive) substances at the workplace;	Termination can be done without provision of any notice
(ix) if the employee fails to appear at work throughout the entire business day (shift) without reasonable excuse;	Termination can be done without provision of any notice
(x) the employee rejects or evades mandatory medical examination;	Termination can be done without provision of any notice
(xi) the employee is at the age of state pension.	Same periods as specified under (iii) point
(xii) in case of recognition of the residence status of a foreign individual as invalid or having no force;	3 (three) days prior written notice
(xiii) if the employee is not allowed to be present at workplace due to the fact that he/she has failed to submit documents considered as prerequisite for presence	3 (three) days prior written notice

at work (e.g. vaccination certificate or PCR test etc.).	
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As for an employee, then he/she shall be entitled to terminate an employment agreement signed for an indefinite term, as well as an employment contract signed for a definite term prior to the expiration thereof by giving at least a 30 days prior written notice, unless shorter period is provided under the Armenian Labor Code.

Other grounds and timelines specified for the termination of the employment agreement are detailed under the Armenian Labor Code.

14.7. About this procedure

Most grievances can be resolved quickly and informally through discussion with your line manager. If this does not resolve the problem you should initiate the formal procedure set out below.

This procedure applies to all employees regardless of length of service.

This procedure does not form part of any employee's contract of employment. It may be amended at any time and we may depart from it depending on the circumstances of any case.

14.8. Step 1: written grievance

You should put your grievance in writing and submit it to your line manager. If your grievance concerns your line manager you may submit it to HR Director.

The written grievance should set out the nature of the complaint, including any relevant facts, dates, and names of individuals involved so that we can investigate it.

14.9. Step 2: meeting

We will arrange a grievance meeting, normally within one week of receiving your written grievance. You should make every effort to attend.

You may bring a companion to the grievance meeting if you make a reasonable request in advance and tell us the name of your chosen companion. The companion may be either a trade union representative or a colleague, who will be allowed reasonable paid time off from duties to act as your companion.

If you or your companion cannot attend at the time specified you should let us know as soon as possible and we will try, within reason, to agree an alternative time.

We may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened.

We will write to you, usually within one week of the last grievance meeting, to confirm our decision and notify you of any further action that we intend to take to resolve the grievance. We will also advise you of your right of appeal.

14.10. Step 3: appeals

If the grievance has not been resolved to your satisfaction you may appeal in writing to HR Director, stating your full grounds of appeal, within one week of the date on which the decision was sent or given to you.

We will hold an appeal meeting, normally within two weeks of receiving the appeal. This will be dealt with impartially by a [more senior] manager who has not previously been involved in the case. You will have a right to bring a companion (see paragraph 3.2).

We will confirm our final decision in writing, usually within one week of the appeal hearing.

15. LEAVES

Company strives to provide a competitive package of benefits to all project staff. The following is general information about the benefits. In general, benefits for each staff member are defined by the category into which they fall and are to be articulated at the time the employee is hired.

Annual Leave:

- An employee is entitled to annual leave with full pay for twenty working days per year.
- Staff with contracts shorter than 12 calendar months shall have these days prorated for each contract period.
- Annual leave shall be applied for and prior approval obtained before it can be taken, by filling out the leave request form.
- In case a staff member does not seek approval or communicate his absence from work, this shall be taken as absconding from duty and shall necessitate immediate and appropriate disciplinary action.
- Untaken annual leave entitlement will accumulate from year to year.

- All annual leave should be used prior to the close-out of the Company.

Per the Labor Code of Armenia (Article 170), replacing the annual leave with cash compensation shall not be allowed. Where due to rescission of the employment agreement the annual leave cannot be granted to the employee, who was granted the right to annual leave, or where the employee does not want the leave to be granted, he or she shall be paid cash compensation.

The cash compensation for the unused annual leave shall be paid when the employment contract is rescinded. The amount of compensation shall be determined in accordance with the number of days of the unused annual leave to be granted for the given period. If the employee has not been granted annual leave for a period longer than one year, the compensation shall be paid for all the unused annual leaves.

Per the Labor Code of Armenia (Article 169), employees are to be paid for annual leave no later than three days before annual leave begins. In order to facilitate compliance with this regulation, employees are requested to submit annual leave approval forms as soon as possible, but no later than seven (7) days prior to the first day of their approved leave. In the case that a leave request form is submitted after the required seven (7) days, or in the case of unexpected leave, payment shall be submitted to the Company payroll processing system as soon as possible with the required amount being transferred shortly thereafter.

Special purpose leave: (1) pregnancy and maternity leave; (2) leave granted for taking care of a child under the age of three; (3) study leave; (4) leave being granted for fulfilment of state or social duties (time off for public duties); (5) unpaid leaves (LWOPs). During the period of special purpose leave the employee's position shall be retained, with the exception of cases envisaged by the Labor Code of Armenia.

16. SICKNESS ABSENCE POLICY

16.1. About this policy

This policy sets out our arrangements for sick pay and for reporting and managing sickness absence.

Abuse of sickness absence, including failing to report absence or falsely claiming sick pay will be treated as misconduct under our Disciplinary Procedure.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

16.2. Reporting when you are sick

If you cannot attend work because you are sick or injured you should telephone your manager as early as possible and no later than 1 hour after the time when you are normally expected to start work.

16.3. Evidence of incapacity, sick pay amount, sick pay evidence

In Armenia, sick leave entitlements are regulated by the Labor Code of the Republic of Armenia. According to Article 126 of the Labor Code, employees are entitled to sick leave for a period of up to 120 days per year, with full pay for the first 60 days and half pay for the remaining period. This applies to both temporary and chronic illnesses or disabilities.

To be eligible for sick leave, employees must provide their employer with a medical certificate from a registered medical practitioner. The medical certificate should state the nature of the illness, the expected duration of the employee's absence from work, and the date from which the employee is deemed to be unfit for work. If an employee's sickness lasts for more than 120 days, the employer may terminate the employment contract on the grounds of incapacity.

It's important to note that sick leave entitlements may vary depending on the collective agreement or employment contract between the employer and the employee. Therefore, it's always recommended to review the specific terms and conditions of the employment contract or collective agreement regarding sick leave entitlements.

17. TIME OFF FOR ANTENATAL APPOINTMENTS POLICY

17.1. About this policy

This policy outlines the statutory right to take time off to attend antenatal appointments.

This policy applies to employees. It does not apply to self-employed contractors.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

18. PREGNANCY AND MATERNITY POLICY

18.1. About this policy

This policy outlines the statutory rights and responsibilities of employees who are pregnant or have recently given birth, and sets out the arrangements for pregnancy-related sickness, health and safety, and maternity leave.

This policy only applies to employees and does not apply to agency workers or self-employed contractors. This policy does not form part of any employee's contract of employment and we may amend it at any time.

18.2. Entitlement to maternity leave

All employees are entitled to up to maternity leave as follows;

- (a) 140 days (70 days for pregnancy, 70 days for childbirth);
- (b) 155 days (70 days for pregnancy, 85 days for childbirth) in case of difficult childbirth;
- (c) 180 days (70 days for pregnancy, 110 days for childbirth) where more than one child is born.

An employee having adopted a newborn or appointed a guardian of a newborn shall be granted a leave for a period from the day of adoption or of being appointed guardian up to when the infant attains an age of 70 days (in case of adoption or being appointed a guardian of two or more newborns — up to when the newborns reach 110 days).

The employee (the child's biological mother) having given birth to a child through a surrogate shall be granted a leave for a period starting from the day of birth of the child up to when the newborn attains an age of 70 days (in case of birth of two or more newborns — up to when the newborns reach 110 days).

18.3. Notification

Please inform us as soon as possible that you are pregnant. This is important as there may be health and safety considerations.

Before the end of the fifteenth week before the week that you expect to give birth (**Qualifying Week**), or as soon as reasonably practical afterwards, you must tell us:

- (a) the week in which your doctor or midwife expects you to give birth (**Expected Dat of Childbirth**); and

- (b) the date on which you would like to start your maternity leave (**Intended Start Date**).

We will write to you within 28 days to tell you the date we will expect you to return to work if you take your full maternity leave entitlement (**Expected Return Date**).

Once you receive a certificate from a doctor or midwife confirming your Expected Day of Childbirth, you must provide us with a copy.

18.4. Starting maternity leave

The earliest you can start maternity leave is 70 days before the Expected Day of Childbirth (unless your child is born prematurely before that date).

If you want to change your Intended Start Date please tell us in writing. You should give us as much notice as you can, but wherever possible you must tell us at least 28 days before the original Intended Start Date (or the new start date if you are bringing the date forward). We will then write to you within 28 days to tell you your new expected return date.

Your maternity leave should normally start on the Intended Start Date. However, it may start earlier if you give birth before your Intended Start Date, or if you are absent for a pregnancy-related reason in the last four weeks before your Expected Day of Childbirth. In either of those cases, maternity leave will start on the following day.

Shortly before your maternity leave is due to start we will discuss with you the arrangements for covering your work and the opportunities for you to remain in contact, should you wish to do so, during your leave. [Unless you request otherwise, you will remain on circulation lists for internal news, job vacancies, training and work-related social events.]

18.5. Maternity pay

The maternity to the employee for temporary incapability for work shall be made in the manner prescribed by the Armenian legislation.

18.6. Returning to work

You must return to work on the Expected Return Date unless you tell us otherwise. If you wish to return to work earlier than the Expected Return Date, you must give us two weeks ' prior notice of the date. It is helpful if you give this notice in writing. You may be able to return later than the Expected Return Date if you request annual leave or parental leave, which will be at our discretion.

You are normally entitled to return to work in the position you held before starting maternity leave, and on the same terms of employment. Exceptions may occur in particular circumstances in accordance and with limits of applicable law.

If you want to change your hours or other working arrangements on return from maternity leave you should make a request to your line manager. Acceptance of such change is at sole discretion of your line manager.

If you decide you do not want to return to work you should give notice of resignation in accordance with your contract.

19. ADOPTION POLICY

19.1. About this policy

This policy sets out the arrangements for adoption leave and pay for employees who are adopting a child.

Arrangements for time off for adoption appointments are set out in Section 15.2 or as otherwise provided by the law.

This policy only applies to employees and does not apply to agency workers or self-employed contractors. It does not form part of any employee's contract of employment and we may amend it at any time.

19.2. Entitlement to adoption leave

You are entitled to adoption leave if you meet all the following conditions:

- (c) You are adopting a child through a local or overseas adoption agency.
- (d) The adoption agency has given you written notice that it has matched you with a child for adoption and tells you the date the child is expected to be placed into your care with a view to adoption (**Expected Placement Date**).
- (e) You have notified the agency that you agree to the child being placed with you on the Expected Placement Date.
- (f) Your spouse or partner will not be taking adoption leave with their employer (although they may be entitled to take paternity leave).

According to Article 136 of the Labor Code, a female employee who adopts a child is entitled to 70 days of paid adoption leave. This period includes the time before and after the adoption of the child. A male employee who adopts a child is entitled to 14 days of paid adoption leave.

It's important to note that the entitlement to adoption leave is available only to employees who have adopted a child under the age of three years. The employee must also provide proof of adoption to the employer.

In addition to adoption leave, the Labor Code also provides for unpaid parental leave of up to three years for the care of a child under the age of three years. This leave may be taken by either parent, and it must be taken in one or more periods of at least one month each.

19.3. Notification requirements

Not more than seven days after the agency notifies you in writing that it has matched you with a child (or where that is not reasonably practicable, as soon as reasonably practicable), you must give us notice in writing of the Expected Placement Date, and your intended start date for adoption leave (**Intended Start Date**).

We will then write to you within 28 days to inform you of your expected return date assuming you take your full entitlement to adoption leave.

Once you receive the matching certificate issued by the adoption agency, you must provide us with a copy.

19.4. Adoption pay

In Armenia, there is no statutory adoption pay available for employees who adopt a child. However, as mentioned earlier, female employees who adopt a child are entitled to 70 days of paid adoption leave, and male employees who adopt a child are entitled to 14 days of paid adoption leave. During the period of adoption leave, the employer is required to pay the employee their regular salary in accordance with the terms and conditions of their employment contract or collective agreement. It's important to note that the absence of statutory adoption pay in Armenia means that employees who take adoption leave may not receive their full salary during the period of leave. Therefore, employees are advised to discuss their leave entitlements with their employer and review the terms and conditions of their employment contract or collective agreement to understand their entitlements and any conditions that may apply.

19.5. Returning to work

You must return to work on the expected return date unless you tell us otherwise. If you wish to return to work early, you must give us at least eight weeks' notice of the date. It is helpful if you give this notice in writing. You may be able to return later than the expected return date if you request annual leave or parental leave, which will be at our discretion.

You are normally entitled to return to work in the position you held before starting adoption leave, on the same terms of employment. Exceptions may occur in particular circumstances in accordance and with limits of applicable law.

If you want to change your hours or other working arrangements on return from adoption leave you should make a request to your line manager. Acceptance of such change is at sole discretion of your line manager.

If you decide you do not want to return to work you should give notice of resignation in accordance with your contract.

20. PATERNITY POLICY

20.1. About this policy

This policy outlines when an employee may be entitled to paternity leave and paternity pay, and sets out the arrangements for taking it.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

20.2. Entitlement to paternity leave

Paternity leave is available on the birth of a child either:

- (g) you are the biological father and will have some responsibility for the child's upbringing; or
- (h) you are the partner (that is, spouse, civil partner or cohabiting partner) of the mother, and will have the main responsibility (with the mother) for the child's upbringing; or
- (i) the child is born to a surrogate mother where you are, or your partner is, one of the child's biological parents, and you expect to obtain a parental order giving you and your partner legal responsibility for the child.

20.3. Taking paternity leave

Paternity leave is a period of 5 working/business days consecutive leave taken when a child is born. You can start your leave on the date of birth or placement, or later, provided it is taken within 30 days commencing from the date of the birth.

To take paternity leave you must give us written notice by the end of the 15th week before the Expected Day of Childbirth, or as soon as you reasonably can, stating:

- (a) the Expected Day of Childbirth;
- (b) whether you intend to take one week or two weeks' leave; and
- (c) when you would like your leave to start.

You can change the intended start date by giving us 28 days' notice or, if this is not possible, as much notice as you can.

20.4. Paternity pay

Statutory paternity pay is set by the Armenian Labor Code.

21. PARENTAL LEAVE POLICY (BIRTH OR ADOPTION) (LEAVE GRANTED FOR TAKING CARE OF A CHILD UNDER THE AGE OF THREE)

21.1. About this policy

This policy outlines the arrangements for shared parental leave and pay in relation to the birth of a child or the adoption of a child.

This policy applies to employees. It does not apply to agency workers or self-employed contractors.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

21.2. Frequently used terms

The definitions in this paragraph apply in this policy.

Expected week of childbirth (EWC): the week, beginning on a Monday, in which the doctor or midwife expects your child to be born.

Parent: One of two people who will share the main responsibility for the child's upbringing (and who may be either the mother, the father, or the mother's partner if not the father).

Partner: your spouse, civil partner or someone living with you in an enduring family relationship, but not your sibling, child, parent, grandparent, grandchild, aunt, uncle, niece or nephew.

21.3. What is parental leave?

Parental leave (**PL**) is a form of leave not mandatory that may be available for both the parents after the period of compulsory pregnancy or maternity/paternity leave. PL is a leave granted for taking care of a child under the age of three.

Assuming you are both eligible, you will be able to choose how to split the available leave between you, and can decide to be off work at the same time or at different times. You may be able to take leave in more than one block.

21.4. Entitlement to Parental leave

You are entitled to PL in relation to the birth of a child or adoption if:

- (a) you are the child's mother, and share the main responsibility for the care of the child with the child's father or with your partner;
- (b) you are the child's father and share the main responsibility for the care of the child with the child's mother; or
- (c) you are the mother's partner and share the main responsibility for the care of the child with the mother (where the child's father does not share the main responsibility with the mother).

The leave granted for taking care of a child under the age of three is provided for the period before the child reaches the age of three.

If you are the mother you cannot start PL until after the compulsory pregnancy and maternity leave period.

If you are the child's father or the mother's partner, you should consider using your paternity leave before taking PL. PL entitlement is additional to your paternity leave entitlement.

22. STUDY LEAVE

Employees shall be granted a leave in order to prepare for examinations for admission to secondary vocational and higher education institutions, three working days for each examination.

Employees studying at general education, secondary vocational or higher education institutions shall be granted a study leave upon the motion of the educational institution:

- (1) to prepare for and take current examinations — three working days for each examination;
- (2) to prepare for and take credit tests — two working days for each credit test;
- (3) for laboratory work — as many days as envisaged by the curriculum;
- (4) to prepare and defend a graduation paper — 30 working days;
- (5) to prepare for and take each state (graduation) examination — six working days.

The time for arriving at and returning from the educational institution shall not be calculated in the study leave

23. COMPASSIONATE LEAVE POLICY

23.1. About this policy

Compassionate leave is designed to help you deal with traumatic personal circumstances such as the death of a close relative.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

23.2. When compassionate leave may be available

You may take unpaid compassionate leave of up to 3 days where a close relative has died, is critically ill with a life-threatening illness, or has suffered a life-threatening injury.

We will consider requests for compassionate leave due to other traumatic events or difficult personal circumstances on a case by case basis.

If you are still unable to return to work following compassionate leave you should contact your line manager. We may at our discretion grant you further unpaid compassionate leave in those circumstances. Alternatively, you may be able to take a period of annual leave, subject to your manager's approval.

23.3. Requesting compassionate leave

We recognise that it may not always be possible to request compassionate leave in advance. However, where it is possible, you should make a request to your line manager. You should tell them the reasons for your request and the number of days leave you would like to take.

Where it is not possible to request leave in advance you should contact your line manager as soon as possible to tell them the reason for your absence and the number of days you expect to be absent. Someone can do this on your behalf if necessary.

24. TIME OFF FOR PUBLIC DUTIES POLICY

24.1. About this policy

We wish to enable employees to perform any public duties that they may be committed to undertake and so will give them time off to do so where it does not conflict with the operational needs of our business according to the applicable law.

25. OTHER UNPAID LEAVES

Upon request of the employee, the unpaid leave shall be granted to:

(a) the husband of a woman in pregnancy and maternity leave period, as well as of one taking care of a child under the age of one. The total duration of the leave may not exceed 2 months;

(b) the disabled employee or the employee taking care of an ill member of the family, in periods defined by the medical conclusion, but not more than 30 days within a year;

(c) celebrate employee's national, religious holidays or memorable days - no more than four days within a year

26. LWOPs

Leave Without Pay: Leave without pay (LWOP) may be granted for a justified reason as considered appropriate by the line manager allowed provided that the leave is approved by the Director/CEO. While on LWOP, the employee does not receive salary, nor accumulate annual leave.

IMPORTANT: LWOP shall be granted only after the employee's annual leave balance is utilized. Unauthorized leave shall be considered LWOP with potential further disciplinary action.

27. HEALTH AND SAFETY POLICY

27.1. About this policy

This policy sets out our arrangements for ensuring we meet our health and safety obligations to staff and anyone visiting our premises or affected by our work.

Director/CEO has overall responsibility for health and safety and the operation of this policy.

This policy does not form part of any employee's contract of employment and we may amend it at any time. We will continue to review this policy to ensure it is achieving its aims.

27.2. Your responsibilities

All staff share responsibility for achieving safe working conditions. You must take care of your own health and safety and that of others, observe applicable safety rules and follow instructions for the safe use of equipment.

You should report any health and safety concerns immediately to your line manager.

You must co-operate with managers on health and safety matters, including the investigation of any incident.

Failure to comply with this policy may be treated as misconduct and dealt with under our Disciplinary Procedure.

27.3. Information and consultation

We will inform and consult trade regarding health and safety matters.

27.4. Training

We will ensure that you are given adequate training and supervision to perform your work competently and safely.

27.5. Equipment

You must use equipment in accordance with any instructions given to you. Any equipment fault or damage must immediately be reported to your line manager. Do not attempt to repair equipment unless trained to do so.

27.6. Accidents and first aid

All accidents and injuries at work, however minor, should be reported to your line manager and recorded in the Accident Book which is kept on Company's intranet.

27.7. Risk assessments and measures to control risk

We carry out general workplace risk assessments periodically. The purpose is to assess the risks to health and safety of employees, visitors and other third parties as a result of our activities, and to identify any measures that need to be taken to control those risks.

27.8. Computers and display screen equipment

Information on workstation assessments, eye tests and the use of DSE can be obtained from your line manager.

27.9. Fire Alarm

Employees should follow these steps to help prevent fires:

Before you use any electrical appliances carry out a quick check to make sure that the cables, plugs etc. are not damaged.

Do not use any electrical equipment that shows signs of damage, even if you think it is only minor. Report any faults you find to your line manager and find an alternative appliance.

Ensure that you place your rubbish in the waste bins. Do not overfill the bins and ensure that your waste bin is accessible to the cleaners at the end of each day.

28. IT AND COMMUNICATIONS SYSTEMS POLICY

28.1. About this policy

Our IT and communications systems are intended to promote effective communication and working practices. This policy outlines the standards you must observe when using these systems, when we will monitor their use, and the action we will take if you breach these standards.

Breach of this policy may be dealt with under our Disciplinary Procedure and, in serious cases, may be treated as gross misconduct leading to summary dismissal.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

28.2. Equipment security and passwords

You are responsible for the security of the equipment allocated to or used by you, and you must not allow it to be used by anyone other than in accordance with this policy. You should use passwords on all IT equipment, particularly items that you take out of the office. You should keep your passwords confidential and change them regularly.

You must only log on to our systems using your own username and password. You must not use another person's username and password or allow anyone else to log on using your username and password.

If you are away from your desk you should log out or lock your computer. You must log out and shut down your computer at the end of each working day.

28.3. Systems and data security

You should not delete, destroy or modify existing systems, programs, information or data (except as authorised in the proper performance of your duties).

You must not download or install software from external sources without authorisation from your line manager. Downloading unauthorised software may interfere with our systems and may introduce viruses or other malware.

You must not attach any device or equipment including mobile phones, tablet computers or USB storage devices to our systems without authorisation from your line manager.

We may monitor all e-mails passing through our system for viruses. You should exercise particular caution when opening unsolicited e-mails from unknown sources. If an e-mail looks suspicious do not reply to it, open any attachments or click any links in it.

Inform your line manager immediately if you suspect your computer may have a virus.

28.4. E-mail

Adopt a professional tone and observe appropriate etiquette when communicating with third parties by e-mail.

Remember that e-mails can be used in legal proceedings and that even deleted e-mails may remain on the system and be capable of being retrieved.

You must not send abusive, obscene, discriminatory, racist, harassing, derogatory, defamatory, pornographic or otherwise inappropriate e-mails.

You should not:

- (a) send or forward private e-mails at work which you would not want a third party to read;
- (b) send or forward chain mail, junk mail, cartoons, jokes or gossip;
- (c) contribute to system congestion by sending trivial messages or unnecessarily copying or forwarding e-mails to others who do not have a real need to receive them; or
- (d) send messages from another person's e-mail address (unless authorised) or under an assumed name.

Do not use your own personal e-mail account to send or receive e-mail for the purposes of our business. Only use the e-mail account we have provided for you.

28.5. Prohibited use of our systems

Misuse or excessive personal use of our telephone or e-mail system or inappropriate internet use will be dealt with under our Disciplinary Procedure. Misuse of the internet can in some cases be a criminal offence.

Creating, viewing, accessing, transmitting or downloading any of the following material will usually amount to gross misconduct (this list is not exhaustive):

- (a) pornographic material (that is, writing, pictures, films and video clips of a sexually explicit or arousing nature);
- (b) offensive, obscene, or criminal material or material which is liable to cause embarrassment to us or to our clients;
- (c) a false and defamatory statement about any person or organisation;

- (d) material which is discriminatory, offensive, derogatory or may cause embarrassment to others (including material which breaches our Equal Opportunities Policy or our Anti-harassment and Bullying Policy);
- (e) confidential information about us or any of our staff or clients (except as authorised in the proper performance of your duties);
- (f) unauthorised software;
- (g) any other statement which is likely to create any criminal or civil liability (for you or us); or
- (h) music or video files or other material in breach of copyright.

29. SOCIAL MEDIA POLICY

29.1. About this policy

This policy is in place to minimise the risks to our business through use of social media.

This policy deals with the use of all forms of social media, including but not limited to Facebook, LinkedIn, Twitter, Google+, Wikipedia, Instagram and all other social networking sites, internet postings and blogs. It applies to use of social media for business purposes as well as personal use that may affect our business in any way.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

29.2. Personal use of social media

Occasional personal use of social media during working hours is permitted so long as it does not involve unprofessional or inappropriate content, does not interfere with your employment responsibilities or productivity and complies with this policy.

29.3. Prohibited use

You must avoid making any social media communications that could damage our business interests or reputation, even indirectly.

You must not use social media to defame or disparage us, our staff or any third party; to harass, bully or unlawfully discriminate against staff or third parties; to make false or misleading statements; or to impersonate colleagues or third parties.

You must not express opinions on our behalf via social media, unless expressly authorised to do so by your manager. You may be required to undergo training in order to obtain such authorisation.

You must not post comments about sensitive business-related topics, such as our performance, or do anything to jeopardise our trade secrets, confidential information and intellectual property. You must not include our logos or other trademarks in any social media posting or in your profile on any social media.

The contact details of business contacts made during the course of your employment are our confidential information. On termination of employment you must provide us with a copy of all such information, delete all such information from your personal social networking accounts and destroy any further copies of such information that you may have.

Any misuse of social media should be reported to your line manager

29.4. Guidelines for responsible use of social media

You should make it clear in social media postings, or in your personal profile, that you are speaking on your own behalf. Write in the first person and use a personal e-mail address.

Be respectful to others when making any statement on social media and be aware that you are personally responsible for all communications which will be published on the internet for anyone to see.

If you disclose your affiliation with us on your profile or in any social media postings, you must state that your views do not represent those of your employer (unless you have been authorised to speak on our behalf as set out in paragraph 3.3). You should also ensure that your profile and any content you post are consistent with the professional image you present to clients and colleagues.

If you are uncertain or concerned about the appropriateness of any statement or posting, refrain from posting it until you have discussed it with your manager.

If you see social media content that disparages or reflects poorly on us, you should contact your manager

29.5. Breach of this policy

Breach of this policy may result in disciplinary action up to and including dismissal. [Any member of staff suspected of committing a breach of this policy will be required to co-operate with our investigation.

You may be required to remove any social media content that we consider to constitute a breach of this policy. Failure to comply with such a request may in itself result in disciplinary action.

Appendix A

Employee Receipt of LETSDEEL Employee Handbook

This is to confirm that I have read LETSDEEL's Employee Handbook that outlines the policies, practices, and benefit guidelines of the organization, and I understand the information contained in this Employee Handbook.

Since the information in this Employee Handbook is necessarily subject to change as situations warrant, it is understood that changes in the Employee Handbook may supersede, revise, or eliminate one or more of the policies in this Employee Handbook. These changes will be communicated to me by my supervisor in writing.

I hereby agree to abide by all the provisions of this Employee Handbook and any amendments thereof.

Employee's Signature

Date