

COMPANY NAME HERE

Introduction

Welcome to the Company Name. As a family owned business we place great importance on our team members and their development, and look forward to a long and happy relationship with you.

This on-boarding guide serves as a reference to the guidelines and rules, which will administer your employment at Insert Company Name. It would be to your advantage to familiarise yourself with the contents of this guide, as it will assist you in settling into your new surroundings.

Any additional rules, which may be issued, will be placed on notice boards, and you will be informed by your Leader.

If any part of this guide is unclear, please do not hesitate to consult your Leader, the Human Capital Department, or refer to the HR Policies and Procedures manual. The Human Capital Team will be more than happy to assist you and answer any questions that you may have.

Message from Executive Chairman

Welcome to the Insert Company Name Group of Companies. Over several decades our Company has grown from a fairly small operation to a well-established group employing thousands of individuals. It is a fundamental philosophy of our Company that the "quality of the Company equals the quality of its people". It is thus evident, that we place high value on the people in our midst.

The focus of our Company is to ascertain the needs of our customers, and to develop products at a profit to us, that satisfy their needs. We believe that customer service is the key to future success and hope that you will always be guided by this thinking.

We have a long-standing policy of promotion from within and advancement on merit. We therefore trust that you will see the Company as an opportunity to fulfil your own goals, in a caring corporate environment, within a Company committed to long term success, in a peaceful and prosperous South Africa.

MESSAGE FROM CEO

I must be one of the happiest people alive! I was appointed in a fantastic role by an impressive family to run an exceptional company. We continue to grow, and celebrated our 80th birthday in 2013. Insert Compay Name is one of the oldest businesses around.

I love to serve our team and customers. I work for you, you don't work for me. The words of General Paton, a famous soldier of the Second World War is my credo about leadership: "Tell people where to go, but not how to get there, and you'll be amazed at the results." It gives me so much joy to watch people grow in all facets of their lives.

I believe you have made a good choice to join our family. We focus on the growth of our people and we strive to build a culture and environment that is conducive to it. We are finding that more and more people are wanting to join our family, it's an exciting phase of our long history where we are gearing up to the next level.

I know that we will make mistakes on this journey and there will be instances where we will be disappointed. You can only grow if you make mistakes or are going through tough times. If the attitude and intention was right, we, as a general guideline, don't blame or punish. We rather spend more time to reflect and learn. The bigger the mistake and the tougher the experience, the better the lesson. Nobody is perfect.

What about your career and future here at Insert Compay Name? Always give that *little extra* and success will come unexpectedly. I promise you good things will happen to you.

In the end, define success for yourself. What is success for you? Success for me is having fun and enjoying the present moment, of which there is only one, and that is something money cannot buy. That is why it is called 'the present'!

Remember to never under- estimate your own potential.

I wish you all of the best and hope to meet you soon!

The Beginning

Insert History of company

Our Purpose (the reason for our existence)

Our Vision (what we should aim for)

Our Core Values (the beliefs that drive our culture and guide our behaviour)

INSERT COMPANY NAME PHILOSOPHIES

People Philosophy

Marketing Philosophy

Insert Company Name Operations

INSERT COMPANY NAME GROUP consists of:

INSERT COMPANY NAME

Insert Company Information Here

ENGAGEMENT PROCEDURES

Insert Company Name employees are required to submit a detailed and updated copy of their Curriculum Vitae to the Human Capital Department. Should any information prove to be false, or should the screening results be unsatisfactory, and the person has already been employed, their services may be terminated.

It is important to us that all team members understand our processes and procedures prior to joining the Company and that they feel they have been given ample opportunity to ask questions and be given a great start to their journey into the Company.

Upon employment you will receive the following:

1. Letter of Employment

You will receive your employment contract upon your engagement with the Company. This employment contract serves as a contract between you and the Company. The original will be placed on your file and you will retain a copy. The contract covers all the details of your employment with Insert Company Name.

2. Induction pack

You will be required to sign acknowledgement documents once you have read through your full pack. This confirms that you have received and read through your pack and a number of documents which have been included in the pack.

Insert Company Name makes use of direct salary payments into banking accounts and it is thus your responsibility to inform the Company of your banking details. Bank detail changes can only be processed once the Company has proof of the details from the bank.

All permanent team members have access to an employee self-service programme (ESS) that allows you to make changes to your personal details, excluding bank details, and to access your payslips and IRP5. It remains your responsibility to make the changes on ESS.

3. Probationary period

As stated in your employment contract, all team members are subject to a probationary period at the beginning of their employment or when a permanent employee is promoted to a new position. The probation period is a three-month period that may be extended up to a maximum period of six months.

During this period your leader will have three counselling sessions with you. These sessions should encourage communication and participation between yourself and your leader. The aim of these sessions is to feedback on your progress, to clarify any concerns or areas where you require assistance, as well as to identify strengths and weaknesses and areas for improvement.

At the end of the probation period your leader will decide on your suitability for permanent employment. Should you not be suitable for the position, you will attend an enquiry and your employment contract may be terminated.

Our Human Capital Team is committed to ensuring that all team members are developed by means of a variety of learning interventions. You may be nominated to attend various interventions. The aim of the learning interventions is to ensure that you have the necessary knowledge and skills for your position. We also aim to keep team members up to date with new aspects of work and personal growth and development. You will be required to avail yourself for any learning for which you are nominated to attend.

This is an exciting environment where we want you to succeed and build a career.

DRESS CODE

Retail Division

All team members that work in the retail stores are expected to comply with the uniform policy and dress code relevant to their chain. This includes wearing your name badge or lanyard at all times whilst on duty.

There is an option for uniform purchases to be paid over a four month period. The uniform purchases option is only for uniform purchases, which are purchases of merchandise that will be worn by yourself in store.

We place high standards on our team and their appearance, and as such all team members should be well groomed at all times, with an image that promotes the respective brand.

Head - Office Teams

We love our team members to wear our brands and hope that the team discount of 30% off our own brands allows each one the opportunity to purchase and wear the brands.

We want our team members to be comfortable and this is reflected in our dress code. Team members are allowed to wear casual clothes that are appropriate for the office. This would exclude skimpy outfits which include plunging necklines and high hemlines. We also ask that team members remain cognisant of outside meetings as the dress code often sets the tone for the meeting.

If you are unsure of the appropriate dress code, feel free to approach the Human Capital team who will assist you.

WORKING RULES AND POLICIES

The hours of work are stipulated in your employment contract, as stores and head / regional office have different trading / working hours.

It is however the nature of our business, retail, that you may be required to work additional hours, or change your working hours from time to time. It is a condition of employment that you comply with all reasonable requests of this nature.

Days Off

Head / Regional Office teams work a five-day week, and don't qualify for a day off during the week. They may however be requested to work extra hours over weekends.

Once again, stores may vary regarding the number of days off, which are granted to them, which is dependent on the number of hours worked per day and the number of days per week.

No overtime will be paid for days off which are not taken. Should a team member not take a day off, they will forfeit the day.

The day off cycle will be fully explained to you by your Leader.

Public Holidays

Team members are eligible for paid overtime and are paid for working on public holidays if they have been scheduled to do so. The following are a list of recognised public holidays:

New Year's Day	Human Rights Day	Good Friday
Family Day	Freedom Day	Workers Day
Youth Day	National Women's Day	Heritage Day
Reconciliation Day	Christmas Day	Day of Goodwill

If you are of a religion that honours certain Holy Days, which don't fall on any of the above days, you will be allowed to take the day. The day will be reflected as family responsibility leave and will not be deducted from your annual leave. Two of the five family responsibility leave days you are entitled to on an annual basis are able to be used for religious leave.

Annual Leave

The following is the standard company policy, unless otherwise stated in your employment contract.

- A five-day week employee will be entitled to 15 days annual leave per annum and is able to accrue a total of 22 days.
- A six-day or seven-day week employee will be entitled to 18 days annual leave per annum and is able to accrue a total of 26 days.

Leave will be accrued on a monthly basis, and will be granted at a mutually convenient time. All leave must be taken within six months of your annual leave accrual.

All leave must be applied for via the ESS system at least one month before you go on leave. Your leader will authorise your leave on ESS.

Sick Leave & Absence from work

Sick Leave is calculated at one day a month, and is accrued monthly. This is used as insurance in the event of you falling ill. When a team member does not use this benefit during the three-year cycle, the balance of the days is not carried forward to the next three-year cycle.

If you have used all your sick leave, the balance of days will be deducted as unpaid leave.

If you are sick and will not be reporting for duty you need to phone your leader and inform them of this. Please note that you need to personally make contact with your leader by 08h00 so that alternate staffing can be arranged.

You are required to see a doctor no later than the third day of being away from work.

You will also be required to produce a medical certificate if you are ill before or after a public holiday.

You are required to produce a medical certificate from a registered medical doctor on your return to work after being sick for more than two days. Please note that if you are sick without a medical certificate for more than two days (as mentioned above), the Company will not be obliged to pay you for sick leave.

If you fail to report to work without the knowledge and consent of your Leader, for a period of three days or more, and you are unable to give a satisfactory explanation, you will be deemed to having deserted the Company. This is seen as a serious offence, and disciplinary action will follow.

Maternity Leave

An employee is entitled to a maximum of six consecutive months' paid maternity leave, if they have been in the employ of the Company for a period of one year or more before falling pregnant. An employee who has been employed by the Company for a period of one year or less before falling pregnant will only be entitled to six months' unpaid maternity leave.

The Human Capital Department must be informed of your pregnancy, not only for staffing arrangements, but also to complete the necessary paperwork. The

Company guarantees to hold a position open for the employee on the same level, however the same position cannot be guaranteed.

UIF benefits can be applied for while on maternity leave.

Family Responsibility & Other Leave

Family Responsibility & Other Leave will be granted when a team member's child is born, when their child is sick, or in the event of death of a spouse or life partner or the team members' parent, grandparent, sibling, child or grandchild.

Family Responsibility & Other Leave will be granted in respect of Holy days. If you are a member of a religion which observes certain Holy Days, which don't fall on a gazetted public holiday, you will be allowed to take the day as leave. A maximum of two of the five days granted per annum may be granted to an employee for this reason if the purpose of the leave is in order to observe the Holy Day in question.

Study Leave

A limited number of study leave days will be granted for approved courses. This leave will also only be granted to write examinations, and is at the discretion of the Human Capital Department.

SALARY DEDUCTIONS

Unemployment Insurance Fund

The Company pays the UIF contributions for both the employer and employee. In the event of unemployment or maternity leave, you will be able to claim UIF for a certain period of time.

PAYE

"Pay as You Earn" is deducted from all employees and is calculated by the Bank according to the present Tax Deduction Tables. Should you have a Retirement Annuity please inform the Human Capital Department so that this may be taken into account when calculating PAYE.

Pension Fund

Membership of our Pension Scheme is compulsory on commencement with the Company, as stated in your employment contract.

Both the employer and employee make monthly contributions to the Pension Fund. The employee's contribution is 8.5% of their gross salary per month and the employer's contribution is 10% of gross salary per month.

All members of the Pension Fund nominate beneficiaries on joining the Fund; if at any time you wish to change such nominations please inform the Human Capital Department.

If you resign or terminate your employment with Insert Company Name your contribution to the scheme, including interest less PAYE will be refunded to you.

Medical Aid Scheme

It is compulsory for all permanent full time employees to join our Medical Aid Scheme, which is Discovery Health, on commencement with the Company, as stated in your employment contract.

Our Scheme has various options from which to choose, which will give you different cover on benefits. The Scheme allows you to manage your funds by allowing you to decide on the amount of savings that you would like to have for the year. The Human Capital Department can advise you on the different options.

Uniform Deductions

Once you have ordered and received your additional uniform the amount will be deducted over a period of four months from your salary.

Refer to the HR Policies and procedures manual which discuss each brands uniform entitlement in more detail.

EMPLOYEE BENEFITS

Annual Bonus

All permanent employees who have been with the Company for a year or more will receive a bonus equal to 100% of their gross salary on pay day, in the month of December. All employees who have been with the Company for less than a year will receive a pro rata figure. You need to be in the employ of the Company on payday in December in order to be eligible for the bonus.

Please note that the Bonus amount is subject to a pension deduction and is taxable.

Incentive Scheme

There are various incentive schemes throughout the Company which acknowledge hard work and commitment to the Company. Your leader will explain this in greater detail.

Long Service Awards

The Company believes in rewarding team members that have been with the Company for an extended period of time, and shows their appreciation of this by means of a cash award and a long service certificate.

Long Service cash awards are presented to those team members who have been with the Company for 5, 10, 15 years' etc. on the anniversary of their start date with the Company.

Study subsidy

The Company realises that many team members wish to further their careers with Insert Company Name and develop themselves. In certain instances, the Company will consider subsidising up to a maximum of 50% of the approved course of study. The approval of a study subsidy will be in accordance with the Company's Study Subsidy policy and is at the company's discretion.

In the case where a team member requires additional funds to pay for their studies they may apply for a study loan.

Employee loans

The Company does not offer employee loans; however, we have a facility for staff to loan from their Pension Fund for housing purposes through ABSA.

Staff discounts

Team members are entitled to a discount of 22% on non-own brand normal priced merchandise and 30% on all normal priced own branded merchandise. This discount is for own purchases and cannot be used to make purchases for other or for bulk purchasing.

All team members are required to present their Staff Purchasing card when purchasing in the stores.

Thebe Funeral scheme (external scheme)

The Company is able to offer all permanent team members an external funeral scheme administered by Thebe Employee Benefits, at a monthly cost to the

employee. The cover is not compulsory and is not covered by the company. Should you be interested please contact your Human Capital Business Partner for further information.

TERMINATION PROCEDURES

Notice Period

Notice of termination must be in writing as follows:

- During the first four weeks of your employment, you should give one weeks' notice
- If you have been working for more than a month but less than one year a notice period of two weeks will apply
- If you have been employed for over a year, the notice period will be one month

Should you not work your notice, the Company will be authorised to deduct the value of your notice from any salary or leave pay due to you.

Termination payout

Salary, pension and leave pay, which is due to you on termination, will only be paid out once the termination procedures have been finalised and the necessary administration has been completed. It is vital that a pension fund withdrawal form is completed. Employees who opt to have their pension or provident fund cashed out will under no circumstances be re-employed by Insert Company Name.

An exit interview will be completed with you which will allow you the opportunity to give the Company feedback on your time spent with us. We see the exit interview as a tool to assist with our continuous improvement.

BEHAVIOUR & GENERAL RULES

Smoke Free Building and Stores

We are proud of the fact that our building and stores are smoke free areas. We hope that you will respect this, as well as the health of all Insert Company Name employees.

Telephone, Fax and Email

We appeal to all team members to keep their private calls and personal emails to a minimum and urge all employees to be aware of the cost implications to the Company. Disciplinary Action may follow should team members abuse this.

General Appearance

It will always be expected of you to represent the Company in a favourable manner and in so doing maintain and uphold the high standard and reputation that Insert Company Name has built up over the years. This can be achieved by always maintaining a neat appearance and acting courteously and professionally at all times.

Other Employment

You may not engage in any other employment which may affect the successful performance of your duties at Insert Company Name and which could be detrimental to the Company.

Attendance Registers

Head office team members and stores equipped with biometric devices are required to use biometric scanning to access the building and register their attendance.

Employees based in stores without the biometric device are required to fill in an Attendance Register. This must be filled in daily and kept in your store; a monthly register must be sent to Head Office.

Promotional Opportunities

All team members who are employed by Insert Company Name have the opportunity of advancing within the Company. Whenever a vacancy is posted all team members are invited to apply for the position, and will receive due consideration if they have the appropriate qualifications and skills.

Grievance and Disciplinary Procedure

Insert Company Name has a Disciplinary Code, which you will receive when you join the Company. All disciplinary procedures are discussed in this Code. If, however you have any questions relating to the Code please contact the Human Capital Department.

Management reserves the right to invoke the serving of a Trespass Warning Notice to any ex employee who may endanger the safety and security of team members or property, if they return to the premises.

Accidents and Injury – On Duty

The Workmen's Compensation Act covers employees, within a certain income level against injuries incurred whilst on duty. The Company provides alternative insurance to those employees who earn in excess of the income level.

Any injury whilst on duty must be reported to your line manager immediately, this in turn must be reported to the Human Capital Department. The HC Department will fill in the necessary details and fax the information to Workmen's Compensation, an employee will receive their claim number and details, which must then be handed to the attending doctor.

All medical costs, which are sent to Workmen's Compensation, will be paid for on behalf of the employee.

Transport

Transport to and from work is the responsibility of the employee, who must ensure that he/she uses a reliable mode of transport.

The Company does however arrange for train tickets to be purchased on a monthly basis for team members. If you are in need of a train tickets, please inform the Human Capital Department well in advance.

Confidentiality and Copyright

Any knowledge, material or information, which you may have gained, that is pertinent to the Company may not be used without the express permission of the Company.

Any procedures, products or systems which may have been invented or developed by the employee, during their employment with the Company, remain the property of the Company on their termination of services with the Company.

SECURITY AND EMERGENCY PROCEDURES

To ensure a safe environment for all employees as well as our customers in the stores, a breach of security or safety must be reported to your Leader without delay in order to prevent an accident.

An emergency is seen as having the potential to cause severe injury, loss or damage. The procedures which are to be followed aim at ensuring the protection

and personal safety of our teams, customers and property, and are not to be taken lightly.

Fire

If you notice smoke or a fire, please remember to do the following;

- Contact your local fire department, identify yourself, and describe the location and extent of the fire.
- Break the glass at the fire alarm point, which will activate the alarm system.
- Use a fire hose or extinguisher, depending on the size of the fire, to try to extinguish the fire without endangering you or others.
- If the fire is out of control, switch off the power supply, close doors, and evacuate to a safe area. If in a store, guide customers to safe areas.
- If your store is situated in a shopping centre familiarise yourself with the procedures of the centre.
- At no time are you expected to endanger your life to contain or extinguish a fire.

If you are told to evacuate or hear a fire siren remember to do the following;

- Evacuate the building immediately using the nearest fire exit.
- Look after customers, guide them outside and help those in need.
- Don't wait to clear your desk or office.
- Don't make use of lifts.
- Stay calm, don't run, and always walk.
- Adhere to the instructions given to you by safety and security wardens.
- Time permitting secure the sales till. After the evacuation the Manager or Assistant Manager can attend to the till.

Fire Prevention is the responsibility of all team members. Always be alert to the potential hazards and act immediately as you could be saving a life.

- Ensure that corridors and exits are not blocked or obstructed.
- Always keep fire doors closed.
- Don't overload plugs, and unplug electrical appliances after use.
- Report any faulty plugs, wiring and equipment so that it can be repaired or removed immediately.
- Familiarise yourself with the location of fire equipment, but don't tamper with the equipment, it may be required to save lives.

Other Emergencies

Robbery

- Comply with the robber's instructions, give them what they are asking for, do not volunteer anything else.

- Try to observe the suspects carefully, look for identifying marks, weight, and colouring.
- Report it to the police when it is safe to do so. Do not try to be a hero and endanger your life and the lives of those around you.
- Use a panic button if applicable.

Bomb scare and Threat

If it is a by telephone, try to get information by asking the following questions and noting them:

- Where is the bomb?
- What does it look like?
- What will make it explode?
- When will it explode?
- Why was it placed there?
- How do you disconnect it?

Also try to take note of the voice, anything which sounds familiar to you as well as any background noises. As soon as you end the conversation inform your leader and the police.

Finding suspicious parcel

- Contact security/police.
- Evacuate the area of both team members and customers, do not touch or remove the object.
- Try to remove all flammable objects.

Power Failures

- In the event of a power failure remain at your work area, keep all cash registers locked.
- Do not tamper with any electrical fittings during this time.
- If possible, continue with normal operations.

Water Supply

If a water supply is interrupted ensure that all taps in your area remain closed to ensure no flooding occurs once the water supply is restored.

Conclusion

We believe that you have made a wise decision. We wish you every success and happiness with us and look forward to a long and fruitful relationship.

Insert Compay Name believes that all employees are part of the family and are

treated equally, and that everyone has an opportunity to develop themselves and advance in their position.

Please do not hesitate to contact the Human Capital Department if you have any questions or queries. Our department believes in an open door policy, and will be more than happy to assist you.

Every success!