

1. Introduction

The success of any enterprise and that of its employees depends very largely on the employees themselves and so we look to you to play your part as we shall continue to play ours.

We welcome you to the Southern African-German Chamber of Commerce and Industry and express our sincere hope that you will be happy here in our excellent team. We would ask you to study the contents of this Employee Handbook all the provisions of which, except where specifically excluded, form part of your contract of employment.

We are an Equal Opportunity Employer and therefore acknowledge that any reference made in this documentation to the male gender also includes females, diverse and vice versa.

Corporate Mission Statement

The Southern African-German Chamber of Commerce and Industry is a membership based organisation which is officially recognised and supported by the DIHK/ BMWI. Our mission is the promotion of Southern African-German trade and direct investments in both countries and the provision of the necessary business services.

We assist companies in their search for new business opportunities. We act as an interface, thereby freeing up management time and resources.

We provide a forum for our membership and other interested parties where they make face to face contact and share information on an informal basis.

We are in close contact with Governments in both countries and make representations on behalf of our members.

We advise persons undergoing vocational or professional training and play a major part in the running of the various VET-programs.

As an active member of the global network of German Chambers of Commerce and Industry, we endeavor to bring the benefits of collaboration to our members and clients.

By providing a high quality service, our members are encouraged to recommend the Chamber to potential new members.

This employees' handbook establishes the basic policies and procedures of conduct and obligations of the Southern African-German Chamber of Commerce and Industry (the Chamber) and its employees.

Each employee is bound by the employment conditions and is obliged to ensure that the employment conditions are enforced at all times and that his/her conduct, both in and out of the workplace shall at all times be in accordance with the conditions set out herein.

Failure to comply with the code of conduct contained in these policies and procedures will be viewed as a serious disciplinary breach, and in appropriate circumstances and in accordance with the Chamber's disciplinary code and procedure and labour laws, prevailing from time to time, could give rise to disciplinary action and/or legal action being taken against the offender.

In the event of any changes to these policies and procedures, such changes will be circulated to all employees once adopted and prior to their implementation.

Binding Effect of the "Code of Ethics"

This Code has been developed to help members of the AHK, its subsidiaries and local branches (for reasons of simplicity all hereafter called the AHK), to define their responsibilities in acting for the AHK.

The Code of Ethics can be found in Schedule 1 of the Memorandum of Incorporation which is binding for Employees as it is for the member companies. Employees are required to follow this Code.

The Employees are bound by Laws and Regulations

It is expected that every Employee knows and obeys the legal provisions that apply to the duties of that person. All Employees are also bound to observe the internal guidelines, such as the Procurement Regulations.

Political Activity

The Chamber supports and respects the right of all Employees to be politically active within the framework of the Constitution of the Republic of South Africa.

Duties towards Contracts and the maintaining the required Documentation

The Employees of the Chamber must ensure that all contractual duties accepted in their area of work must be performed in time and in an orderly manner. They must ensure that there are no breaches against valid contracts. No contractual duties can be undertaken that exceed the boundaries of the internal authority assigned to an Employee.

Complete and relevant documents must be drawn up for the financial and accounting section. All books, records and accounts must be complete, exact and reliable. No financial means or assets may be concealed or kept without being properly documented and accounted for. Business procedures must be recorded promptly and proper receipts and records provided. The Chamber expects from colleagues that they observe and obey the internal standards and procedures of control, and that they thereby ensure that the financial records and reports are accurate and reliable.

Responsible and Frugal Use of Chamber Resources

The assets of the Chamber are intended to be used for business purposes. All Employees are responsible for preserving Chamber assets from loss, theft, misuse or wastage. Included in the assets are proprietary trademarks, and these also are to be protected from misuse.

Respect

Within the bounds of their resources, the Chamber offers all persons equal opportunities in the service of the Chamber, without regard to race, ethnic origin, religion, world view, personal handicaps, age, sexual identity and gender. The applicable national laws for avoidance of discrimination are followed by the Chamber. The Chamber respects the individual and encourages a free exchange of opinions, criticisms and ideas, in an atmosphere of sincerity and open communication.

Fairness

The Chamber is fair in its dealings with clients, suppliers, service providers and competitors. The products and services of competitors may not be improperly discredited or criticised. In its business operations, the Chamber will not create unfair advantages for itself against clients, suppliers and competitors. The rules against restraint on competition and improper competition must be observed.

In the acquisition of information about markets and competitors, the Employees are bound to be fair. They are not allowed to obtain information by improper means, as for example by misrepresenting their identity or by talking an officer of a competitor into exposing secret information. It is just as impermissible to improperly gain access, directly or through a third party, to confidential information belonging to a competitor.

Work Surroundings and Duty to the Environment

Observing safety regulations is of great importance, as is observing regulations and guidelines in the workplace. The Chamber guarantees safety at the work place and protection of health, all within the framework of national regulations. The Chamber supports continuing further development towards improving the working environment.

The Chamber supports and promotes the further qualification of Employees. The national regulations for payment, working hours and recreational vacation are observed.

The Chamber maintains and promotes ecologically desirable practices with all work equipment. Environmentally responsible behaviour from all Employees is expected and supported.

Responsibility for the Observance of these Rules:

- a. The chief executive of the Chamber is responsible for administering these rules and for seeing that they are observed. He arranges the required procedures, including assigning authority to leading Employees and making resources available.
- b. Communicating these rules to all members of Employees is done on the date of appointment by handing over a copy of the rules. Amendments will be regularly announced to all Employees.
- c. These rules are a part of the contract of employment. Each employee is therefore bound to observe these rules.

Scope of Validity

These rules constitute a one-sided declaration by the Chamber to each employee, and no claims can be derived by third parties as to work contracts or any other rights.

Professionalism: Business Rules

- 1.1 The Chamber prides itself in delivering high quality service and timely turn around. Stakeholders can expect professionalism, excellence and customer service of the highest caliber. In order to effectively deliver on our mandate to members and partners, the employees and management of the Chamber are committed to conduct that is beyond reproach.
- 1.2 All employees are expected to formally acknowledge their awareness of and commitment to abide by the business rules.
- 1.3 Management is expected to implement all the necessary processes and mechanisms to ensure awareness and enforcement of the business rules.

Diversity and Equal Employment

- 1.4 The Chamber is committed to diversity and equal employment opportunities.
- 1.5 The Chamber respects the unique attributes and perspectives of every employee.
- 1.6 The Chamber is committed to provide equal treatment and equal employment opportunity without regard to race, colour, religion, creed, gender, sexual orientation, national origin, age, disability, veteran, marital or domestic partner status, citizenship or any other protected characteristic. This applies to all aspects of the Chamber's employment decisions, including recruitment, selection, placement, development, promotion, training, scheduling, benefits, compensation and termination.

Dress Code

- 1.7 It is important to maintain the Chambers image at all times and this is exhibited in the dress code followed by employees.
- 1.8 Employees must know and adhere to the acceptable standards of dress at work and where they are fulfilling a client interfacing or non-client interfacing role.
- 1.9 Business casual dress refers to a dress code that enables an employee to wear either formal or casual business attire that is well-suited to the work environment.
- 1.10 The Chamber may relax its dress code on Fridays and employees may wear a more casual form of attire, except shorts, flip flops, gym clothing and the like that may come across as sloppy.
- 1.11 Failure/continued failure to adhere to the principle of business casual dress is viewed as misconduct.