



HOUSE RULES

At UBUNTU Group we believe in a shared code of conduct and etiquette that creates a safe, comfortable and enjoyable working environment for all. For this reason it is necessary for UBUNTU Group Employees to follow etiquette laid down in the set of House Rules. This will ensure that we maintain a culture that keeps the office environment positive, safe and comfortable for all to work in.

These house Rules apply to all Staff situated at the UBUNTU Group Corporate Support Offices and Call Centre and applies to Staff of UBUNTU Group and its subsidiaries listed below:

- i. Black Moon Investments (Pty) Ltd
- ii. Assurity Insurance Brokers (Pty) Ltd
- iii. Virtusell
- iv. UBUNTU Concrete Works (Pty) Ltd

1. General Conduct

Internal and external customer interactions must be conducted in a respectful, courteous and professional manner and managed with integrity at all times.

2. Absenteeism:

We must report our absence to our line manager via Phone call (Mobile phone or desk phone), SMS, WhatsApp, Email (work email address) and or by sending a "please call me", before 8 am or at least two (2) hours before the start of your scheduled shift

3. Punctuality:

- Notify your line manager before the start of your shift of your potential late coming
- We must be at our desks at least 15 minutes before the start of shift to ensure readiness to work.
- All systems and PC's must be logged off at the end of your shift unless otherwise instructed by IT.

4. Dress code:

- Comply and honour the dress code policy.
- Do not walk around wrapped in blankets in the centre – you may use a blanket while seated at your desk.

5. Safety:

- Alarm codes cannot be shared with anyone
- Visitors are only allowed in the event of an emergency and this must be cleared by line management.
- Guests are not allowed to wander in the offices or on the premises – they must always be accompanied by the person/s that they are visiting.
- No weapons and or sharp objects are allowed on company premises under any circumstances – licensed or unlicensed.
- You will not be allowed on company premises if you are under the influence of narcotics or alcohol.
- No alcohol and narcotics are allowed on company premises.
- Ensure that you comply with all OHS&A standards set up by the H&S committee of UBUNTU Group.
- No running is allowed in the centre/offices.
- Push chairs neatly under your desk when you are not seated there.
- Switch off your PC's at the end of each shift unless otherwise instructed to.
- In the event of an emergency evacuation, remove all high-heeled shoes and make your way swiftly and safely to evacuation assembly points.
- No bins are allowed in the walkways/isles.
- Random searches may be conducted to ensure safety of all employees.
- Engaging in personal business/commercial activities on the internet and e-mail facilities (including offering services or merchandise for sale, is prohibited. As such, no private business dealings are to be conducted on company premises either, including the selling of goods, money lending, Ponzi schemes, etc.
- No harmful comments on any social media platforms about the company, it's clients or your colleagues are allowed.

6. Company property:

- Respect Company and your colleagues' property at all times.
- You will be responsible for the replacement of damaged equipment in your care.
- Ensure that the usage of company property is scheduled and that it is signed in and out at all times with IT Helpdesk.
- Passwords are an important aspect of computer security and must not be shared with anyone regardless of level or reason. All staff are responsible for taking the appropriate steps to select and secure their passwords.

7. Housekeeping:

- Desks must always be kept clean and free of clutter - lock personal items away.
- When using common facilities like the Kitchen/Chill area ensure that you leave behind a clean orderly environment. Clean the facilities used (crockery and cutlery) and discard of any waste in the bins provided.
- No eating at workstations and on the centre floor is allowed. Make use of the Staff chill/canteen area to enjoy your lunch and tea breaks.
- Only a tumbler with a cover is allowed at workstations and on the centre floor.
- Restrooms/toilets must be left clean after use at all times.

- No sleeping on duty, including at your workstation when on breaks.
- No hot water bottles to be used at your workstations or in the centre – substitute for a rice/bean warming bag.
- Close all dripping and running taps – report to your manager.
- Use water sparingly: do not flush toilets unnecessarily – men to use urinals where necessary

8. Air conditioning system:

- No tampering with the air conditioning system is allowed:
- Summer temperature maximum 21 °C
- Winter temperature maximum 23 °C

9. Meetings:

- Do not be late for a meeting. Apologise/regret your attendance before the scheduled start time or have a representative attend on your behalf.
- No cell phones should be used in a meeting unless otherwise approved
- Book meeting rooms in advance.
- Leave the meeting room clean and neat after use.
- Turn off the projector(s) after use.

10. Cell phones:

- No cell phones and/or any form of electronic devices are allowed and authorised in the Call Centre Operations area except for management – these must be stored in your bags and locked away in your allocated locker.

11. Lockers:

- Please use a bag that fits inside the locker.
- Report faulty lockers immediately to facilities.

Any damage or loss as a result of negligence will be recovered at the cost of the user.

12. Smoke breaks:

- No extended/additional breaks will be granted – smoke breaks are limited to your scheduled break times.
- Smoking is only allowed in designated smoking areas – Refer to signage

13. Covid 19 – Protect yourself and others at the Office

Check yourself for symptoms at home in the morning. If you think you may have been exposed to Covid 19, contact your healthcare provider. If you experience any of the emergency warning signs.

Arriving at work before moving to your desk:

- Sanitize your hands on entering the office.
- Scan your temperature with the scanner provided.
- Complete the Covid 19 Questionnaire.

- Should your temperature reading be 37.8 °C or higher and/or should you have answered “YES” to one or more of the screening questions do not enter the Call Centre /Office floor area. Immediately ask for Human Resources and wait to be attended to.

During the Day:

- **Maintain a distance** of at least 1.5 meters between yourself and others.
- Always **wear a mask** when not on the phone. If you are comfortable wearing your mask while talking on the phone, please do so.
- **Sanitize/Wash your hands** regularly during the day especially after the use of the bathroom and/or communal facilities like the kitchen.
- Avoid overcrowding the kitchen/canteen area.
- Always **cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow. Immediately discard the tissue in the trash can and sanitize your hands afterwards.
- **Avoid touching your eyes, nose and mouth** with unwashed hands.
- If you leave the office and return during the day, **always sanitize your hands** on return.
- Do not share cutlery and crockery.
- Do not share Head Sets, Earphones.