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|  | <b>DISCIPLINARY PROCEDURES</b> |                           |  |
|   | <b>Responsible Division:</b>   |                           | All CAC Staff  |
| <b>Implementation Date:</b>   | 01 March 2023                  | <b>Related Documents:</b> | 1. Post Instructions<br>2. SOP's<br>3. CAC Code of Conduct |
| <b>Standing Order Number:</b>   | CAC-ADM-POL-02                 | <b>Pages:</b>             | 14   |

**DOCUMENT CHANGE RECORD**

| Revision No# | Date of Issue | Initiated By | Page No. | Section | Description Changes | of | Done By |
|--------------|---------------|--------------|----------|---------|---------------------|----|---------|
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**Distribution List:**

- a) CEO
- b) General Manager
- c) HR Manager
- d) Department Managers

**INTRODUCTION**

Whilst CAC does not wish to impose unreasonable rules of conduct on its employees, certain standards of behaviour are necessary to maintain good employment relations and discipline in the interest of all employees. CAC prefers that discipline be voluntary and self-imposed and in the great majority of cases this is how it works. However, from time to time, it may be necessary for CAC to take action towards individuals whose level of behaviour or performance is unacceptable.

This disciplinary procedure is entirely contractual and form part of an employee's contract of employment.

Before taking a decision to dismiss an employee on the grounds of misconduct or poor performance, CAC will, as a general rule and subject to any permitted statutory exceptions, comply with the following procedure:

### **Stage 1: Notification of allegations**

CAC will notify the employee in writing of the allegations against him or her and will invite the employee to a disciplinary meeting to discuss the matter. CAC will also notify the employee of the basis for the complaint of alleged misconduct or poor performance.

### **Stage 2: Disciplinary meeting**

Having given the employee a reasonable opportunity to consider his or her response to the allegations, a disciplinary meeting will then take place at which the employee will be given the chance to state his or her case. The employee may be accompanied, if requested, by a fellow employee of his or her choice. The employee must take all reasonable steps to attend that meeting. Following the meeting, the employee will be informed of CAC's decision in writing and notified of his or her right to appeal against it.

### **Stage 3: Appeals**

If the employee wishes to appeal against CAC's decision, he or she can do so to the GM of CAC within five working days of the decision. Appeals should be made in writing and state the grounds for appeal. The employee will be invited to attend an appeal meeting chaired by a senior manager or GM. At the appeal meeting, the employee will again be given the chance to state his or her case and will have the right to be accompanied by a fellow employee of his or her choice. Following the appeal meeting, the employee will be informed of the appeal decision in writing. CAC's decision on an appeal will be final.

**Company Decision.** CAC can decide in one of the below outcomes to this offence:

#### **Stage 1: Verbal warning**

The employee will be given a formal VERBAL WARNING. He or she will be advised of the reason for the warning, how they need to improve their conduct or performance, the timescale over which the improvement is to be achieved, that the warning is the first stage of the formal disciplinary procedure and the likely consequences if the terms of the warning are not complied with. The verbal warning will be recorded but nullified after six months, subject to satisfactory conduct and performance.

#### **Stage 2: Written warning**

Failure to improve performance in response to the procedure so far, a repeat of misconduct for which a warning has previously been issued, or a first instance of serious misconduct or serious poor performance, will result in a WRITTEN WARNING being issued. This will give details of, and grounds for, the complaint, how he or she needs to improve their conduct or performance, the timescale over which the improvement is to be achieved and warn that dismissal will probably result if the terms of the warning are not complied with. This written warning will be recorded but nullified after twelve months, subject to satisfactory conduct and performance.

#### **Stage 3: Final Written Warning**

Further failure to improve performance in response to the procedure so far, a repeat of misconduct for which a warning has previously been issued, or a first instance of serious misconduct or serious poor performance, will result in a FINAL WRITTEN WARNING being issued. This will give details of, and grounds for, the complaint, how he or she needs to improve their conduct or performance, the timescale over which the improvement is to be achieved and warn that dismissal will probably result if the terms of the warning are not complied with. This Final written warning will be recorded but not nullified after twelve months, subject to satisfactory conduct and performance. It will stay on his file indefinitely.

## **Stage 4: Dismissal**

Failure to meet the requirements set out in the written warning will normally lead to DISMISSAL with appropriate notice. A decision of this kind will only be made after the fullest possible investigation. Dismissal can be authorised only by CAC GM or CEO.

The employee will be informed of the reasons for dismissal, the appropriate period of notice, the date on which his or her employment will terminate and how the employee can appeal against the dismissal decision.

### **Gross misconduct**

Offences under this heading are so serious that an employee who commits them will normally be summarily dismissed. In such cases, CAC reserves the right to dismiss without notice of termination or payment in lieu of notice. Examples of gross misconduct include:

- Any breakage of the law, such as theft and unauthorised possession of Company Property, fraud, deliberate falsification of records or any other form of dishonesty.
- Wilfully causing harm or injury to another employee, physical violence, bullying or grossly offensive behaviour.
- Deliberately causing damage to CAC's property.
- Causing loss, damage or injury through serious carelessness.
- Wilful refusal to obey a reasonable management instruction.
- Incapacity at work through an excess of alcohol or drugs.
- A serious breach of health and safety rules.
- Harassing or victimising another employee on the grounds of race, colour, ethnic origin, nationality, national origin, religion or belief, sex, sexual orientation, gender reassignment, marital status, age and/or disability. The above is intended as a guide and is not an exhaustive list.

### **Suspension**

In the event of serious or gross misconduct, an employee may be suspended on full basic pay or without pay while a full investigation is carried out. Such suspension is a neutral act, which does not imply guilt or blame, and will be for as short a period as possible.

### **Appeals**

An employee may appeal against any disciplinary decision, including dismissal, to the CAC GM or CEO within five working days of the decision. Appeals should be made in writing and state the grounds for appeal. The employee will be invited to attend an appeal hearing chaired by the GM. At the appeal hearing, the employee will again be given the chance to state his or her case and will have the right to be accompanied by a fellow employee of his or her choice. Following the appeal hearing, the employee will be informed of the appeal decision and the reasons for it, in writing.

Below is the full explanation of the process, the offence, procedures and the decisions available.

**Key:**

VW - Verbal Warning

WW - Written Warning

FWW - Final Written Warning

| S/n      | Offence   | 1 <sup>st</sup> Offence | 2 <sup>nd</sup> Offence | 3 <sup>rd</sup> Offence | 4 <sup>th</sup> Offence |
|----------|---|-------------------------|-------------------------|-------------------------|-------------------------|
| <b>A</b> | <b>ATTENDANCE</b>   |                         |                         |                         |                         |
| 1        | Reporting late for duty   | VW                      | WW                      | FWW                     | DISMISS                 |
| 2(a)     | Absent from work without authorised leave (AWOL) for a period of one up to two shifts.  | WW                      | FWW                     | DISMISS                 |                         |
| 2(b)     | Absent for more than three shifts in a month without authority  | DISMISS                 |                         |                         |                         |
| 2 (c)    | AWOL for a period equivalent to three shifts or more (desertion)  | DISMISS                 |                         |                         |                         |
| 2 (d)    | AWOL within one week following payday   | DISMISS                 |                         |                         |                         |
| 3        | Failing to inform the control room or any person in authority at least six (6) hours before a shift if unable for any reason to report for duty and failing to obtain any proof | VW                      | WW                      | FWW                     | DISMISS                 |
| 4        | Being found in any place other than one's place of work or patrol area without a valid reason   | WW                      | FWW                     | DISMISS                 |                         |
| 5        | Leaving work early  | WW                      | FWW                     | DISMISS                 |                         |
| 6 (a)    | Failing to attend confirmed overtime shift  | WW                      | FWW                     | DISMISS                 |                         |
| 6 (b)    | Failing to attend rostered stand-by shift   | WW                      | FWW                     | DISMISS                 |                         |
| 7        | Failing to attend a rostered stand-by shift   | WW                      | FWW                     | DISMISS                 |                         |
| 8        | Loitering during work hours in cloakrooms, locker-rooms or on Company premises after having clocked out or on completion of work.   | VW                      | WW                      | FWW                     | DISMISS                 |

| S/n      | Offence  | 1 <sup>st</sup> Offence | 2 <sup>nd</sup> Offence | 3 <sup>rd</sup> Offence | 4 <sup>th</sup> Offence |
|----------|--|-------------------------|-------------------------|-------------------------|-------------------------|
| 9        | Failing to remain on site until relieved at shift change or leaving post without permission or with the intention not to return for that shift | FWW                     | DISMISS                 |                         |                         |
| 10(a)    | Sleeping on duty   | FWW                     | DISMISS                 |                         |                         |
| 10(b)    | * Sleeping on duty at a high-risk area where sleeping could lead to injury/death   | DISMISS                 |                         |                         |                         |
| <b>B</b> | <b>POOR TIME</b>   |                         |                         |                         |                         |
| 1        | Reporting late for duty without permission or valid reason   | VW                      | WW                      | FWW                     | DISMISS                 |
| 2        | Unauthorised extended tea or lunch breaks.   | VW                      | WW                      | FWW                     | DISMISS                 |
| 3        | Loafing during the appropriate normal hours of work  | VW                      | WW                      | FWW                     | DISMISS                 |
| 4        | Leaving work early   | VW                      | WW                      | FWW                     | DISMISS                 |

| <b>C</b> | <b>DAMAGE / ABUSE OF COMPANY OR CUSTOMER PROPERTY</b>  |         |         |                               |  |
|----------|--|---------|---------|-------------------------------|--|
| 1        | Negligently causing/ damaging or losing articles of uniform, equipment/property of CAC   | WW      | FWW     | Dismiss plus replacement cost |  |
| 2        | Littering  | WW      | FWW     | DISMISS                       |  |
| 3        | Tampering with or using any article or equipment which is the property of a customer/company without the authority of the responsible Manager/customer | DISMISS |         |                               |  |
| 4        | Abusing/ making misusing/unauthorised use of a customer's or Company's property  | DISMISS |         |                               |  |
| 5        | Gross negligence causing damage or loss to a customer's or Company's property  | DISMISS |         |                               |  |
| 6        | Failing to timeously report damage to Company property or equipment  | FWW     | DISMISS |                               |  |

| S/n      | Offence  | 1 <sup>st</sup> Offence                               | 2 <sup>nd</sup> Offence | 3 <sup>rd</sup> Offence | 4 <sup>th</sup> Offence |
|----------|--|---|-------------------------|-------------------------|-------------------------|
| 7        | Wilfully causing/ damage or loss to a customer's/Company's property, equipment, books, records or documents  | Dismiss plus replacement cost <b>Total Bonus Loss</b> |                         |                         |                         |
| 8        | Permitting or causing an unauthorised person to use/remove from site property in the lawful possession of or belonging to a customer/ CAC  | DISMISS   |                         |                         |                         |
| <b>C</b> | <b>ALCOHOL AND DRUGS</b>   |   |                         |                         |                         |
| 1        | Being under the influence of or being in possession of drugs, alcohol or any intoxicating substance whilst on duty or being unfit for duty by taking drugs, alcohol or any intoxicating substances   | DISMISS   |                         |                         |                         |
| 2        | Being under the influence of or being in possession of drugs, alcohol or any intoxicating substance whilst on duty or being unfit for duty by taking drugs, alcohol or any intoxicating substances whether or not on duty whilst a customer's/company's property | DISMISS   |                         |                         |                         |

| <b>D</b> | <b>THEFT</b>   |                               |         |  |  |
|----------|--|-------------------------------|---------|--|--|
| 1        | Removing or consuming food and/or drink which is the property of the customer/company without authority  | FWW                           | DISMISS |  |  |
| 2        | Being in possession of any article which is the property of a customer or CAC without authority  | DISMISS                       |         |  |  |
| 3        | Removing or attempting to remove from site or place of work any article property of a customer, or a member of a customer or CAC without authority   | DISMISS                       |         |  |  |
| 4        | Misappropriating or withholding any money or property belonging to or intended for a client or CAC, or held in case for a client or Company failing to deal with such money or property in accordance with Company procedures. | Dismiss plus replacement cost |         |  |  |

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|----------|--|-------------------------|-------------------------|-------------------------|-------------------------|
| <b>E</b> | <b>DISHONESTY AND FRAUD</b>  |                         |                         |                         |                         |
| 1        | Undertaking unauthorised private work/using Company time for unauthorised monetary gain whilst on duty   | FWW                     | DISMISS                 |                         |                         |
| 2        | Gambling or money lending within/among the CAC companies and employees   | DISMISS                 |                         |                         |                         |
| 3        | Making a false report either verbally or in writing and/or unauthorised alterations of any Company documents (e.g. Occurrence Book) or an official document (e.g. Medical Certificate)   | DISMISS                 |                         |                         |                         |
| 4        | Falsifying information/documents   | DISMISS                 |                         |                         |                         |
| 5        | Accepting without declaring gifts or products in connection with one's employment without the authority of the responsible Company manager   | DISMISS                 |                         |                         |                         |
| 6        | Failing to report information regarding any person (group or persons) who is about to or has committed a criminal offence either to CAC management, the Control Room or any person in authority in CAC   | DISMISS                 |                         |                         |                         |
| 7        | Failing to report as soon as reasonably possible to either CAC Management, or the Control Room or any other person in Authority in CAC of any instance of which the employee has become aware of a fellow employee who is about to or has committed a dismissible offence in breach of the Disciplinary Code | DISMISS                 |                         |                         |                         |
| 8        | Accepting/soliciting any bribe, favour, commission or unauthorised reward whilst on duty or in uniform   | DISMISS                 |                         |                         |                         |
| 9        | Wilfully and/or maliciously making a false declaration in any Company document or any official document  | DISMISS                 |                         |                         |                         |
| 10       | Taking and converting, or attempting to take and convert, to one's private use property or moneys belonging to CAC or in its lawful possession   | DISMISS                 |                         |                         |                         |
| 11       | Giving false or misleading information before, on or after appointment to a post within CAC on one's educational qualifications, professional qualifications, work experience or other personal details  | DISMISS                 |                         |                         |                         |
| 12       | Wilfully giving false or misleading information or hearing relating to the affairs of CAC, including disciplinary matters and grievances   | DISMISS                 |                         |                         |                         |

| S/n      | Offence   | 1 <sup>st</sup> Offence | 2 <sup>nd</sup> Offence | 3 <sup>rd</sup> Offence | 4 <sup>th</sup> Offence |
|----------|---|-------------------------|-------------------------|-------------------------|-------------------------|
| 13       | Falsifying an official document of CAC or recording or causing to be recorded therein false or misleading information   | DISMISS                 |                         |                         |                         |
| <b>F</b> | <b>CORRUPTION</b>   |                         |                         |                         |                         |
| 1        | Practising or attempting to practice nepotism or favouritism in making or recommending the appointment or promotion of any person to a post within CAC  | DISMISS                 |                         |                         |                         |
| 2        | soliciting, accepting or receiving any bribe, secret commission, reward, favour, in connection with the discharge of duties, from any person with whom an employee conducts or is likely to conduct the business of CAC | DISMISS                 |                         |                         |                         |
| <b>G</b> | <b>BREACH OF CONTRACT OF EMPLOYMENT</b>   |                         |                         |                         |                         |
| 1        | Wilfully failing to observe and abide by any of the terms or conditions of employment with CAC. Conduct outside the CAC Code of Conduct   | FWW                     | DISMISS                 |                         |                         |
| 2        | Engaging in any occupation or undertaking any work outside the scope of normal duties which conflicts or is likely to conflict with the interests of CAC without the permission of the General Manager or CEO.          | FWW                     | DISMISS                 |                         |                         |
| <b>H</b> | <b>BREACH OF SECRECY OR CONFIDENTIALITY</b>   |                         |                         |                         |                         |
| 1        | Disclosing classified or confidential information relating to the affairs of CAC to an unauthorised person;   | DISMISS                 |                         |                         |                         |
| 2        | Issuing, without permission or authority, press statement or information concerning the affairs of CAC, to the actual or potential prejudice of CAC   | DISMISS                 |                         |                         |                         |
| 3        | Disclosing personal details or giving the personal file of any employee, to an unauthorised person  | DISMISS                 |                         |                         |                         |
| <b>F</b> | <b>VIOLENCE / HARASSMENT/DISORDERLY/OBJECTIONABLE/BEHAVIOUR</b>   |                         |                         |                         |                         |
| 1        | Wilfully inflicting illness or injury upon oneself or another employee or attempting to do so with the intent to render oneself or the other unfit for duty   | DISMISS                 |                         |                         |                         |
| 2        | Assaulting or being violent/threatening violence towards a member of a customer, CAC or a member of the public whilst on duty or in uniform   | DISMISS                 |                         |                         |                         |



| S/n      | Offence  | 1 <sup>st</sup> Offence | 2 <sup>nd</sup> Offence | 3 <sup>rd</sup> Offence | 4 <sup>th</sup> Offence |
|----------|--|-------------------------|-------------------------|-------------------------|-------------------------|
| 3        | Using unnecessary violence against any person in the course of duty or in uniform  | DISMISS                 |                         |                         |                         |
| 4        | Intimidating or attempting to intimidate any/customer/employee of a customer or any Company/official/ employee for any purpose   | DISMISS                 |                         |                         |                         |
| 5        | Riotous behaviour/fighting at work   | DISMISS                 |                         |                         |                         |
| 6        | Being rude, discourteous, impolite or disrespectful to any employee or client at the work place;   | FWW                     | DISMISS                 |                         |                         |
| 7        | Initiating or promoting conflicts, at the work place, between or among employees or between employees and the management   | FWW                     | DISMISS                 |                         |                         |
| 8        | Hindering or obstructing any employee from performing his duties   | FWW                     | DISMISS                 |                         |                         |
| 9        | Conducting oneself or behaving in a manner which brings or is likely to bring the name of CAC into disrepute or to tarnish the image of CAC  | DISMISS                 |                         |                         |                         |
| 10       | Sexual harassment, by repetition of unwelcome suggestive remarks or sexual invitations, or by unwelcome physical contact, or by threats or promises of holding back or promoting the interests of another employee in any way, in exchange for sexual favours. | DISMISS                 |                         |                         |                         |
| <b>G</b> | <b>COMPANY / CLIENT TRANSPORT</b>  |                         |                         |                         |                         |
| 1        | Unauthorised deviation from predetermined routes whilst driving in a Company vehicle   | DISMISS                 |                         |                         |                         |
| 2        | Driving recklessly or negligently whilst on duty/violating traffic/rules/speeding/overlooking  | DISMISS                 |                         |                         |                         |
| 3        | Conveying unauthorised passengers, parcels, articles or equipment in Company transport   | DISMISS                 |                         |                         |                         |
| 4        | Unauthorised interference with, driving or attempting to drive any motor vehicle, motorcycle or mechanical equipment on site or at a place of work or unauthorised sleeping in any client vehicle whilst on duty   | DISMISS                 |                         |                         |                         |
| 5        | Wilfully ignoring company driving code/regulations for the vehicles/machines   | DISMISS                 |                         |                         |                         |

| S/n      | Offence  | 1 <sup>st</sup> Offence | 2 <sup>nd</sup> Offence | 3 <sup>rd</sup> Offence | 4 <sup>th</sup> Offence |
|----------|--|-------------------------|-------------------------|-------------------------|-------------------------|
| <b>H</b> | <b>INDUSTRIAL ACTION</b>   |                         |                         |                         |                         |
| 1        | Participating in unconstitutional strike action by withdrawing labour, "going slow", or otherwise interfering with the normal operation of CAC in furtherance of a trade dispute which has not been processed through the relevant procedures set out in the Recognition Agreement, or any law in force relating to settlement of disputes | DISMISS                 |                         |                         |                         |
| 2        | Any unlawful conduct engaged in during the course of a protected or unprotected strike, irrespective of where such conduct may take place or against whom it is directed   | DISMISS                 |                         |                         |                         |
| 3        | Work stoppage without a justifiable or legitimate reason   | DISMISS                 |                         |                         |                         |
| 4        | Intimidating or inciting any with the object of compelling him/her to take any action referred to in (H1) above  | DISMISS                 |                         |                         |                         |
| <b>I</b> | <b>UNSATISFACTORY WORK PERFORMANCE AND GENERAL MISCONDUCT</b>  |                         |                         |                         |                         |
| 1        | Failure to perform work satisfactorily   | WW                      | FWW                     | DISMISS                 |                         |
| 2a       | Failing to comply with Site instructions/policies/procedures of CAC  | WW                      | FWW                     | DISMISS                 |                         |
| 2b       | Failing to comply with Site instructions/policies/procedures of CAC leading to the loss of company/customer property   | DISMISS                 |                         |                         |                         |
| 3        | Failing to report the illness of a dog or comply with the safety measures prescribed for a dog used for security purposes  | FWW                     | DISMISS                 |                         |                         |
| 4        | Failing to make a report or report an incident when required to do so  | WW                      | FWW                     | DISMISS                 |                         |
| 5        | Wilful failure to perform work satisfactorily  | FWW                     | DISMISS                 |                         |                         |
| 6        | Posting or distributing notices, posters etc, on Company premises or soliciting of any kind without CAC's written permission   | FWW                     | DISMISS                 |                         |                         |
| 7a       | Negligently disclosing by any means to any unauthorised person, any information concerning the employees' duties or official matters or correspondence or disclosing any confidential information of CAC   | FWW                     | DISMISS                 |                         |                         |
| 7b       | Wilfully disclosing by any means to any unauthorised person, any information concerning the employees' duties or official matters or correspondence or disclosing any confidential information of CAC  | DISMISS                 |                         |                         |                         |

| S/n      | Offence   | 1 <sup>st</sup> Offence | 2 <sup>nd</sup> Offence | 3 <sup>rd</sup> Offence | 4 <sup>th</sup> Offence |
|----------|---|-------------------------|-------------------------|-------------------------|-------------------------|
| 8a       | Insubordination or insolence  | FWW                     | DISMISS                 |                         |                         |
| 8b       | Gross insubordination or insolence  | DISMISS                 |                         |                         |                         |
| 9a       | Use of abusive or insulting language or signs   | FWW                     | DISMISS                 |                         |                         |
| 9b       | Excessive use of abusive or insulting language or signs   | DISMISS                 |                         |                         |                         |
| 10       | Misuse or abuse of position of authority or trust   | DISMISS                 |                         |                         |                         |
| 12       | Causing/ being the effect of the cancellation of a client contract  | DISMISS                 |                         |                         |                         |
| 13       | Failure to self-search when leaving any Company premises or that of a   | DISMISS                 |                         |                         |                         |
| <b>J</b> | <b>SAFETY</b>   |                         |                         |                         |                         |
| 1        | Failure to maintain security equipment if minor in nature   | WW                      | FWW                     | DISMISS                 |                         |
| 2        | Failing to comply with health, fire or safety instructions/regulations including smoking in no smoking areas or failure to wear prescribed protective clothing or equipment     | FWW                     | DISMISS                 |                         |                         |
| 3        | Failing to observe firearm procedures or being in possession of a personal firearm on a customer's or Company property without the authority of the responsible Company Manager | DISMISS                 |                         |                         |                         |
| 4        | Failing to report an accident or injury   | FWW                     | DISMISS                 |                         |                         |
| 5        | Wilfully endangering the safety of members of the customer, other employees or public whilst on duty or in uniform  | DISMISS                 |                         |                         |                         |
| 6        | Unlawfully discharging or pointing a firearm at any person whilst on duty or in uniform   | DISMISS                 |                         |                         |                         |
| 7        | Being in possession of an illegal firearm whilst on duty or in uniform  | DISMISS                 |                         |                         |                         |
| 8        | Violation of/failure to observe safety rules  | FWW                     | DISMISS                 |                         |                         |
| 9        | Failure to wear protective clothing/uniform/equipment   | FWW                     | DISMISS                 |                         |                         |

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|-----|---|-------------------------|-------------------------|-------------------------|-------------------------|
| K   | <b>CRIMINAL OFFENCES</b>  |                         |                         |                         |                         |
| 1   | Releasing or attempting to release from custody any prisoner or criminal offender, or by act of negligence permitting any prisoner or criminal offender to escape   | DISMISS                 |                         |                         |                         |
| 2   | Committed/committing any criminal offence which has caused or may cause the contained relationship between a client and CAC to become intolerable   | DISMISS                 |                         |                         |                         |
| 3   | Being convicted of a crime that does not carry the option of a fine.  | DISMISS                 |                         |                         |                         |
| 4   | Committing any crime offence which may according to the relevant legislation prevent an employee acting as a security officer/being employed in the security industry   | DISMISS                 |                         |                         |                         |
| L   | <b>COMMUNICATIONS FACILITIES AND SERVICES OFFENCES</b>  |                         |                         |                         |                         |
| 1   | Negligent misconduct in relation to computers and software technology if minor in nature  | WW                      | FWW                     | DISMISS                 |                         |
| 2   | Spending unauthorised and/or excessive time on CAC telephones including cellular telephones, the Internet, e-mail, short message service (SMS) or other communications systems for non-business purposes, including harassing and defamatory behaviour  | WW                      | FWW                     | DISMISS                 |                         |
| 3   | Unauthorised use of a company telephone including cellular telephone, if minor in nature  | FWW                     | DISMISS                 |                         |                         |
| 4   | Recurrent and unjustified activities that cause congestion and disruption of CAC's networks and systems (e.g. large e-mail attachments, chain letters or graphics)  | FWW                     | DISMISS                 |                         |                         |
| 5   | Use of electronic mail, online services, Internet facilities and services and the World Wide Web for unlawful or malicious activities   | DISMISS                 |                         |                         |                         |
| 6   | Use of defamatory, abusive or objectionable language in either public or private communication  | DISMISS                 |                         |                         |                         |
| 7   | Misrepresentation of oneself or inappropriate representation of CAC   | DISMISS                 |                         |                         |                         |
| 8   | Attempts to "hack" into other systems or another person's log-in, "crack" passwords, breach computer or network security measures, or monitor electronic files or communications of other employees or third parties, except by the explicit direction of company management  | DISMISS                 |                         |                         |                         |
| 9   | Use of electronic mail for communications that contain improper or unlawful statements including, but not limited to, ethnic slurs, racial epithets or anything that may be construed as harassment or disparagement of others based on race, national origin, sex, sexual orientation, age, disability or religious beliefs, | DISMISS                 |                         |                         |                         |

| S/n | Offence   | 1 <sup>st</sup> Offence | 2 <sup>nd</sup> Offence | 3 <sup>rd</sup> Offence | 4 <sup>th</sup> Offence |
|-----|---|-------------------------|-------------------------|-------------------------|-------------------------|
|     | or communications that contain sexually explicit or offensive images, cartoons, graphics, sound or text   |                         |                         |                         |                         |
| 10  | Wilful or negligent introduction of a virus into a user's computer or any other computer system in CAC  | DISMISS                 |                         |                         |                         |
| 6   | Intentional or grossly negligent damage to computer hardware or software of CAC or an employee  | DISMISS                 |                         |                         |                         |
| 7   | Viewing, downloading, copying, storing and/or distributing undesirable, indecent and/or obscene graphics, images, cartoons, sound or text from e-mail, the Internet, the World Wide Web or any data storing utility on CAC's computer system and/or network | DISMISS                 |                         |                         |                         |
| 8   | Divulging of allocated user names and/or password to any third party or co-employee or allowing a co-employee or third party to use the user's name and/or password save with the express permission of a member of management                              | DISMISS                 |                         |                         |                         |
| 9   | Unauthorised use of an employee's terminal or a co-employee's terminal or other user's terminal   | DISMISS                 |                         |                         |                         |
| 10  | Unauthorised use of private software on CAC's PCs, or downloading and unauthorised copying of CAC's and other software for home and external use  | DISMISS                 |                         |                         |                         |



**JAN W GEBHARDT**  
**GENERAL MANAGER CAC**