



UNDERSTANDING ALL EMPLOYMENT POLICIES AND PROCEDURES AT RUSHMORE BUSINESS SCHOOL

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Preface

Rushmore Business School strives to create a place where talented individuals should be empowered to put their best in the workplace.

This Handbook is an encapsulation of our guiding principles describing some of our expectations from our employees and outlining the policies, programs and benefits available to eligible employees. Employees should become familiar with the contents of this handbook as soon as possible for it will answer many questions about employment with Rushmore Business School.

As Rushmore Business School continues to grow, we hope that these principles will serve each new employee joining our ranks.

Although the goals in this handbook are important we look forward to your ideas, talents and energy to keep Rushmore Business School shining in the years ahead.

Let's make great things.

Message from the Director

On behalf of Rushmore Business School we welcome and wish you every success with the institution.

At Rushmore Business School, we believe that each employee contributes directly to the growth and success of the company and we hope you will take pride in being a member of our team.

We believe that professional relationships are easier when all employees are aware of the culture and values of the organisation. This guide will help you to better understand our vision for the future and the challenges that are ahead.

We hope that your experience here will be challenging, enjoyable and rewarding.

Again, welcome!

Dr. Nittin Essoo

Director

Statement of Philosophy

Rushmore Business School aims at maintaining a work environment that fosters personal development and professional growth for all employees. By nature of their role, Managers and Head of Departments have the responsibility to lead every employee to their goals of respect for each person.

Besides, it is the responsibility of all employees to:

- Foster cooperation and communication among each other
- Treat each other in a fair manner, with dignity and respect
- Promote harmony and team work in all relationships
- Strive for mutual understanding of standards for performance expectations, and communicate routinely to reinforce that understanding
- Encourage and consider opinions of other employees or members, and invite their participation in organisational decision making.
- Encourage growth and development of employees by helping them achieve their personal goals and beyond
- Seek to avoid workplace conflict, and if it occurs, respond fairly and quickly to provide the means to resolve it
- Administer all policies equitably and fairly, recognising that jobs are different but each is important.
- All individual's performance should be recognised and measured against predetermined standards and that each employee has the right to fair treatment
- Show compassion and understanding as employees may experience crisis in their personal lives.

WHO WE ARE

Rushmore Business School is an international tertiary education institution known for its academic excellence and state-of-the-art infrastructure. Rushmore Business School offers a range of undergraduate and postgraduate programmes covering areas such as Aviation, Business Management, Tourism, Hospitality & Leisure, Engineering, Architecture, IT and Spa Therapy. The Business School is fully accredited and all its courses have been approved by the Tertiary Education Commission and the Mauritius Qualifications Authority in Mauritius and the British Accreditation Council in the United Kingdom. The Business School has established links with a number of universities and professional awarding bodies worldwide.

Vision & Mission

Rushmore's aim is to be one of the leading business schools dedicated to the generation, dissemination, and application of knowledge in management. The business school aims to transfer its solutions to management problems through its students, research and consultancy.

Scope

Customers are among our organisation's most valuable assets. Every employee represents Rushmore Business School to our customers and the public. In our case, our customers are our students. The way we do our jobs presents an image of our entire organisation. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful and prompt in the attention you give to customers.

Rushmore Business School will provide customer relations and services training to all employees with extensive customer contact. Our personal contact with the public, our manners on the telephone and the communications we send to customers are a reflection not only ourselves but also of the professionalism of Rushmore Business School. Positive customer relations not only enhance the public's perception or image of Rushmore Business

School but also pay off in greater customer loyalty and increased sales and profit.

2.0 Employment at RBS

2.1 EMPLOYEE RELATIONS

Rushmore Business School believes that the work conditions, salaries and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their Head of Department and/or to the Human Resource Department.

In an effort to protect and maintain direct employer/employee communications, we will do our utmost to protect the right of employees to speak for themselves.

2.2 EQUAL EMPLOYMENT OPPORTUNITY

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Rushmore Business School will be based on merit, qualifications and abilities. Rushmore Business School does not discriminate in employment opportunities or practices based on race, colour, religion, sex, national origin, age or any other characteristic in line with the provisions of the Equal Opportunity Act (2008)

This policy governs all aspects of employment, including selection, job assignment, compensations, discipline, termination and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of the Head of Department and/or to the Human Resource Department.

2.2.1 Disability Accommodation

Rushmore Business School is ensuring equal opportunity in employment for qualified persons with disabilities as per the Training and Employment of Disabled Persons Act (1996), thus creating equal opportunities to mainstream persons with disabilities in training and employment. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities so as to promote and sustain and integrate persons with disabilities in all aspects of society so that they also enjoy meaningful and fulfilling lives.

This policy is neither exhaustive nor exclusive. Rushmore Business School is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with all applicable local laws.

2.3 BUSINESS ETHICS AND CODE OF CONDUCT

The successful business operation and reputation of Rushmore Business School is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence required careful observance of the spirit and letter of all applicable laws and regulations as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of Rushmore Business School is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to Rushmore Business School and its customers to act in a way that will merit the continued trust and confidence of the public.

Rushmore Business School will comply with all applicable laws and regulations and expects its employees to conduct business in accordance with the letter, spirit and intent of all relevant laws and to refrain from any illegal, dishonest or unethical conduct.

In general, the use of good judgement based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action the matter should be discussed openly with your immediate Head of Department and /or the HR Department for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action up to and including possible termination of employment.

2.4 PERSONAL RELATIONSHIPS IN THE WORKPLACE

The employment of relatives or individuals involved in a dating relationship in the same area of an organisation may cause serious conflicts of interest. In addition to claim of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

Although Rushmore Business School has no prohibition against employing relatives of current employees or individuals involved in a dating relationship with current employees, we are committed to monitoring situations in which such relationships exist in the same area. Employees are required to disclose all such relationships.

2.5 CONFLICTS OF INTEREST

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest.

Business dealing with outside firms should not result in unusual gains for those firms. Unusual

gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks and other windfalls designed to ultimately benefit the employer, the employee or both.

2.6 JOB POSTING AND EMPLOYEE REFERRALS

Rushmore Business School provides employees an opportunity to indicate their interest in open positions and advance within the organisation according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although Rushmore Business School reserves its discretionary right not to post a particular opening.

Rushmore Business School recognises the benefits of developmental experiences and encourages employees to talk with their Head of department and/or the HR Department about their career plans. Heads of Department and/or the Director are encouraged to support employees' efforts to gain experience and advance within the organisation.

Rushmore Business School also encourages employees to identify friends or acquaintances that are interested in employment opportunities and refer qualified outside applications for posted jobs. Employees should obtain permission from the individual before making a referral, share their knowledge of the organisation and not make commitments or oral promises of employment.

3.0 EMPLOYMENT STATUS AND RECORDS

3.1 EMPLOYMENT CATEGORIES

It is the intent of Rushmore Business School to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

Each employee will belong to an employment category:

3.1.1 FULL-TIME

Full-time employment is employment in which an employee works a minimum number of 8 hours as defined in the contract of employment.

3.1.2 PART-TIME

Employees whose normal hours of work are less than those of a comparable full-time employee.

3.1.3 PROBATION

The first twelve months of employment are probationary. During this period both parties will assess suitability for employment through three formal reviews as follows:

- (i) 3 months
- (ii) 6 months
- (iii) 1 year

This also provides management an opportunity to assess skill levels and address areas of potential concern. During the probationary period employment may be terminated by either party for any valid reason, with or without notice, as prescribed by the *Employment Rights Act (2008)*

3.2 ACCESS TO PERSONNEL FILES

Rushmore Business School maintains a personal file on each employee. The personal file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases and other employment records.

Personnel files are the property of Rushmore Business School and access to the information they contain is restricted.

Departed employees' file are kept for a maximum period of 5 years.

3.2.1 Confidential Information

Employees of Rushmore Business School may come into contact with confidential information, including but not limited to information about RBS's students, suppliers, finances and business plans. Employees are required to keep any such matters that may be disclosed to them or learned by them confidential.

Furthermore, any such confidential information, obtained through employment with RBS, must not be used by an employee for personal gain or to further an outside enterprise.

3.2.2 Intellectual Property

Any intellectual property, such as trademarks, copyrights and patents, and any work created by an employee in the course of employment at Rushmore Business School shall be the property of RBS and the employee is deemed to have waived all rights in favour of the organisation. Work, for the purpose of this policy refers to written, creative or media work. All source material used in presentation or written documents must be acknowledged.

3.2.3 IT Information Storage and Security

Any storage devices (CD's, USB's, Floppy Discs) used by employees at Rushmore Business School, located at Rushmore Business School Sodnac Link Rd, Quatre Bornes, acknowledge that these devices and their contents are the property of the organisation. Furthermore, it should be understood by employees, that company equipment should be used for company business only during normal working hours. Downloading of personal materials on company equipment can be harmful to said equipment and should not be done.

3.3 PERSONNEL DATA CHANGES

It is the responsibility of each employee to promptly notify Rushmore Business School of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependants, individuals to be contacted in the event of emergency, educational accomplishments and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the HR Department immediately.

3.4 INDUCTION AND ORIENTATION

All new employees to Rushmore Business School shall receive an orientation session which will encompass an overview of general policies, procedures and operations. This will also provide employees, new to either a position or an opportunity to learn the performance expectations management has with regard to the position in question. They will be given a copy of this Employee Handbook and will be expected to learn its contents. They will also make aware of policies such as, Code of Ethics, and asked to sign off on their adherence to same.

3.5 EMPLOYMENT APPLICATION

Rushmore Business School relies upon the accuracy of information contained in the employment application as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or if the person has been hired, termination of employment.

3.6 PERFORMANCE EVALUATION

Heads of Department and/or the Director and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both Heads of Department and/or the Director and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths and discuss positive, purposeful approaches for meeting goals.

3.8 JOB DESCRIPTIONS

Rushmore Business School makes every effort to create and maintain accurate job descriptions for all positions within the organisation. Rushmore Business School maintains job descriptions with a view to orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standard for employee performance evaluations and establishing a basis for making reasonable accommodations for individuals with disabilities.

3.9 SALARY ADMINISTRATION

Recruiting and retaining talented employees is critical to the success of Rushmore Business School. The salary administration program at Rushmore Business School was created to achieve consistent pay practices, mirror our commitment to Equal Employment Opportunity and offer competitive salaries within our labour market.

RBS is committed to paying its employees equitable salaries that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organisations in the area.

4. EMPLOYEE BENEFIT PROGRAMS

4.1 EMPLOYEE BENEFITS

Employees at Rushmore Business School are provided the following benefits:

- Medical Insurance (50%) contribution from employee
- Travelling (100%)
- Sponsorship for training programmes

4.2 ACADEMIC HOLIDAYS

Upon confirmation employees shall be entitled to one week off for Easter Holidays, two weeks off for Winter Holidays and three weeks off for Christmas Holidays. However, a roster system will be operated to ensure continuity of operations.

4.3 SICK LEAVE BENEFITS

Rushmore Business School provides an employee who remains in continuous employment for a period of 12 consecutive months with 15 working days' sick leave on full pay.

4.4 EDUCATIONAL ASSISTANCE

Rushmore Business School recognises that the skills and knowledge of its employees are critical to the success of the organisation. The educational assistance program encourages personal development through formal education so that employees can maintain and improve job-related skills or enhance their ability to compete for reasonably attainable jobs within Rushmore Business School.

Rushmore Business School will provide educational assistance to all eligible employees immediately upon assignment to an eligible employment classification. To maintain eligibility employees must remain on the active payroll and be performing their job satisfactorily through completion of each course. Only Regular full-time employees are eligible for educational assistance.

While educational assistance is expected to enhance employees' performance and professional abilities, Rushmore Business School cannot guarantee that participation in formal education will entitle the employee to automatic advancement, a different job assignment, or pay increases.

4.5 HEALTH INSURANCE

Rushmore Business School health insurance plan provides employees and their dependents access to medical insurance benefits. Employees in the following employment classifications are eligible to participate in the health insurance plan:

Regular full-time employees

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between Rushmore Business School and the insurance carrier.

4.6 MATERNITY AND PATERNITY LEAVE

4.6.1 MATERNITY LEAVE ADMISSIBILITY

A female worker who remains in continuous employment with Rushmore Business School for a period of 12 consecutive months shall, on production of a medical certificate, be entitled to 14 weeks' maternity leave on full pay.

Note:

a) The employee must provide in writing to the company, at least three weeks in advance the date of the beginning of her maternity leave and the date envisaged of her return to work. A medical certificate attesting of the date envisaged of the birth must accompany the notice.

4.6.2 PATERNITY LEAVE ADMISSIBILITY

A male worker shall be entitled to 5 continuous working days' leave, to be known as paternity leave, on production of a medical certificate certifying the birth of his child from his spouse and a written statement signed by him that he is living with his spouse under a common roof

5. TIMEKEEPING/PAYROLL

5.1 TIMEKEEPING

Accurately recording time worked is the responsibility of every employee. Rushmore Business School needs to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action up to and including termination of employment.

If corrections or modifications are made to the time record both the employee and the Head of Department and/or the Director must verify the accuracy of the changes by initialling the time record.

5.2 PAYDAY

All employees are paid on every 27th day of the month.

Employees may have pay directly deposited into their bank accounts. Employees will receive an itemized statement of salaries when Rushmore Business School makes direct deposits.

5.3 EMPLOYMENT TERMINATION

Termination of employment is an inevitable part of personnel activity within any organisation and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation – voluntary employment termination initiated by an employee
- Layoff – involuntary employment termination initiated by the organisation for non-disciplinary reasons.
- Retirement – voluntary employment termination initiated by the employee meeting age, length of service and any other criteria for retirement from the organisation.
- Recession
- Poor economic activity

5.4 ADMINISTRATIVE PAY CORRECTIONS

Rushmore Business School takes all reasonable steps to ensure that employees receive the correct amount of pay in each pay check and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error for pay, the employee should promptly bring the discrepancy to the attention of the Director so that correction can be made as quickly as possible.

6. WORK CONDITIONS AND HOURS

6.1 WORK SCHEDULES

The normal work schedule for all employees is 09 00 – 17 30, Monday to Friday and 09 00 – 12 00 hours on Saturday. Every employee will be required to work at least two evenings per month up to 6.30 pm over and above normal working hours.

6.2 SMOKING

In keeping with Rushmore Business School intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace.

This policy applies equally to all employees, students and visitors.

6.3 MEAL PERIODS

All employees are provided with one meal period of 45 minutes in length each workday and two tea breaks of 10 minutes each. Heads of Departments will schedule meal periods to accommodate operating requirements.

6.4 USE OF EQUIPMENT

Essential equipment in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance and follow all operating instructions, safety standards and guidelines.

Please notify the Head of Department and/or the registry if any equipment, machines or tools appear to be damaged, defective or in need of repair. Prompt reporting of damages, defects and the need for repairs could prevent deterioration of equipment and possible injury to employees or others.

The improper, careless, negligent, destructive or unsafe use of operation of equipment can result in disciplinary action upto and including termination of employment.

6.5 EMERGENCY CLOSING

At times, emergencies such as severe weather, fires or power failures, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be paid. In cases, where an emergency closing is not authorised and employees who fail to report for work will not be paid for the time off.

6.6 BUSINESS TRAVEL EXPENSES

Rushmore Business School will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the Director.

Employees whose travel plans have been approved should make all travel arrangements through Rushmore Business School. When approved, the actual costs of travel, meals, lodging and other expenses directly related to accomplishing business travel objectives will be reimbursed by Rushmore Business School. Employees are expected to limit expenses to reasonable amounts and to produce receipts for any expenses incurred.

6.7 VISITORS IN THE WORKPLACE

To provide for the safety and security of employees and the facilities at Rushmore Business School, only authorised visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standard, protects confidential information, safeguards employee welfare and avoids potential distractions and disturbances.

All visitors should enter Rushmore Business School at the reception area. Authorised visitors will receive directions or be escorted to their destination.

If an unauthorized individual is observed on Rushmore Business School premises, employees should immediately notify their Head of Department or if necessary, direct the individual to the reception area.

6.8 COMPUTER AND EMAIL USAGE

Computers, computer files, the email system and software furnished to employees are Rushmore Business School property intended for business use. Employees should not use a password, access a file or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.

Rushmore Business School strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, Rushmore Business School prohibits the use of computers and the email system in ways that are disruptive, offensive to other or harmful to morale.

6.9 Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by

Rushmore Business School to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

6.10 WORKPLACE MONITORING

Workplace monitoring may be conducted by Rushmore Business School to ensure quality control, employee safety, security and customer satisfaction.

Employees who regularly communicate with customer may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training.

Improved job performance enhances our customers' image of Rushmore Business School as well as their satisfaction with our service.

Because Rushmore Business School is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

6.11 WORKPLACE VIOLENCE PREVENTION

Rushmore Business School is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, Rushmore Business School has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including Heads of Department and/or the Director and temporary employees, should be treated with courtesy and respect at all times.

Employees are expected to refrain from fighting 'horseplay,' or other conduct that may be dangerous to others.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to the immediate Head of Department and/or to the Director or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a Head of Department and/or the Director. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

Rushmore Business School will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, Rushmore Business School may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

7. EMPLOYEE CONDUCT & DISCIPLINARY ACTION

7.1 EMPLOYEE CONDUCT AND WORK RULES

To ensure orderly operations and provide the best possible work environment, Rushmore Business School expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organisation.

It is not possible to list all the forms of behaviour that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Excessive absenteeism or any absence without notice
- Unauthorised disclosure of business 'secrets' or confidential information
- Violation of personnel policies

7.2 SEXUAL AND OTHER UNLAWFUL HARASSMENT

Rushmore Business School is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, colour, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behaviour and includes gender-based harassment of a person of the

Same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favours

- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters
- Verbal sexual advances or propositions
- Physical conduct that includes touching, assaulting, or impeding or blocking movement

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your Head of Department and/or the Director.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

7.3 ATTENDANCE AND PUNCTUALITY

To maintain a safe and productive work environment, Rushmore Business School expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on the other employees and on Rushmore Business School. In the rare instance when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their Head of Department and the registry as soon as possible in advance of the anticipated tardiness or absence.

7.4 PERSONAL APPEARANCE

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Rushmore Business School presents to customers and visitors.

During business hours or when representing Rushmore Business School, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

7.4.1 Grooming Standards

1. Personal hygiene: maintain a high standard of personal hygiene e.g. it is recommended to shower/bath daily and use an antiperspirant/deodorant
2. Hair: clean, neat and tidy. If coloured, maintained in a natural tone
3. Finger nails: clean and well maintained
4. Men: clean shaven or neatly trimmed beards and moustaches
5. Make up : light day make up
6. Women Jewellery: simple necklace, earrings, ring and watch

7.4.2 Appropriate Attire

Smart attire is to be worn Monday to Friday. Appropriate smart attire for staff includes the following:

Women:

- Blouses/smart tops/tailored shirts
- Trousers
- Dresses/skirts
- Business shoes (flat or heeled)

Men:

- Shirts with buttons and collars
- Trousers
- Suits/jackets and ties for important meetings
- Business shoes

7.4.3 Appropriate Smart Casual Attire (Saturday's)

Smart casual attire may be worn on Saturday of each week. Appropriate smart casual attire for staff including the following:

Women:

- Dresses / Skirts
- Polo shirts
- Jeans
- Sweaters
- Sandals

Men:

- Sport coats or blazers
- Jeans
- Polo shirts
- Button up shirts (short sleeve)
- Sweaters and cardigans

7.5 RETURN OF PROPERTY

Employees are responsible for all Rushmore Business School property, materials, or written information issued to them or in their possession or control. Employees must return all Rushmore Business School property immediately upon request or upon termination of employment. Rushmore Business School may also take all action deemed appropriate to recover or protect its property.

7.6 RESIGNATION

Resignation is a voluntary act initiated by the employee to terminate employment with Rushmore Business School. As per the Employment Contract with Rushmore Business School, you are required to produce a minimum 1 month notice to maximum 3 months' notice to your employer.

Prior to an employee's departure, an exit interview may be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

7.7 SECURITY INSPECTIONS

Rushmore Business School wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, Rushmore Business School prohibits the possession, transfer, sale, or use of such materials on its premises. Rushmore Business School requires the cooperation of all employees in administering this policy.

Desks, lockers and other storage devices may be provided for the convenience of employees but remains the sole property of Rushmore Business School. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of Rushmore Business School at any time, either with or without prior notice.

7.8 PROGRESSIVE DISCIPLINE

Rushmore Business School's own best interest lies in ensuring fair treatment of all employees and by making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with Rushmore Business School is by consent and both the employee and Rushmore Business School have the right to terminate employment at will, with or without cause or advance notice, Rushmore Business School may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps – verbal warning, written warning, suspension with or without pay, or termination of employment – depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another may then lead to termination of employment.

Rushmore business School recognises that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefitting both the employee and Rushmore Business School.

7.9 PROBLEM RESOLUTION

Rushmore Business School is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Rushmore Business School Head of Department and/or the Director and management.

Rushmore Business School strives to ensure fair and honest treatment of all employees. Heads of Department and/or the Director, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalised, formally or informally, for voicing a complaint with Rushmore Business School in a reasonable, business-like manner, or for using the problem resolution procedure.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps ensure everyone's job security.

7.10 WORKPLACE ETIQUETTE

Rushmore business School strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behaviour in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. Rushmore Business School encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behaviour that may be affecting another employee's ability to concentrate and be productive.

7.11 SUGGESTION PROGRAM

As employees of Rushmore Business School, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

All employees are eligible to participate in the suggestion program.

A suggestion is an idea that will benefit Rushmore Business School by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making Rushmore Business School a better or safer place to work. Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are not appropriate suggestions.

All suggestions should contain a descriptive of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented.

For more details, please consult '*Human Resources Policies and Procedures*' documents.

WISHING YOU A LONG AND REWARDING CARRER AT RUSHMORE BUSINESS SCHOOL.



EMPLOYEE RECEIPT AND ACCEPTANCE

I hereby acknowledge receipt of the Rushmore Business School Employee Handbook. I understand that it is my continuing responsibility to read and know its contents. I also understand and agree that the Employee Handbook is not an employment contract for any specific period of employment or for continuing or long-term employment. Therefore, I acknowledge and understand that unless I have a written employment agreement with Rushmore Business School that provides otherwise, I have the right to resign from my employment with Rushmore Business School at any time with or without notice and with or without cause, and that Rushmore Business School has the right to terminate my employment at any time in accordance to the legal laws.

I have read, understand and agree to all of the above. I have also read and understand the Rushmore Business School's Employee Handbook. I agree to return the Employee Handbook upon termination of my employment.

Signature _____
Print Name _____
Date _____

CONFIDENTIALITY POLICY AND PLEDGE

Any information that an employee learns about Rushmore Business School as a result of working for the said organisation that is not otherwise publicly available constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by Rushmore Business School or to other persons employed by Rushmore Business School who do not need to know such information to assist in rendering services.

The disclosure, distribution, electronic transmission or copying of Rushmore Business School's confidential information is prohibited. Any employee who discloses any confidential information will be subject to disciplinary action, even if he or she does not actually benefit from the disclosure of such information.

I understand the above policy and pledge not to disclose confidential information.

Signature _____
Print Name _____
Date _____

Please sign and return to the HR Department.