

Employment policy

Definition:

Employment policies concern the activities of an organization related to employment processes, recruitment, diversity, training, and equal opportunities.

Summary: The purpose of this policy is to outline our approach to fair and non-prejudicial recruitment, access to training, promoting the benefits of a diverse workforce in terms of age, race, and gender, and implementing a zero-tolerance attitude toward unfair discrimination by ensuring equal opportunities for all.

Who this policy covers: This policy directly applies to all individuals working at all levels within Serviceji as employees or agents, as well as any subsidiaries and their employees and agents, wherever located. The policy is also provided to other associates of Serviceji, including our suppliers, who are required to comply with the applicable provisions by including relevant terms in all contractual arrangements with Serviceji. In this policy, "third party" refers to any individual or organization that comes into contact with Serviceji.

Serviceji Employment Objectives

Serviceji recognizes not just its legal and ethical responsibilities related to employment but also the benefits of a sound and fair policy that are advantageous to the company as a whole as well as to employees and individuals. Improved morale through consistency and the display of ethical practices reduce attrition and increase employee productivity.

Its specific objectives in this overall aim are as follows:

- To rigorously enforce equal opportunities throughout all stages of employment (see the section 'Equal Opportunities' below).
- To provide all employees with a written contract and ensure they are aware of their rights and responsibilities.
- To raise awareness within Serviceji about the benefits of having a diverse group of employees, which bring a pool of experience, skills, perspectives, and points of view to the organization.
- To ensure that all employees are aware of grievance procedures and are encouraged to bring any matters up with their line manager as soon as possible.
- To stay up-to-date on all legislation and best practices relating to employment.
- To encourage feedback from employees on all aspects of employment at Serviceji.
- To offer training to employees and encourage them to suggest areas for improvement through training not yet considered.
- To keep daily records of employment leaves, attendance, and timings, and have regular feedback with employees if issues arise.
- To manage and motivate employees with competitive salaries, pension/provident benefits, a supportive environment, and encouragement.
- To promote from within the current employees of Serviceji wherever possible.
- To communicate best employment practices and policies to all employees.
- To reward exceptional work and encourage improvement through regular performance management.

- To provide at least the national average of leave availability, maintain an up-to-date annual list of leaves, and offer a facility for employees to view consumed and available leave.
- To ensure that all recruitment uses effective and reliable methods. Serviceji has its own Applicant Tracking System, accessible to relevant staff members. Applicants are to be managed with respect and in a timely manner, regardless of the outcome of their application.

Equal Opportunities

Serviceji considers equal opportunity in the workplace not just a legal requirement but an ethical obligation that must be implemented and managed. Specifically, Serviceji considers the following essential objectives:

- To ensure that all stages of employment, including but not limited to recruitment, training, promotion, salary, and benefits, are not influenced in any way by gender, race, pregnancy or maternity, marital or civil partnership status, gender reassignment, religious beliefs, age, sexuality, or disability. Serviceji will not condone any contrary behavior from its employees, and employees are reminded that serious acts of harassment against anyone due to the above may also be illegal and actionable under the law.
- To ensure that all applicants and employees are afforded equal opportunity.
- To ensure that all employees are aware of grievance procedures related to discrimination and are encouraged to report any such allegations or suspicions as soon as possible.
- To ensure that all recruitment uses the principle of open competition based entirely on merit and through effective and reliable methods of recruitment. All positions are available to anyone with the required qualifications unless an exception is provided by regional law, such as by the Sex Discrimination or Race Discrimination Act and Disability Discrimination Act. All unsuccessful applicants will be given a timely and accurate reason for rejection if requested.
- To ensure that all suppliers and customers are treated equally regardless of individual gender, race, pregnancy or maternity, marital or civil partnership status, gender reassignment, religious beliefs, age, sexuality, or disability.