



RULES & PENALTIES

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1. Lateness to work

Solution: Implement a system that tracks and records attendance, have clear policies on punctuality, and consider implementing progressive disciplinary measures for repeated lateness.

Penalty: ₦500 per instance of lateness hourly.

2. Absence without justifiable reason

Solution: Establish a comprehensive leave policy that outlines the process for requesting time off, require employees to provide proper documentation for absences, and have a system in place to monitor and track leave.

PT: ₦1,000 per day of unexcused absence.

3. Late attendance to meetings

Solution: Emphasize the importance of punctuality in meetings, provide reminders and calendar invites for scheduled meetings, and address lateness on a case-by-case basis, taking into account the reasons behind it.

PT: Late attendance to meetings: ₦500 per instance of late attendance hourly.

4. Dishonesty in completing tasks

Solution: Foster a culture of honesty and integrity, provide clear guidelines on expectations and standards, and encourage employees to seek assistance or clarification when needed.

PT: ₦2,000 per incident of dishonesty.

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5. Failure to complete tasks on time

Solution: Set realistic deadlines and expectations, promote effective time management skills, encourage open communication to address any challenges or obstacles employees may face in meeting deadlines.

PT: ₦500 per late task completion.

6. Failure to update activity stream or task updates

Solution: Implement a system or platform where employees can easily update and track their tasks, provide training and resources on how to use the system effectively, and encourage regular updates.

PT: ₦200 per missed update.

7. Failure to send work report

Solution: Establish clear reporting guidelines and deadlines, communicate the importance of work reports in monitoring progress and evaluating performance, and implement a system for tracking and monitoring report submissions.

PT: ₦1000 per missed work report.

8. Failure to obey administrative orders

Solution: Clearly communicate administrative orders and policies, provide training and resources to ensure employees understand and comply with the orders, and address any concerns or questions employees may have.

PT: ₦1,000 per instance of disobedience.

9. Late response to important messages

Solution: Encourage timely communication through various channels, establish guidelines for response times, and consider implementing a system that tracks message response times.

PT: ₦1000 per delayed response.

10. Fighting or use of abusive language

Solution: Develop and enforce a zero-tolerance policy for violence or harassment, provide training on conflict resolution and appropriate workplace behavior, and encourage employees to report any incidents.

PT: ₦2,000 per incident of misconduct.

11. Damaging company equipment or tools

Solution: Promote proper handling and care of company equipment, provide training on equipment usage and maintenance, and hold employees accountable for any damages caused by negligence or misuse.

PT: Damaging company equipment or tools due to negligence or misuse will result in disciplinary action. The employee will be required to undergo additional training, bear the cost of repairs or replacements, and may face written warnings, suspension without pay, or even termination for repeat offenses. Proper handling and care of company equipment is crucial to avoid financial losses and maintain a productive work environment.

12. Failure to update CRM information or respond to client messages

Solution: Emphasize the importance of accurate and up-to-date client information, provide training on CRM usage and client communication, and regularly review and assess employee performance in this area.

PT: ₦500 per instance of non-compliance.

13. Non-satisfaction of client's needs

Solution: Foster a customer-centric culture, encourage regular client feedback and communication, and provide training and resources to employees to enhance their customer service skills.

PT: Penalty amount based on the severity and impact of the dissatisfaction, to be determined on a case-by-case basis.

Inappropriate touching of staff or client:

Immediate termination and legal consequences, as appropriate.

14. Inappropriate touching of staff or clients

Solution: Establish a clear policy against harassment and inappropriate behavior, provide training on appropriate workplace conduct and boundaries, and take immediate action to address and investigate any reported incidents.

PT: Upon substantiated reports of inappropriate touching of staff or clients, the employee will be subject to disciplinary action, including but not limited to suspension, termination, and legal consequences as per the company's policies and applicable laws.

15. Making statements that damage the company's reputation

Solution: Educate employees on the importance of representing the company positively, provide guidelines on acceptable communication and social media use, and address any issues or concerns through open dialogue and corrective actions.

PT: Penalty amount based on the severity and impact of the damage caused, to be determined on a case-by-case basis.

16. Reporting to work under the influence of hard drugs

Solution: Establish a strict policy against substance abuse in the workplace, provide support and resources for employees facing substance abuse issues, and implement measures such as random drug tests if necessary.

PT: Immediate termination and legal consequences, as appropriate.

17. Misuse of confidential information

Solution: Establish clear guidelines on handling confidential information, restrict access to sensitive data on a need-to-know basis, and enforce consequences for any breaches or misuse of confidential information.

PT: Penalty amount based on the severity and impact of the breach, to be determined on a case-by-case basis.

18. Failure to render help to any team members

Solution: Team members goes against our core values and can hinder the overall success of the team. We expect all employees to actively contribute and support their colleagues.

PT: the individual will be required to share their knowledge and expertise with their colleagues. They will be expected to conduct training sessions, workshops, or mentorship programs to transfer their skills and knowledge to the team.

19 Lack of continuous improvement and personal development

Solution: Encourage employees to pursue continuous learning and professional development opportunities, provide resources for training and skill enhancement, and recognize and reward employees who actively engage in personal growth initiatives.

PT: No financial penalty for first, but performance improvement plans or retraining may be implemented.

20. Violation of dress code policy:

Adhere to the company's dress code policy, which outlines appropriate attire for the workplace. Dress professionally and in a manner that aligns with the company's image and values. This may include guidelines on grooming, clothing appropriateness, and any specific requirements for certain roles or client-facing positions. Non-compliance with the dress code policy may result in penalties, such as verbal warnings or temporary suspension from work.