

Template for Employee Handbook, Safety and Customer Tracking

It is the goal of the ACC to provide our customers with the highest quality service at a competitive price. Our reputation will depend on the excellent performance of all our employees.

The purpose of this booklet is to define the general work policies of ACC. Compliance with our policies is necessary for the smooth operation of our business. We intend to provide all associates with a friendly work environment and competitive incomes.

ACC will not discriminate against any job applicant due to race, colour, creed or nationality.

General Rules

1. All employees must report to work at starting time. If you are sick you must attempt to get a message to the Manager that you will not be present.
2. All time cards must be signed each day and must be given to the Manager no later than Noon on a Monday.
3. You must indicate if the task is
 - a. Paid by the job or
 - b. Paid by the hour.
4. Incomplete time cards will be returned to you and may result in payment being delayed. It is your responsibility to make sure the information is clear and correct.
5. Prevailing wages are
 - a. Hourly employees are paid Cedis/hour
 - b. Driving the water truck and return pays Cedis.
 - c. Ice blocks produced pay Cedis
 - d. NOTE -You cannot be earning hourly rates when on a designated specific task.**
6. If you are on call for emergencies you will be provided with a special form that needs to be detailed with the reason for the emergency call, what was done and the length of time it took to complete the task.
7. You will be dismissed immediately for the following problems:-
 - a. Use of alcohol during working hours and reporting for work under the influence of alcohol.
 - b. Use of Illegal Drugs.

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c. Fighting on ACC premises or stealing from ACC.

d. Submitting an incorrect time-card.

8. If you are hurt on the job you must inform the Manager immediately. We cannot help you at a later date if we have no record of your incident.

Safety

ACC will comply with all safety regulations and your health and safety is very important to us. You will be trained on each piece of equipment and how to lift safely individual loads.

We cannot employ you if you cannot lift a minimum of 50lbs.

Where necessary, we will provide you with safety equipment, except footwear which is your responsibility. Open toe footwear will not be allowed inside the operational facility. Lockers will be provided for you to leave work clothes at the Plant.

The emergency generator is a high voltage machine and switching the Power from Ghana Electric to the Generator must be done only by associates who have been trained and certified as switch associates.

All doors to all the refrigeration equipment must be kept fully closed at all times except when you need access. One person should always be outside the Freezers in case a door malfunctions and the person inside needs assistance.

The driving of the Water Tanker will be only undertaken by approved and certified associates. Any violation of Ghana Highway Laws will be the responsibility of the driver and fines will not be paid by ACC except when the violation is one of a mechanical malfunction.

Refrigerants used in the Plant are very expensive and any leaks must be reported immediately to the Manager. All repairs to refrigeration equipment will be carried out by trained contractors.