



Employee Handbook

Welcome Note

We heartily welcome you to Aglowaviation on behalf of the Management and Board.

Please familiarize yourself with this document and use it as a resource to navigate the course of your journey in Aglowaviation. Times keep changing and so do policies. Updated policies for Aglowaviation will be shared either as an electronic or hard copy.

If you do have any questions, please feel free to ask the HR unit or its representative.

To confirm that you have read and understood the policies and regulations guiding Aglowaviation, please complete the acknowledgment copy and submit or acknowledge and communicate your alignment via email to the HR Team.

We do hope you find your stay memorable and profitable.

Aglowaviation,
HR Team

About Aglow Aviation

Aglow Aviation Support Services Limited is a niche management consultancy firm in the Aviation ecosystem. We focus on providing key industry insights to our clientele as they navigate the eco-system; advising, researching, and carrying out analytics on aviation data to point our clients in the most profitable directions.

Registered in April 2015. Started operation in 2016, offering the following services:

Consultancy Services

Expatriate Immigration Service

Business Jet Service

Air Cargo

Protocol/Meet & Greet

Visa on Arrival

Green Card Visa

Drone Services

Agent of Foreign Airlines

In 2019, we kickstarted the process of a process of a new dedicated Cargo Airline business line touring the African commercial space.

Based in Lagos, Nigeria, and operating across West Africa, we leveraged key local and international aviation agencies; key partnerships opened us up to turnkey projects in the aviation sector.

Aglowaviation Employee Value Proposition

- Aglowaviation regards its human resources as the most important asset and their creativity, commitment, dedication, dynamism, hard work, and innovation as the critical tool for the attainment of our goals.
- We attract and retain qualified, versatile, tech-savvy personnel, building a cohesive team that enables work conditions and equitable growth opportunities.
- We drive an innovative and dynamic team and support a learning culture focusing on capacity building, value delivery, and optimal productivity.
- We promote openness, transparency, team engagement, and dynamism.
- Aglowaviation has established policies and regulations to guide day-to-day operations, interactions, and engagement while ensuring compliance with legislation, statutes, labor laws, and government regulations.

Vision Statement

To bridge the gaps in aviation transportation, proffering solutions that harness the power of technology, innovation, and creativity to deliver exceptional client services.





Mission Statement

Consistently providing aviation support services that are customizable and affordable to deliver seamless client experiences with excellence across all revenue lines.

Core Values & Culture



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ACKNOWLEDGEMENT OF RECEIPT OF THE EMPLOYEE HANDBOOK

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01

Introduction



About The Employee Handbook

This handbook has been carefully crafted to project the organization as who we are, how we operate, our organizational journey, and how we want to get there. This handbook, therefore, provides you with all the necessary information and guidelines about the organization for you and all employees.

This Handbook becomes a guide to you throughout your journey in Aglow Aviation. This supersedes other procedures and policies, oral or written. This may require updates from time to time as the business situation demands. Such updates and new modifications to guidelines and policies will be communicated and circulated.

Any exception to the guidelines and policies in this handbook must be approved by the organization's management.

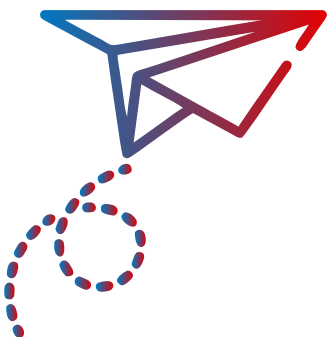
We hold every employee of our organization as a significant part of the Aglow Aviation dream and we are pleased to welcome you to the Aglow Aviation family.

The information on policies and guidelines detailed in this handbook is to be treated as important. Compliance with the provisions of this Handbook is a crucial requirement and condition of employment. Failure to comply with any provision of this Handbook may attract disciplinary actions.

Policy Review

The organization may change the terms of this Handbook at any time and at its sole discretion. The terms of this Handbook can be revoked, reviewed, modified, or altered in any manner the organization sees fit. All the organization's employees will be duly notified in writing if any change is made to this Handbook. Every employee has the duty to read and understand the provisions of any modified version of this Handbook and adhere to its terms.

If there are questions or issues arising from any modified version, such issues should be duly communicated to supervisors, heads of department, or the Human Resources Team.





02

Classification of Employment



Classification of Employment

Employees of the organization are classified as follows:



Full-Time Employees:

These are full/payroll staff on indefinite and pensionable employment.

Contract Employees:

Contract employees are individuals who work on defined contract agreement terms; they can be project-based, time-based, or term-based. Contract employees are engaged to meet business exigencies; they may be renewable.



Temporary Employees:

Temporary employees are those who do not have regular employment but have been employed to work for a limited period. Temporary employees may have their duration of employment extended following management approval. This could include Nigerian Youth Service Corp (NYSC) members and students on IT attachment to gain relevant work experience and professional insights as part of the organization's social responsibility.



All categories of employees shall be recruited through the HR Department. For the purpose of employee classification, independent contractors, service providers, external solicitors, auditors, and/or accountants and consultants are not considered employees. Therefore, they are not entitled to leave benefits, retirement plans, insurance benefits, and other employment benefits.

Classification of Employment

- All decisions regarding employment – talent sourcing, hiring, development compensation, promotion, transfer, and termination in Aglowaviation shall be taken in a fair, equitable, honest, and non-discriminatory based on merit (educational/professional qualifications, cognate experience, and leadership capabilities).
- Recruitment may be handled internally or contracted out to consultants.
- The minimum educational qualification for full-time employees is a University Degree, Higher National Diploma, or cognate work experience



03

**Recruitment
Procedural
Details**



Recruitment

Procedural Details

Hiring requirements can be for role replacement, additional hire, or a new first-time role;

- Replacement roles require submission of a formal request ERF (Employment Recruitment Form) to identify the continuous need and/or urgency for replacement.
- New roles are identified by executive management during a staffing plan or a strategy session. HR Team will be involved to establish how the role aligns with business goals and interaction with existing teams. A formal request (Employment Recruitment Form) is submitted to the HR Team with the job description).
- HR reviews the request and confirms MD/Designate (Management's) approval
- HR designs role specifications and requirements detailing all necessary and relevant skills, qualifications, and expertise for the role.

Source talents internally by checking employees' files to see relevant skills and sharing or posting on information boards if there are available skills, and employee referrals, then source candidates through job ADs on industry-related platforms.

- HR screens CVs and credentials, shortlist qualified candidates, and schedules assessments as may be required and interviews.

- Interviews are scheduled as required, maybe virtual, one-one, or group interviews. The first interview will be with the hiring team, and a second interview with Management or a Designate may be required.
- Approval of recruitment - staff category, salary, allowances, and other benefits is recommended by the Head, HR & Admin and ratified by the Managing Director.

Assumption of Duty

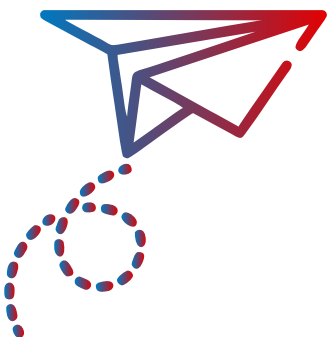
- All new employees will fill out orientation forms to register on the day of resumption of duty and start of activity with the organization.
- Personal information and biodata will be supplied electronically and a hard copy filled form will be sent to the HR Office. This is supported by the submission of certificates and credentials (including original copies for sighting), a copy of means of identification, two passport photographs, two Reference/Guarantor's letters and any other details/information as may be required on the staff checklist.
- Identity Cards will be provided for new employees. The ID card remains the organization's property and must be presented on demand. Should an employee lose his/her identity card, a new one shall be issued after a formal request, police report and an affidavit have been submitted to the HR Department. The cost of the replacement of a new ID card is borne by the employee. The ID card must be submitted to the HR Department on exit from the organization.

Employee Records

- All information, biodata, records, and correspondence pertaining to employees from the inception of interaction with the organization are filed in the employee records. These records are filed as both electronic and hard copies. These records are updated on an annual basis and when changes in personal details occur
- These records include but are not limited to:-
 - Employee application letters and information
 - Contract/Offer of employment letter
 - Employee Biodata
 - References/Guarantors Form (Number based on the category of employment)
 - Medical reports where required
 - Two Passport photographs
 - Letter of confirmation
 - Performance appraisal records (evaluation forms, promotional notifications)
 - Leave notifications (as it applies)
 - Awards
 - Training history and records
 - Employee personal requests/notifications memo
 - Change of name, contact address (if any)
 - Disciplinary actions
- Employees have an obligation to notify the HR Department of any change in the information supplied. The HR Team has an obligation to keep employee records in strict confidence.
- Giving false or inadequate information may lead to dismissal.
- The organization takes the security of every employee's personal data very

seriously and also takes reasonable measures to reduce the risk of unauthorized access to such information. Therefore, employee personal information will not be disclosed except as required for business operations, regulatory or government requirements, and/or with the express consent of the employee.

- Unauthorized copying, transmission, or access to any employee's personal data by any employee shall be subject to discipline. Therefore, employees are encouraged to report any suspected data breach to the management.



Onboarding

All new employees are formally and warmly welcomed into the organization on their first day of duty, this also includes a detailed session on the organization's structure, strategies, policies and practices, and the different business units. The goal of onboarding is to familiarize the new employee with the organization's aspirations, culture, history, systems, and operations.

All new staff requirements are prepared ahead of the first day of resumption such as - work tools/resources (computer, phone, internet connectivity device, organization wearables, gifts, or souvenirs if available). The new hire onboarding checklist is filled to ensure that new employees have a guide to their familiarization exercise within the organization.

Probationary Period/Confirmation

All new employees will be on probation and on-the-job evaluation for the first three months. This is to establish job performance, cultural fit, and adaptability to organizational values.

After the period of probation for contract/temporary staff, there will be a performance review and performance improvement plan where required. This will apply to contract renewal.

Probation for a new full-time employee is subject to a satisfactory report on performance, employment will be confirmed with a formal notification. If performance is unsatisfactory, Management reserves the right to extend for another three months to give room for performance improvement. During the course of the extended period, the Team Lead/Head of the Department will highlight performance areas and together with the employee draw up a performance improvement plan. The performance improvement plan will be reviewed monthly. For performance that still turns out to be below average in spite of performance improvement efforts, the decision to terminate would be recommended by the HR Team and for Executive Management to approve.



04

**Workplace
Policies**



Work Hours

Aglowaviation works 8 am – 5 pm, five days a week. A hybrid work mode may apply subject to Management's approval. All employees are expected to resume work from 8 am to 5 pm. A one-hour break is allowable and staggered amongst team members to give room for a seamless workflow. Employees may be required to work beyond normal work hours due to the exigency of the job.

Public Holidays

The organization recognizes and aligns with public holidays declared by Federal Government

Attendance and Punctuality

Punctuality and regular attendance is mandatory for all employees. If an employee will be absent from work at any given period or will report to work late, the employee is required to notify his or her supervisor at the earliest possible time preferably 24 hours ahead. If an employee needs to leave work before

closing time, the employee should notify his or her supervisor prior to the time they leave work. Such permissions should be requested 24 hours ahead with the exception of family or health emergencies which should be requested as soon as possible.

Absence from work without due notification to supervisor or representative of Management within a consecutive period of 5 working days will be reckoned as an abandonment of duty post and as such resignation from work.

The absence with unsatisfactory and unjustifiable reasons may not be approved an, as such will be reckoned as absence without approval and may attract disciplinary action ranging from a warning to deduction of days not worked from salary. Recurrence may attract more severe disciplinary actions.

Dress Code

Employees are expected to maintain an outlook and appearance that is business-friendly, modest, neat, tidy, and smart. The organization's dress code requirement is smart and business casual wears for everyday operations, uniforms will be provided to teams where applicable. All attires, including uniforms, are to be kept clean and tidy at all times to project a clean and professional image. Corporate wear may be required for business meetings and engagements. Adherence to the organization's dress code policy is mandatory.

Visitors & Guests

Visitors whose purpose of visit is non-official should be attended to at the reception.

Outside Employment

Every employee is required to be loyal in their service to the organization as detailed in their contract terms. Employees are expressly prohibited from engaging in any other paid employment that conflicts with the terms of employment at Aglowaviation.





05

**Salary &
Employment
Benefits**



Salary Administration

Aglowaviation is invested in attracting and retaining talents and as such will do all to keep employees motivated with a salary system and scale that is equitable and fair. An employee's salary is dependent on their respective position as described in their employment contracts. Except otherwise stated, all salaries will be disbursed on a monthly basis. Salary structure may be made up of basic, housing, transport and other allowances as it may apply to the contract or employment offer, a breakdown of this will be detailed in the offer letter.

Salary payments are subjected to statutory deductions as may be required based on the contract (Personal Income Tax, Pay-As-You-Earn, Life Insurance, pension, and any other required deductions), all salary deductions will be as indicated in the contract or employment offer and will be reflected in each employee's pay slip. Any other deduction as may be required will be formally communicated. Salary payments are made on due dates (on or before the last day of the month).

Salary review may be done annually in relation to business performance, profitability, and consideration for costs of living. Performance Increase will apply to employees with outstanding performance. Salary increases may or may not be linked to appraisal reviews.

Bonuses like Business Profit and end-of-Year/13th month may apply based on business performance, also subject to availability of funds and Management approval. Such a bonus will be prorated based on the employee's start date with the organization.

All individual employees' remuneration is personal and should be regarded as confidential information.

Health Insurance/HMO benefit

The organization provides health insurance plans with benefits to eligible employees. The organization pays the health insurance premium to an HMO for a plan based on the level, category, or health requirements of the eligible employee. Information about the health insurance plans and benefits will be provided to eligible employees. An employee who requires a different plan and is willing to make a contribution may make a formal request to the HR Department. Approval of such employee's additional contributions to the HMO plan is discretionary.

Travel Allowance

All travel must be pre-approved by the supervisor and/or Management designated. The organization shall make provision for daily travel allowance (PER DIEM) which covers local transportation, feeding, and any other pre-approved expenses. More details in outstation policies.

Claims for Official Expenses

Expenses incurred in performing official duties or assignments will be submitted for approval for a refund with relevant supporting documents like invoices, and receipts as may be required for accounting appropriation. Approval will be by the supervisor and then forwarded to Accounts Department for settlement.

Foreign Travel Allowance

Allowances and rates for foreign travel are predetermined and categorized based on the class of travel and level in the organization. This will be reviewed annually to match economic and market realities.

Pension /Retirement Plan

As a statutory regulation, the organization has obligation to make contributions to a Contributory Pension Scheme for the payment of retirement benefits to its full-time employees at the current regulatory rates by the Federal Government.

Employees' Compensation

Employees are entitled to compensation under the Workmen Compensation Act. The organization provides compensation to employees who have suffered permanent partial incapacity, permanent total incapacity, temporal incapacity, or fatal accidents resulting in deaths caused by occupational diseases or accidents.

To ensure proper protection of employees, the organization requires severe accidents or injuries that occur on the job to be promptly reported to management.

A man in a striped shirt and sweater is holding several cardboard boxes in a hallway. The scene is lit with red neon lights, creating a modern, industrial atmosphere. The man is looking off to the side with a slight smile.

06

**Leave
Administration
& Management**



Confirmed employees are considered for leave after a 12 months calendar, other categories of staff may be considered for leave at Management's discretion. Leave requests must be made formally, duly authorized, and approved by the management prior to the period the leave is taken. Except for sick or medical leaves, a leave may be approved, denied, or postponed to a later date. An extension of leave may be requested where required and such approved before the expiration of the current leave, such request will be considered on their own merit at Management's discretion.

After a leave request has been approved, every employee is required to do a proper handover of all ongoing and pending tasks to their team member taking over from them with the supervisor in the copy of the handover.

Annual Leave

In addition to public holidays, every full-time employee is eligible for annual leave based on the grade level per calendar year. Employees are entitled to leave days after confirmation and one year with the organization.

Employee Level	No of Days
Managing Director	30 days
Director / Senior Management Executive	25 days
Manager	21 days
Supervisor	15 days
Officer	10 days
Support Officer	5 days

- Leave calendars are scheduled in the first month of the new year and employees are required to indicate their leave dates to help with planning and assignment of tasks.
- The annual leave request signed and approved by the Supervisor will be submitted to the HR Department taking into consideration dates on the leave calendar, request is made two weeks ahead of the due leave date.
- Request outside the dates on the calendar is subject to the supervisor's approval.
- Management may request leave dates to be reconsidered due to business exigencies.
- Leave days not utilized in any given year can not be carried forward.
- An employee can be recalled from leave in urgent and dire situations when the employee's intervention is critical, the missed leave days will remain available for utilization with automatic approval.

Parental Leave

Female employees will be entitled to leave due to pregnancy and upon presentation of a medical certificate indicating (EDD) estimated date of Delivery with or without pay for maternity leave of twelve weeks.

- A maternity leave of twelve weeks is taken as six weeks before delivery and another period of six weeks after delivery. This is in the best interest of the expectant mother and allows the expectant mother time to prepare for motherhood.
- Confirmed and full-time employees with a minimum of one year will be granted maternity leave on full pay.
- Maternity leave is annual leave consuming and as such, female staff who have enjoyed annual leave before the request for maternity leave within a year shall have the twelve weeks of maternity leave granted without pay.
- Female employees not qualified for annual leave shall be granted twelve weeks of maternity leave without pay.
- Request for maternity leave received less than 24 months from the end of a previous one may only be granted without pay.
- All requests for maternity leave should be supported by a maternity certificate issued by a registered Medical Practitioner and must reach the HR Department 30 days before the commencement of maternity leave.
- Employees who are nursing mothers are granted closing an hour earlier as baby-friendly hours for three months after resumption from maternity leave.
- Maternity leave may be extended without pay upon prior approval one month before the end of the ongoing leave. This is considered based on its own merit and at management's discretion.

Paternity Leave

Male employees with newborn babies are entitled to paternity leave for 3 work days. Paternal leave requests must be made as soon as possible and shall be approved by the supervisor and forwarded to HR Department.

Sick Leave

- In the event of sickness where an employee cannot come to work and fulfill his/her duties, he/she is entitled to a paid sick leave of 3 - 5 days, depending on the severity of the illness. The notice or request must be made as soon as possible, absences of more than two days require a certificate from a recognized medical practitioner.
- For more extended absences due to sickness that exceeds a week, a medical report will be required to be submitted to the HR Department.
- For prolonged illness, when an employee is unable to come to work and perform his or her duties for more than 30 (thirty) days, a medical report from a recognized medical practitioner will be required, Management and her representative will remain in contact with the employee throughout long term sick leave, and assess employee's return to work.
- Management may need to make decisions on employees with prolonged illness, decisions will be case-based.
- At the conclusion of the sick leave and prior to an employee's return to work, the employee is required to obtain a certificate of fitness from their doctor to be presented to the HR Department.

Casual Leave

Employees are entitled to Casual leave, a maximum of 3 (three) days in one calendar year. Casual leave applies to requests for health, personal, or family emergencies. Leave days above 3 working days would be deducted from annual leave.

Compassionate Leave

- A compassionate leave, not deductible from annual leave, may be granted to an employee for personal circumstances.
- Personal circumstances include the following:
 - Immediate family member's illness: the care of an employee's spouse, child, or partner suffering from a severe illness.
 - Immediate family member's injury: the care of an employee's spouse, partner, or child who has been severely injured.
 - Family emergency: to attend to family emergencies ranging from child's welfare, bereavement of a close family member, etc.
- Employees are entitled to compassionate leave of 5 (five) days in a calendar year.

Examination Leave

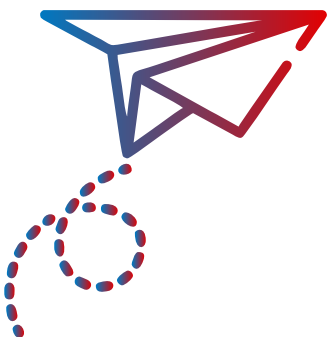
- As an organization that promotes and values learning and self-development, examination leave with pay will be granted on presentation of a valid examination timetable and due leave notification (two weeks before).
- Exam leave days more than 10 working days in a calendar year will be deducted from annual leave.
- At the commencement of a course of study, employees will notify the HR Department by a memo and provisional admission letter for approval and filing purposes.

Leave of Absence

Authorised absence from employment without pay as approved by Management. It could be time away from employment for an extended period without pay and without ending employment status. Leave of absence may apply as follows:

- Request for reasons such as political appointment, diplomatic assignment, or other personal reasons (study leave, temporary relocation, foreign assignments, or opportunities).

- Employee proceeding on leave of absence must offset all financial and non-financial indebtedness (loans - mortgage, car loan, personal loan, asset financing, salary advance, status or official assets) official car and other properties belonging to the organization.
- Employees who have spent 3 years and above post-confirmation are eligible for a maximum of 12 months. Extension of such leave will be with a renewed request to be considered by Executive Management; the request is treated on its merit and peculiarity and approval is at Executive Management's discretion.
- Salary, allowances, and benefits are suspended for the period.



PROTECTED



07

Non-Disclosure of Confidential Information



Non-Disclosure of Confidential Information

In the course of employment with the Company, employees may have access to non-public, confidential data, reports, and trade secret information regarding the business operation of the Company.

Confidential Information includes all information or materials of whatever nature relating to the business operations of the Company, any written material or by any oral or written statement whatsoever, which includes but is not limited to documents, techniques, practices, tools, specifications, inventions, patents, trademark, soft wares, drawings, programs developed by or relating to the Company or other information that is not known or readily ascertainable to the general public.

Confidential information does not include the following information or data:

- I. Which can be established by written records to be already known to the public at the time of the disclosure.
- II. Which enters the public domain through no fault of an employees
- III. Is given by the Company to third parties without any restrictions;
- IV. Is given to you by any third party who is in possession of such information and has the legal right to disclose it; or
- V. That is required by law to be disclosed.

A duration-based Non-Disclosure Agreement form is issued to all new employees and signed.

Conflict of Interest

Employees are required to, at all cost, avoid any relationship, association, business or situation that may conflict with the Company's interests. Every employee should disclose all cases of potential conflicts of interest.

Conflicts of interests include cases and situations where an employee forms, engages, participates, connects, or owns a stake in any business venture that is in direct competition with the Company's business.

Non-Compete and Non-Solicitation

In the course of employment with Aglowaviation, employees cannot directly or indirectly engage, own or have stake(s) in any business which is in competition with the company's business.

Directly or indirectly engaging in a competitive business; procuring orders or engaging in business transactions with customers outside the scope of the organization, giving advice or working directly or indirectly for any person, agency, business, institution or any other organization that is in competition with the Company as employee, independent contractor, director, consultant, etc during your employment with the Company is prohibited.

Employees who have a direct or indirect stake in other business concerns either by right, entitlement, or inheritance must fully disclose.



08

Performance Appraisal



Performance of all staff shall be managed on a continuous basis as a joint responsibility of employees, supervisor (Appraiser), management, and HR Team. All employees are subject to performance appraisal every six months, i.e. twice a year. Aglowaviation will provide a systematic means of assessing all employees' monthly productivity and performance. The monthly assessments of performance are accumulated.

Key Performance Indicators and performance expectations are defined at the general organizational level and cascaded to all business units/levels in other organizations ahead of the performance period.

During appraisal periods, the employee's overall performance will be assessed by the employee's supervisor via scheduled and systematic two-way communication and feedback (supervisor - employee) while informal feedback will be ongoing. The purpose of this appraisal is to provide a systematic record of the employee's performance, promote communication by providing feedback on the employee's job performance and efficiency, and facilitate a better working relationship between the employee, the supervisor, and the employer.

Other forms of objective assessments are behavioral assessments and 180/360 degree assessments may be included in the employee assessment to ensure an increase in the employee's overall job performance.

The outcome of performance assessments and feedback will form basis for career advancement, promotion, training, and reward.

Performance Appraisal Activities

- The HR Team is the administrator and custodian of the appraisal process; initiates appraisal process with performance targets set, dispatches appraisal forms, collates and communicates appraisal results and decisions, and manages all appraisal exercise challenges or grievances.
- The appraisee is responsible for updating the bio-data of appraisal form, deliverables, performance reports, and accountabilities for career planning, personal development, and improvement.
- The appraiser ensures deliverables, performance expectations, and KPIs are clearly communicated and understood by the appraisee (employee).
- Appraisee is to be fairly, promptly, and objectively reviewed with feedback.
- Executive Management has obligations:
 - To coordinate and communicate organizational strategy, performance expectations and key deliverables across all business units and employees.
 - Build and promote an enabling and supportive environment for effective employee performance.
 - To show commitment and faith in a fair, objective and effective performance exercise.
- Approve performance decisions based on fairness, integrity and objectivity.

Promotions

Aglowaviation Management has an obligation to make and approve promotional and reward decisions that is consistent, objective, structured and transparent in administration in line with the values of integrity. Employees work status, grade level can be reviewed following supervisor's recommendations; such recommendations will be evaluated in line with historical records of performance, behavioural and other performance indicators. Final decisions are taken on the basis of outstanding performance on deliverables and performance indicators.

Review of Employment

Employee's employment status can be reviewed based on recommendations from Supervisor or management or due to business exigencies.

- Performance of contract employees is assessed two weeks ahead of expiration of contract for time bound contracts to be reviewed.
- Contract or temporary employment can be reviewed upward following assessments and appraisal of performance. Performance appraisal guidelines and templates will be followed.

Performance Improvement Plan

Employee's whose performance are below the acceptable level or who did not match the minimum expected deliverables are recommended for PIP (Performance Improvement Plan) for three months. The program is initiated after the outcome of appraisal exercise have been communicated, the HR Team schedules a meeting with the supervisor and employee to draft the performance improvement plan.

Performance Improvement Plan details the areas for improvement as identified in the appraisal exercise feedback with corresponding intervention and timelines for the intervention. Intervention activities could include weekly assignments, targets, lists of activities, courses, training, book reviews, on-the-job support and one-on-one coaching.

PIP activities and plans are monitored weekly by Supervisor, reports of activities are submitted to the HR Team.

Transfer of Employment

Employees may be required to be transferred from one location, or business unit to another due to business exigencies or changes, such transfer will be discussed alongside new role requirements and necessary arrangements as may be required, this will be followed by formal notification.



09

Electronic Devices And Internet Policies



Computers and Handheld Devices

Aglowaviation will provide computers and other handheld devices for employees to ensure the effective execution and performance of tasks and duties. Employees must ensure that the use of these devices conforms with the primary purpose for which it was provided. Use of the organization's electronic devices for personal use is prohibited.

Aglowaviation retains ownership of all computers and mobile devices provided. Management retains the right to inspect and monitor data or files at any given time.

Personal devices can create distractions in a workplace, hence, the use of personal phones and mobile devices should be limited during working hours. In particular, the use of personal devices should be done in accordance with the following policy:

If an employee's personal device is found to be disruptive and reduce the employee's level of productivity, such employee may face disciplinary actions.

Information Security

Aglowaviation maintains a strict policy on confidential electronic information which every employee (who have access to such information) must strictly adhere to.

Employees should ensure that no printed document relating to the organization, organization clients, customers, or visitors is left unattended on their work desks.

Employees who work with computers or mobile devices provided should ensure that they use a secure password on all those devices and ensure that they promptly notify management of any breach, loss of device or any sort of damage.

Aglowaviation expressly prohibits any unauthorized use or distribution of confidential information or documents. All confidential information or documents that must be transferred within the organization should be done through the following means:

Electronic files will be transferred via the organization's medium of transfer. No use of personal file transfer devices or emails.

If any staff of this organization discovers that a computer system does not conform to this Policy, such an employee is required to promptly notify management, so that appropriate actions can be taken.

Internet Acceptable Use

This internet policy applies to every employee who has access to the organization's computers and mobile devices.

The organization's internet must not be used to access, transmit, print, download any derogatory, obscene, defamatory or offensive material, such as anything that is used to cause disparagement or harassment.

Unauthorized download or dissemination of copyrighted material using the organization's internet is prohibited. Permission to download copyrighted material must be sought and obtained from the owner or originator of the material.

Employees are expressly prohibited from downloading, copying installing video games, videos, pictures or other Unauthorized Materials with the organization's internet.

Unauthorized Materials are documents, files, videos, pictures or any other material that are not related or relevant to the achievement or performance of an employee's designated task or duties.

The use of the organization's internet for personal work is expressly prohibited. In particular, the organization expressly prohibits employees from using the organization's internet for movies, games, or obscene and illegal content.

Email and Computer Use

Aglowaviation allows various means of communication and dissemination of information. This may include: e-mail, text message, instant messaging, voice messages and voice calls, which may be used via mobile devices or computers.

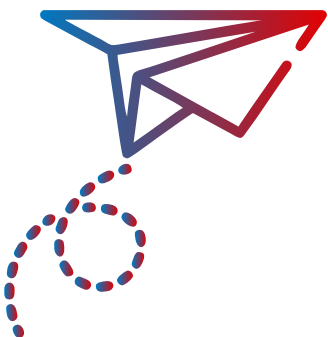
Employees must not use e-mails for disseminating or transmitting information or materials that are offensive, disparaging, copyrighted materials or unauthorized sharing of confidential information or trade secrets. Employees may not encrypt programmes or install any encrypted software or

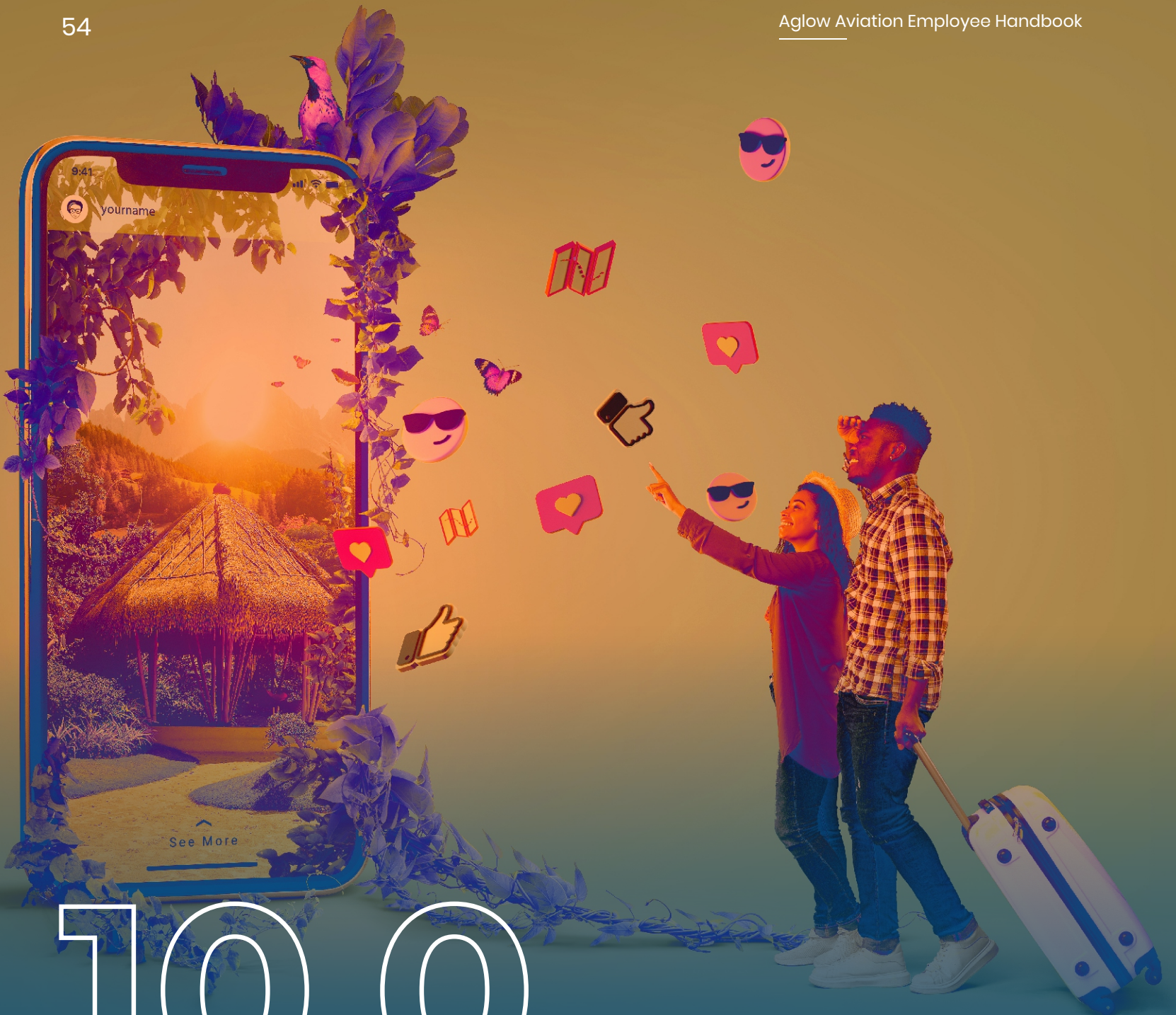
programme with any email communication.

Employees who use the organisation's computers, mobile phones and/or other handheld devices should handle these devices with care as they may be held responsible for their loss or damage.

Every employee of the organization is required to refrain from the following:

- (I) the unauthorized download of software on organization's computers;
- (II) the use of devices such as computers and handheld devices for disseminating or transmitting confidential information or trade secrets of the organization;
- (III) using organization-owned computers or devices to disseminate, transmit, or download disparaging, obscene, or illicit materials;
- (IV) downloading, copying, installing video games, videos, pictures or other Unauthorized Materials on the organization's computers.





10.0

Social Media Policy



Aglowaviation is determined to use social media to create awareness about its services, enhance its customer/client base and increase the overall profitability of the organization. Employees are strongly encouraged to use social media platforms to promote the activities of the organization.

Employees should maintain the confidentiality of clients/customers, other employees and the organization by ensuring that personal information is not disclosed on social media. Employees should also note that the use of abusive, disparaging words, any form of threat or harassment on social media is highly prohibited.

Organization-related social media activities will be monitored and any employee who is found guilty of violating this policy will face disciplinary actions.





11.0

**Codes of
Conduct**



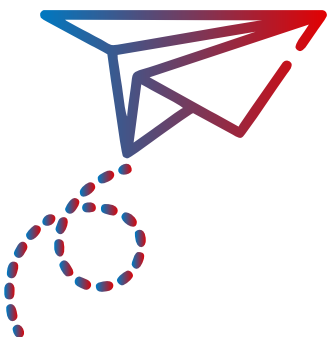
Equal Employment Opportunity

The policy of the organization is to provide equal employment opportunity to all employees and job applicants regardless of their gender, age, tribe, religion, race, nationality, orientation, ethnicity, culture, genetic information, marital status, pregnancy, physical or mental disability or any category, class or group of persons protected under the law.

This policy applies in all aspects of employment at the organization which includes recruitment process, training, performance evaluation, job assignment and designation, promotions, placement, working conditions, leave benefits or compensation.

The organization has zero tolerance for discrimination and harassment. Therefore, every employee is encouraged to cooperate fully in implementing the organization's policies by promoting, to the highest possible extent, a discrimination-free working environment.

If a violation of this policy occurs, the organization will, at its discretion, take appropriate disciplinary actions against any employee who has violated the provisions of the policy. If any violation occurs, any employee is required to notify the organization of such violation for prompt action.





12.0

**Policy Against
Workplace
Harassment and
Discrimination**



Aglowaviation is committed to providing a peaceful and safe workplace, free from any form of harassment and discrimination.

The organization does not permit harassment or discrimination against any employee on the basis of religion, gender, orientation, health, race, ethnicity, nationality, marital status or any other classification recognized by law. Specifically, harassment and discrimination occurs if:

- (I) the submission to or rejection of such conduct is used either implicitly or explicitly as a basis for an employee's employment, continued employment, promotion or any other benefits;
- (II) the submission or rejection of such conduct is the basis for the employment decisions affecting any employee;
- (III) such conduct has the purpose of creating an intimidating and hostile work environment.

Conducts constituting harassment include, but not limited to:

- (I) the use of sexual oriented comments against one's body;
- (II) unwelcome leering, touching or unsolicited body contact;
- (III) sexual, disparaging gestures or comments;
- (IV) unwarranted and unwelcome discussions about someone's sexual experience;
- (V) derogatory remarks, offensive or vulgar words or unwelcome sexual advances;
- (VI) unwelcome display of obscene or sexually suggestive videos and images.

The organization has zero tolerance for any act or conduct intended to discriminate against any employee or actions amounting to harassment.



13.0

**Discipline for
Non-Compliance**



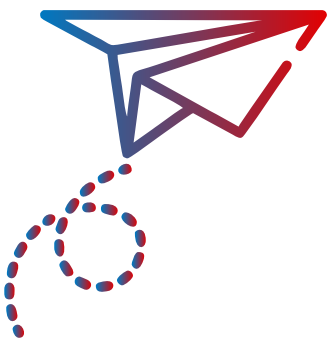
This Handbook provides a list of unacceptable behaviour or conduct. While it is impossible for the organization to outline the code of conduct for every situation, Aglowaviation has provided general guidelines for employees' conduct.

The following list does not represent a comprehensive list of all misconduct as the organization may, periodically and on a case by case basis, formulate rules regulating employee's code of conduct in the organization ("Misconduct"):

- (I) theft or unauthorized possession of organization's property;
- (II) theft or unauthorized possession of any property belonging to an employee of the organization;
- (III) engaging in physical and/or verbal abuse in the workplace;
- (IV) deceit and other fraudulent practices;
- (V) unsatisfactory work performance and lack of professionalism;
- (VI) incessant refusal to adhere to the rules of the organization;
- (VII) illegal possession of fire arms and other harmful objects;
- (VIII) inappropriate or unauthorized use of the organization's confidential information;
- (IX) frequent lateness to work;
- (X) failure to perform required tasks and duties on time;
- (XI) insubordination;
- (XII) willful destruction of organization's property;
- (XIII) failure to comply with the provisions of this Handbook.

If an employee is found guilty of misconduct, a fair hearing will be established and decisions will be made on information gathered. Management shall take guided and objective disciplinary actions against employee found guilty of misconduct. Disciplinary actions taken may include, but not limited to suspension, salary deductions, reassignment, or dismissal.

In addition to the disciplinary measures outlined above, the organization may, periodically review guidelines for addressing issues of misconduct.





14.0

Procedure for Handling Complaints

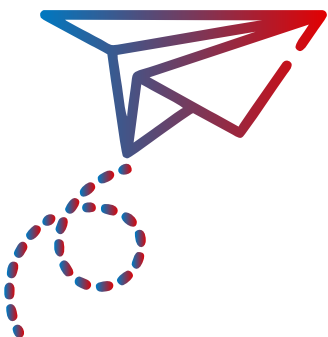


Employees who have suffered harassment, discrimination, verbal or physical abuse or any violation of any sort, should report to their supervisor or the organization's management as the case requires.

Upon receipt, the management of the organization shall conduct an inquiry aimed at ascertaining the veracity of such complaints and after due investigations have been conducted, the organization may impose any disciplinary action against the offending party.

Upon receipt of any complaint by an employee, the organization shall do as follows:

- Set up a panel of inquiry to engage parties involved,
- Give a fair hearing and investigate report,
- Make recommendations based on the investigation,
- Submit reports to management for consideration and approval of recommendations.





15.0

**Voluntary At-Will
Employment**



Except as stated otherwise, all employment contract with the organization is "at-will". This means that the organization can, with or without cause, terminate the employment of any employee and any employee can, with or without cause, resign from their employment provided that adequate notice in writing has been furnished in accordance with the provisions of this Handbook.

Any promise, covenant or representations contrary to the tenets of this Handbook made by any officer of this organization shall not be binding except such promises, covenants or representation is made in writing and duly authorized.





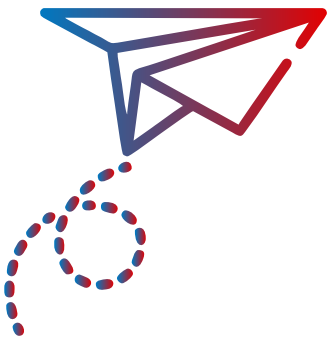
16.0

**Dispute
Resolution**



You agree that any dispute or any issue whatsoever between you and the organization will first, be reported to the organization for resolution before having recourse to any other alternative dispute resolution mechanism.

If the matters remain unresolved, you agree that such unresolved matters will be referred to arbitration. The parties shall select the arbitrators and the arbitration shall be conducted in the State where the organization is located. The arbitrator(s) shall be bound by applicable Federal and State laws of the organization's place of business.





17.0

**Termination
And Dismissal**



Termination of Employment

The management of the organization may terminate the employment of any employee at any time, with or without reason upon issuance of: one month notice to the employee or payment in lieu.

Dismissal

The organization's management has the authority to dismiss an employee from employment at any time, without notice.

Reasons for such dismissal may include, but not limited to the following:

- Sexual harassment or abuse; negligence, dereliction of duty, bullying, and misrepresentation of facts.

An employee who has been dismissed shall not be entitled to any notice, retirement benefit or any benefit of any kind.

Redundancy

Aglowaviation will do all in her power to build and ensure business is sustainable, in the case where business is consistently unsustainable over a period of time, Management and its board of directors will make decisions in the best interest of all stakeholders. The decision to lay off will remain the last option. The organization may lay off one or more of its employees as a result of redundancy. During the redundancy period, the organization's management shall apply the principle of first in, last out and shall pay severance packages and any other benefits required by law.

Resignation from Employment

Employees may, at anytime, with or without any valid reason, resign from employment on the expiration of a month's notice issued by the employee of his or her intention to resign from the employment or payment in lieu of notice.

Obligations of Employees after Termination

Upon termination of the employment, an employee who has resigned or whose employment has been terminated shall:

- (I) Immediately deliver to the management of the organization, all monies, documents, books, official phones, computers, materials and/or any other property belonging and relating to the organization which is in the possession of the employee;
- (II) delete or erase any confidential information, trade secret or any other information relating to the business of the organization on any electronic device, hard disk etc belonging to the employee;
- (III) not disclose or use any of the organization's trade secret.

Other obligations of the employee upon termination are as follows:

- Submit, and handover reports of all activities done so far and outstanding activities.
- Submit all devices and log in details.

The organization's management shall be entitled to seek an injunction or any other legal remedy to prevent disclosure or use of any confidential or trade secret information.

**ACKNOWLEDGEMENT
OF RECEIPT
OF THE
EMPLOYEE
HANDBOOK**



I acknowledge receipt of a copy of Aglowaviation's Handbook which contains the policies, practices and procedure of Aglowaviation. I also acknowledge that this Handbook contains the organization's policies, procedures, employee benefits and disciplinary measures and I agree to read, understand and be bound by all the provisions of this Handbook. I also undertake to perform my duties and tasks efficiently, effectively and in accordance with the standards of the organization.

I understand that this Handbook is intended to serve as a guide and does not create any contractual obligation on any party.

I also acknowledge that my employment is at-will and can be terminated by the organization at anytime, with or without notice. I also understand that my position, tasks and duties may be altered or modified at any time by the organization's management.

I acknowledge that the organization reserves the right to update, review or modify the policies, procedures and other provisions contained in this Handbook.

Name of Employee:.....

Date of Receipt:.....

Signature of Employee:.....