



CFAO Motors Insurance Limited

(An Authorised Financial Services Provider – Licence #20220)

Code of Ethics

Labour Relations and Work Ethics:

1. Code of Practice
2. Fair and Unfair Labour Practices
3. Regulatory measures and employment practices

Code of Practice – Labour Relations:

Labour Relations is about regulating formal and informal relationships between management, employees and trade unions. This process is concerned with negotiation, consultation and dispute resolution about issues such as:

- Salaries/Wages – negotiated via central bargaining at MIBCO level and or, according to job grades.
- Terms and Conditions of employment.
- Terminations of employment (dismissal and retrenchments).
- Changes in work practices.

It is to be highlighted that labour or industrial actions can be a legitimate avenue of activity, in that the Labour Relations Act recognizes that employees may strike and that Employers may lock employees out. However, industrial action should be seen as an option of last resort after other conciliatory measures have been unsuccessful. Labour Relations is about good human resource management and also the management of collective relationships and conflict. Labour relations are also a two-way street involving good faith and true work ethic from both employer and employee.

Fair and unfair Labour Relations:

There are many issues that can be considered as unfair labour practices. Basically, an unfair labour practice is a happening or occurrence relating to employment (the employer/employee relationship), conditions of employment and issues which would prejudice working relationships, or the right to work. In other words, circumstances or changes which would affect an employer or employee's legal standing, whether employment is full time, on fixed term, or on a casual basis.

It is the intention of the Company to ensure at all times that staff are treated justly and fairly and that they are able to perform their allocated and agreed duties with total confidence and peace of mind within the ambit of the Company's reasonable requirements and conditions of employment.



REGULATORY MEASURES IN EMPLOYMENT PRACTICES:

In many instances in the working relationship between the Employer and the Employees, variances and differences do occur which may appear to be contrary to Employer/Employees' requirements and expectations in terms of statutory law, as indicated in the Code of Practice. To cater for such occurrence, channels are available to regulate such situations that may arise in the work place.

1. Grievance Procedure
2. Disciplinary Procedure
3. Dispute Resolution

Grievance Procedure:

The purpose of the Grievance Procedure is to ensure that individual and group grievances are considered and resolved as close as possible to the point of origin, and as speedily as possible.

Disciplinary Procedure:

The primary objective of the Disciplinary Procedure is to initiate corrective action, where the behaviour/conduct of an employee is unacceptable, or where work performance is unsatisfactory.

Dispute Resolution:

Disputes do arise between employer and employee(s). In such cases consultations should be entered into between the parties to attempt to resolve the matter. Consultation between the parties must, in the first instance, be conducted on an internal level – such consultations must be formal and issue(s) must be set out in writing – from initiation to conclusion and communicated in writing to all parties recorded and displayed on notice boards.

Where disputes are not resolved internally then the process of mediation must be used, either via an independent mediator, or via the services of the Dispute Resolution Centre of MIBCO or via the services of the CCMS.

External FAIS Compliance Officer:

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This is an extract from the Code of Employment Practice for CFAO Motors (Pty) Ltd
