



Workplace Conduct & Facilities Use Policy

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1. Purpose

This policy outlines expected conduct, shared space usage, and professional behaviour within the Greencastle Solutions Rosebank office. It reinforces a respectful, safe, and collaborative environment aligned with the principles outlined in the Office Guide.

2. Scope

This policy applies to all employees, interns, and visitors operating within the South Africa office.

3. Office Conduct and Professionalism

- Treat all colleagues with professionalism and respect, regardless of role, background, or working style.
- Dress appropriately for a professional office setting, Mon-Thursday Professional corporate work attire and Fridays will be dress down with no ripped jeans.
- Avoid excessive personal calls or non-work activities during work hours.
- Practice active listening and maintain respectful communication across all platforms.

4. Attendance and Setup

- The South Africa office is not hybrid. Employees must attend in person from Monday to Friday unless contractually agreed otherwise.
- Working hours must be respected; notify your line manager one hour before your shift if unable to report for duty.

All employees must have:

- Microsoft Teams and WhatsApp installed on their work phone.
- Access to and participation in the Greencastle SA WhatsApp group.
- Their line manager's contact saved on both work and personal phones.

5. Cleanliness and Shared Space Use

- Clean up after yourself in all communal areas, including the kitchen and canteen.
- Respect all personal workspaces — do not touch or use another employee's equipment or desk without permission.
- Storerooms and IT rooms are restricted. Do not access them without authorisation.
- Collaboration desks are intended for teamwork and collaborative work only. Please do not use these areas for lunch breaks. kindly use the canteen or designated kitchen spaces instead.

6. Canteen Policy

- To maintain a respectful and relaxed shared break space:
- No laptops are permitted in the canteen. Use of laptops in this space is strictly prohibited to preserve its purpose as a communal and screen-free zone.
- If playing music, keep volume low and use headphones when possible.

- Dispose of food waste properly and clean surfaces after use.

7. Devices and Security

- Work phones are for professional use only.
- Access cards are employee responsibility. R50 will be deducted for each lost/replacement card.
- Laptops are monitored for compliance. Activity and timekeeping are subject to review.

If you're the last to leave the office, you must:

- Lock up securely
- Set the alarm
- Switch off lights, AC/heating, and close windows

8. Meetings and Communication

- Use respectful tone in all emails, chats, and face-to-face communication.
- Mute your mic when not speaking in virtual meetings.
- Keep meetings focused, and allow input from all attendees.
- Cameras should be switched on for all Teams calls-this is non negotiable

9. Safety and Emergency Protocols

- Know your personal alarm code and do not share it.
- First aid kits are available in the office.
- In case of emergency, contact the safety team immediately.
- CCTV is operational 24/7 for your safety.

10. Collaboration and Conflict Resolution

- Offer and accept help when needed.
- Use private offices for sensitive discussions.
- Report grievances professionally via management or HR.

11. Standard Office Hours

- Office hours are defined as Monday-Friday 9:00AM-18:00PM & 10:00AM- 19:00PM (When company is observing DST).
- Access to the office outside of these standard hours is strictly prohibited unless:
- You are an Out of Hours (OOH) employee scheduled to work over the weekend.
- You have received prior approval for exceptional access.
- If you are not part of the OOH weekend team and require office access outside business hours, you must obtain the appropriate approval from Facilities or Operations Management before access can be granted.
- Access, if approved, will be limited to the specific date and time requested.
- Any employee found accessing the office outside of working hours without proper approval will be in breach of this policy and may be subject to disciplinary action.