



## CODE OF CONDUCT

Operating procedures and expectations for all employees

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# **Ecwamix**

## Chemical Systems

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### **1. Introduction**

#### **1.1 Welcome Message**

Welcome to Ecwamix Chemical Systems. Below are the guidelines for conduct within the workplace or when representing Ecwamix Chemical Systems in any way. We truly hope that you enjoy your time here and are willing to learn new skills as well. From all of us at Ecwamix, we would like to welcome you to part of the company.

#### **1.2 Purpose of the Code of Conduct**

Ecwamix Chemical Systems is a Registered ISO 9001 facility and with that it means that we need to uphold a certain level of operating, in terms of how we as a company and its employees present ourselves and keep each other safe within the facilities. All these rules are for our personal safety, to uphold the outstanding quality of our products and the safe use and maintenance of all the equipment in the factory. There will be no exceptions to these rules. If you have any concerns regarding the rules, and how they may apply to you or even if you do not understand them, please feel free to speak to your supervisor or the appropriate manager.

### **2. Our Company**

#### **2.1 Company Mission and Values**

Our goal is to provide our customers with quality and cost-effective solutions to many of the complications experienced by the South African Industrial Chemical Industry, which is why our slogan is "Your Specialist Partner in Sustainable Chemical Solutions." We believe in hard work, integrity, and mutual respect as the core moral values of the operations and all the employees of Ecwamix Chemical Systems.

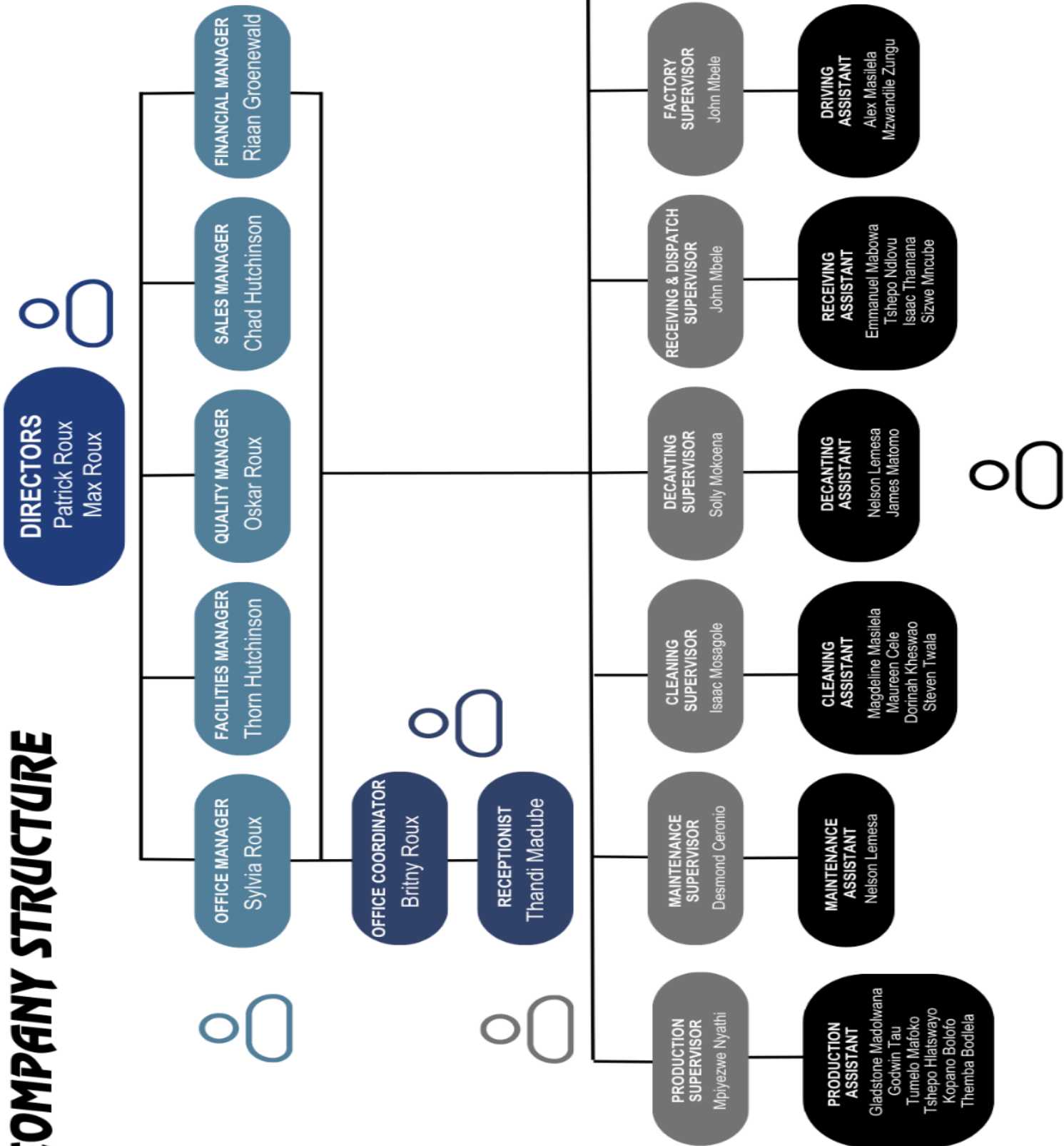
#### **2.2 Company History and Culture**

Situated just to the West of Johannesburg in Lea Glen, Roodepoort, Ecwamix Chemical Systems operates a highly efficient specialised chemicals manufacturing and contract blending/repacking plant. Although our company was only formed in the early part of 2006, we had previously functioned solely as a chemical consultancy, offering formulation and manufacturing solutions to various aspects of the chemicals industry.

Today we pride ourselves in being one of only a handful of companies in South Africa with the technical and manufacturing/blending capabilities to advise, produce and provide:

- Various speciality chemical raw materials/blends.
- Various speciality chemical intermediates/blends.
- Various tailored specialised finished chemical products/blends for specific industries.
- Quality and efficient contract blending and repacking facility.
- At Ecwamix we provide a quality and efficient manufacturing/blending facility, which is managed with quality and efficiency as its top priorities, and to achieve and maintain ISO 9001 certified operating standards.

### 2.3 Organizational Structure



### **2.4 Quality Management**

With customers at the heart of Ecwamix, it means that quality is our biggest priority. We are a SABS ISO 9001:2015 certified company and have been for the last 8 years. We have an effective quality management department who always ensures that the customer is receiving the best version of the finished products or raw materials.

Ecwamix Chemical Systems, a producer, contract manufacturer and supplier of chemical specialities to various industries globally is committed to a Policy of Total Quality Assurance. Quality will be managed in all the operational areas of our business; including goods and services purchased from suppliers and service providers. In fulfilment of this policy the company will ensure that goods and services are supplied to meet their intended purpose, stated performance criteria and in accordance with the requirements of the customer.

By means of the policies described in the Ecwamix Chemical Systems Quality Management Manual and the procedures and processes described in supporting documentation and effective communication, we will regulate and co-ordinate the activities of all departments.

The Company Quality Policy is thus directed towards achieving the following objectives to:

1. Provide the customer with an assurance that goods and services supplied will comply with agreed specifications.
2. Ensure that all contracts will be carried out within the agreed upon time scale.
3. Continually improve the effectiveness of our operations through Corrective and Preventive Action and through the analysis of feedback information arising from all stages of the Quality Management System.
4. Set quality objectives that must be met and which will be reviewed periodically to ensure the effectiveness of the Ecwamix Chemical Systems Quality Management System in meeting customer requirements.
5. The Ecwamix Chemical Systems Quality Management System will be reviewed periodically by top management to determine its continued suitability and appropriateness to the organization.

It is the aim of Ecwamix Chemical Systems to use our Quality Management System to demonstrate our ability to consistently provide product that meets customer requirements, to enhance customer satisfaction, together with continual Improvement of the system and assurance of conformity to customers and applicable regulatory requirements.

### **3. Your Role and Responsibilities**

#### **3.1 Job Expectations**

Depending on the role of your job and the area you are working in, you will be allocated certain roles and responsibilities to be completed for the day. These responsibilities will be explained daily by your supervisor as they oversee the department and delegate the daily tasks.

This means that your responsibilities will be as follows:

- Ensuring all the work/tasks assigned to you for that day have been completed.
- Your work area/department is clean, and all tools used by you or others in your department have been cleaned and packed away correctly before leaving.
- Assisting your colleagues where possible.
- The daily tasks will vary per department, but these will be explained in detail when you meet with the supervisors and a more in-depth training will be done as per the department's requirements.

### **3.2 Attendance and Punctuality**

All staff are required to be at their designated posts and working by 07:00 sharp and will be finished at 17:00, Monday to Friday. You will be required to make use of the clock in card system by clocking in BEFORE getting to your post, when leaving for lunch, returning from lunch and at the end of the day just before leaving.

Please ensure that you eat any required meals before getting to your post as we cannot allow food in the work areas as a health and safety precaution, to prevent both contamination of the product as well as your food and possible consumption of harmful substances.

Coffee, tea, and warm water will be provided for you, as well as a warm/cooked lunch. You will need to bring your own breakfasts and other food you may want to consume through the day.

The break times are as follows:

10:00 – 10:15 OR 10:15 – 10:30

15:00 – 15:15 OR 15:15 – 15:30

Lunch 13:00-14:00

Please make sure you check with your area supervisor which tea times will work best for the area as we prefer to rotate the tea times so that there is always half the staff in each area.

Please note the times and be punctual, we expect everyone to respect these times and not abuse them accordingly. If found in violation of coming late repeatedly, not being present at your post on time or abusing these times and systems regularly, there will be disciplinary action.

### **3.3 Remuneration and Overtime**

In some departments it may be necessary to work overtime at some point. These overtime hours are paid according to the Labour relations act and are completely voluntary with making sure each person has at least 24 hours off from work for every seven days.

### **3.4 Dress Code and Personal Hygiene**

We do not observe what you wear when you arrive and leave the premises, but we expect that you will dress appropriately for work. You will be provided with the correct PPE to be worn each day for the duration of the workday, including work overalls or a dust coat depending on your work areas requirement. These clothes can be washed on site, and it is your responsibility to make sure they are recollected and looked after and kept in good condition. Please note there are locker rooms with lockers as well as showers and soap on site for you to use as you need. Generally, everyone showers after the workday before leaving. This is highly recommended as any residual chemicals that may linger on your clothes can affect your skin after prolonged exposure. It is better to shower at work and change into clothes for travelling home.

### **3.5 Confidentiality and Data Security**

Ecwamix Chemicals Systems swears to uphold the privacy of any information exchanged between any administrative staff, employees, customers, and suppliers. All copies of sensitive documentation will be kept in a separate file in a safe with limited access. Any medical information or other sensitive information will be kept safe and will not be shared with any other employees unless required or requested to do so. If there are any medical conditions that you feel we may need to know about such as asthma, diabetes or any other medical condition that may cause a sudden loss of consciousness or impairment in anyway, let your supervisor or the appropriate first aid managers and representatives know, so that they can be trained on the appropriate responses in an emergency situation or should the need arise. If you would not feel comfortable sharing any of these medical conditions with a staff member, please note that Ecwamix Chemicals Systems, its employees, supervisors, managers, and directors take no liability and cannot be held accountable should injury occur as a direct or indirect result of these conditions that we were not made aware of. Divulging sensitive company and employee information is strictly prohibited and will be penalised. Because of legal regulations and laws, we will need to keep a copy of your identity documents for record keeping purposes. We will not share this information with any unauthorized personnel without your permission.

### **3.6 Conflicts of Interest**

This is when there is a situation in which the goals of each party involved do not align. While working at Ecwamix Chemical Systems you will not be allowed to work anywhere chemically related or oriented, share any information with anyone that may; be part of any company trademarked formulas, production processes, contract blending, packaging or products blended/produced for customers, any packaging information that may be associated with Ecwamix Chemical Systems and the companies that we may warehouse, contract manufacture and supply any raw or finished materials and products to.

In this regard it is also imperative that Ecwamix Chemical Systems employees must not let their personal relationships or interests influence their work.



#### **4. Respect and Diversity**

##### **4.1 Respect for Colleagues**

Respect is the feeling of regarding someone well for their qualities or traits, but respect can also be the action of treating people with appreciation and dignity. A respectful attitude should be standard in the workplace regardless of personal feelings. Respect for one another is the corner stone of any successful social and workplace interaction. If we do not reserve respect for each other then we tend to invalidate each other's opinions, thoughts, and actions.

Both employers and employees need to give respect to each other and their peers. As an employee, you can respect your coworkers and your managers by giving them the attention they need, listening to their opinions and leading with kindness.

Mutual respect is especially important as it helps with the following:

- It increases productivity and collaboration between people and departments.
- Reduces stress as people feel more comfortable sharing ideas.
- Greater employee and work satisfaction.
- It creates a fair environment.

All of these are important as they ensure in the workplace, we have an environment free from unnecessary tension, aggression and grievances that arise from not respecting one another.

Respect can be shown and given in many ways:

1. LISTEN to what everyone has to say and let them share their ideas.
2. Pay attention to non-verbal communication like body language and facial expression. These are also a form of communication and portray your feelings towards someone.
3. Practice transparency, this makes people feel trusted if they know the goals of the bigger picture and larger goals within the organization. They may even have great ideas to help one achieve this.
4. Recognize strength and accomplishments of others. Praising their skills and dedication shows ample respect and appreciation.
5. Value the time and workloads of others. Try schedule meetings or discussions with people that is convenient for everyone.
6. Delegate meaningful work like when someone offers help or when offering help. Try delegate tasks that play into everyone's strengths.
7. Be polite to one another.
8. Prevent bias and assumptions.
9. Include everyone in important discussions and celebrations.
10. Consider how others view you and your actions.

#### **4.2 Non-Discrimination and Equal Opportunity**

Equal opportunities within Ecwamix Chemical Systems are one of the keys of the success and progression of the company. We believe that everyone within the company has certain attributes, skills, and knowledge, which make them successful in their positions and the most knowledgeable person for that role. If there is a need for a role that can be filled from within, we always give these opportunities to our current staff and then look outwards for solutions.

#### **4.3 Harassment and Bullying**

Ecwamix Chemical Systems has a zero-tolerance policy towards bullying, harassment, and intimidation of all forms. Any employees found to be intimidating, bullying, and harassing their peers in any way will be subject to disciplinary action that could result in immediate dismissal.

Harassment is seen as behaviour that demeans, humiliates, and intimidates a person, and it is characteristically identified by its unlikelihood in terms of social and moral reasonableness. In the legal sense, these are behaviours that appear to be disturbing, upsetting, or threatening. This includes any unwanted; advances, comments and contact of any nature.

Bullying - The repetitive, intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power. Bullying can be physical, verbal, or psychological. It can happen face-to-face or online.

#### **4.4 Inclusivity and Diversity**

At Ecwamix Chemical Systems we cannot ignore the diverse nation we live in and have always been welcoming of diverse cultures, races, and ideologies. We feel that diversity, inclusivity, and equality are the corner stones to our ability to grow year upon year as we embrace all the ideas and possibilities for growth and change both within and surrounding us.

### **5. Ethical Conduct and Disciplinary measures**

#### **5.1 Honesty and Integrity**

A foundation of any company is transparency and integrity. We believe that it also builds an incredible workspace and atmosphere amongst all employees when everyone is honest and has a solid integrity. This builds trust both between all our employees as well as between us and our suppliers and customers.

#### **5.2 Gifts and Conflicts of Interest**

Bribery is a reality in the world today and this comes in many forms. The basic definition of bribery is offering, giving, receiving, or soliciting of any item of value to influence the actions of an official, or other person, in charge of a public or legal duty. We do not accept any bribes and expect all our staff to adhere to this too. This is the greatest measure of one's integrity and we expect all our employees to report bribery of any form regardless of who it comes from.

### 5.3 Reporting Unethical Behaviour

As integrity is one of our core's values, we expect all unlawful and unethical behaviour to be reported to supervisors and managerial staff. We do not accept any unethical behaviour in all forms which can be the following but not limited to:

- Lying to cover your own tardiness or mistakes.
- Gossiping or badmouthing colleagues or other businesses.
- Not taking responsibility for one's actions, deadlines, and the consequences thereof.
- Stealing even low value items such as stationary.

Any employees, directors, shareholders, or managers of Ecwamix Chemical Systems found to be violating these rules and regulations, will be subject to the disciplinary measures outlined under section 10.2 of the code of conduct manual.

## 6. Health and Safety

### 6.1 Safety Guidelines

The work environment at Ecwamix Chemical Systems is one of possible hazard, which is why we pride ourselves on a strict safety conduct to keep all our employees safe in the workplace.

A few of the cardinal rules are:

**AWARENESS** – The factory space is remarkably busy with lots of movement, and you need to be always present of mind and make sure you always know and are aware of your surroundings.

**SMOKING** – You are only allowed to smoke in the designated smoking areas and away from any chemicals. You will also need to alert your supervisor of any smoke breaks that you take but you should only take these during tea times and lunch times.

**CELL PHONES** – As previously mentioned, rule awareness is key. Cell phones, as great as they are, can be a massive distraction from work and a big safety issue in the bottom line. Cell phone use is strictly prohibited inside the factory and any cell phone use will be liable for a verbal warning on first offence and written warning on second. This is purely a safety aspect because of the busy and dangerous nature of the work environment, we cannot have any risks or distractions within the factory.

Use of cell phones are prohibited:

- While driving.
- While operating any equipment on and off site.
- During office hours for gaming and entertainment.
- For indulging in long personal calls during office hours.
- During meetings.
- While walking through the facility or through the shelves.
- From recording sensitive information pertaining to the company.

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Employees can use cell phones for:

- Making business calls.
- Using productivity applications.
- Checking important messages.
- Scheduling and keeping track of appointments.
- Making **brief** personal calls out of earshot of other employees.

### **Ecwamix Chemical Systems retains the right to monitor employees for inappropriate and excessive cell phone usage.**

Employees may face disciplinary action if it is proven that:

- They have caused a security breach through use of their cell phone.
- They have violated the confidentiality policy.
- They have caused an accident due to reckless use of their cell phone.

**FORKLIFTS** – There are at least three forklifts driven or used at any given time within the factory for multiple jobs. This means that there is always a 3000Kg vehicle on the move. You need to make sure that you are always aware of any forklifts near you and that you keep a safe clearance distance of at least **ONE METER** away from the forklifts unless you are operating them.

**THE CHEMICALS** – There are a lot of different chemicals in the factory of varying hazard risks. You will be required to complete a hazardous chemical handling training and safety course which will be completed in house. As a rule of thumb all chemicals should be treated with the same caution and severity as hazardous chemicals. This will prevent any spillages from being left too long or any exposures limited to as few as possible. There are yellow binder files in each area with SDS of the various hazardous chemicals and their first aid procedures.

**FIRST AID** – All areas have trained first aid representatives as well as first aid boxes that they keep stock of and manage. If you have any emergency or need first aid attention, please speak to these designated team members. You will be told who these are depending on the areas you are working in. If you cannot find the first aider for your area, please locate your supervisor as well as the facilities manager as they too are trained in first aid and have the correct supplies.

**EMERGENCY SPILLAGE** – If there is an unexpected spillage in your area of work, locate the spill kit and contain and manage the spill as per the training method. Please also alert your area supervisor and the facilities manager as they are also trained and equipped to deal with these spillages.

**WORKING AT HEIGHTS** – If you are required to work at heights during employment here, you will need to use the proper safety techniques and harnesses to prevent severe injury and death. If you are not qualified or trained to do so, please do not attempt it.

**MEDICAL CONDITIONS** – There are certain medical conditions that you as the employee do not need to make us aware of. If you do not wish to make us aware of any of these that is perfectly fine. For

your safety, if you suffer from any of the chronic conditions, it is imperative that you let us know so that we can make an informed decision on the correct working area and role for you; Diabetes (type one and two), any heart related issues, high or low blood pressure, asthma, epilepsy, chronic migraines, and ulcers. If there is something that we have failed to mention, please feel free to speak to Oskar about any health concerns you may have.

### **6.2 Reporting Safety Hazards**

We pride ourselves on keeping all our operating areas safe for all employees to work in. Our safety and maintenance-team work hand in hand to ensure that any possible hazards are taken care of before anything serious happens. We have a safety committee which is represented by one person from each area/site, who meet and do weekly risk assessments of their respective areas and share any safety concerns that they may come across during the week. The facilities manager and on-site maintenance team can then resolve these issues. If something is missed by the maintenance team or it happens while you are working in an area, and this could be a potential risk or safety hazard, please report it to the facilities manager or your safety rep in the area.

### **6.3 Emergency Procedures**

#### **Emergency Evacuation Drill Procedure**

All emergency evacuation drills are to be conducted and recorded a minimum of once every 3 months. All appointed trainees are to be trained on assembly points and emergency exits. Assembly points are to be clearly demarcated and accessible. The objective of this procedure is to minimize the risk of fatalities, injuries, or damage especially in the event of an emergency.

#### **Preparation**

- All the relevant equipment and essentials needed need to be readily available, regularly checked and must be fully accessible in case of an emergency of any kind.
- Demarcations of equipment, essentials, exits and assembly points must always be visible and free of obstruction.
- All first aiders, fire fighters and fire marshals are to be trained and appointed in writing.
- All fire equipment must be serviced annually and always kept clear of obstructions.
- The sprinkler system must be fully operational, and pressure tested every 3 months, also no obstructions.

Risk assessments will be carried out by health and safety representatives in each area regularly. These will identify the emergency risks in each area relating to:

- Fire
- Flood
- Robbery/Vandalism
- Natural disaster
- Machinery out of control

### **Procedure**

In the case of an emergency or fire;

1. Activate the siren/alarm/bell nearest to you in your area. These are all located in the yellow box.
2. If in reception, activate the siren in reception in x5 quick intervals and then leave on, either to be done by Thandi or anyone in the reception area at the time.
3. Note the time and date of the emergency.
4. Identify the nearest emergency exits and ensure there are no obstructions for a clear exit.
5. Utilize the emergency exit keys located in the yellow boxes that will be placed near all the relevant assembly points.
6. Report to the relevant personnel such as fire fighters, first aiders, management, supervisors, and the health & safety reps that have the roll call sheets.
7. the walkie talkies are handy for this operation. Make use of the fire sirens if you are not near any bell/alarm or person.
8. Report, if applicable, to the fire station or police station nearest to you.
9. Do not attempt to attend to any emergency unless it is within your control to do so.
10. Assist those who need help.
11. In the case of a flood follow all the procedures mentioned below and all relevant personnel must ensure that main DB's are turned off to lower the odds of an electrical fire.
12. In the case of a robbery or vandalism, contact the security personnel or utilize the panic button.
13. In the case of machinery out of control, isolate/shut off the machine/unit and clear the closest personnel to avoid harm to those nearby. Report to management or a supervisor.

### **Fire Fighters**

- Do not attempt to attack the blaze or fire if any of the following occur:
  - The fire is rapidly spreading.
  - You are unsure of what is burning.
  - If the toxic fire smoke is too excessive.
  - You are unsure if you can manage the task alone.
  - You don't have the right equipment, or you have no access to any fire prevention equipment.
- Ensure that all personnel are aware of the emergency by the use of handheld sirens or the bell on the fire sprinkler system or the bell in reception.
- Ensure that on the way to the fire or emergency, you will have to take a fire extinguisher to be readily available to attack the fire if need be.
- Fire marshals will have to evacuate all personnel within their current area or department.
- Do not stop for any unsafe reason, evacuation of all personnel is priority.
- Assemble personnel to the relevant assembly point and conduct a roll call to ensure no one was left behind.

### **First Aiders**

- Ensure that on the way to the emergency, you or another appointed first aider will have to take a first aid box nearest to you. (To assist for injury in assembly areas).
- Evacuate all personnel within your current area or department.
- Do not stop for any unsafe reason, evacuation of all personnel is priority.
- Assist those who need help or have been injured whilst trying to evacuate.
- Assemble personnel to the relevant assembly point.
- Treat any injured personnel if applicable once in the assembly point.
- Record injury treatment and monitor those wounded or injured.
- Contact an ambulance if the injured require further treatment.

### Assembly Points

- Fire marshal and safety reps are to ensure that all personnel are within your current area or department.
- All personnel are to be called out on a roll call register that is found in the yellow emergency siren/key box, to ensure that all staff have made it to relevant safety points.
- Supervisors/Marshals shall be provided with a roll call register relevant to the assembly points.
- If any personnel are missing or not present, the appointed fire fighter or first aider will be required to return to ensure that no one was left behind or injured. (If safe to do so).
- Once all is safe and clear by managements order, then only personnel can return to the relevant workstations/departments.
- If the building is not safe to return, then personnel will be checked before leaving the premises.
- The relevant IOD/Investigation forms will be required to be filled out by the investigating officer if applicable. A full investigation is required.
- Conduct a briefing with staff days after the incident.
- All the used essentials and fire equipment must be checked, restocked, and replaced.

### Signs

- Safety signs are categorized by their colour and placement:
  - Blue is mandatory (Compulsory usually referring to PPE)
  - Red is prohibition (Not allowed within the displayed area or department)
  - Green is safety (Refers to safety signs to look out for such as emergency exits, showers, first aid etc.)
  - Yellow is hazard (Refers to the potential or immediate hazard or danger where displayed)

### 6.4 Personal Protective Equipment (PPE)

With the safety of our staff being a number one priority, we take our PPE very seriously. PPE is the first line of defence against harm from hazardous and even non-hazardous chemicals. In each area you will be allocated the correct specification PPE for that area and the chemicals you will be working with. If during work, your PPE is damaged or compromised in any way, you need to report it to your supervisor as well as the facilities manager to get a replacement. Please make sure once used, that you clean and store your PPE in the appropriate manner.

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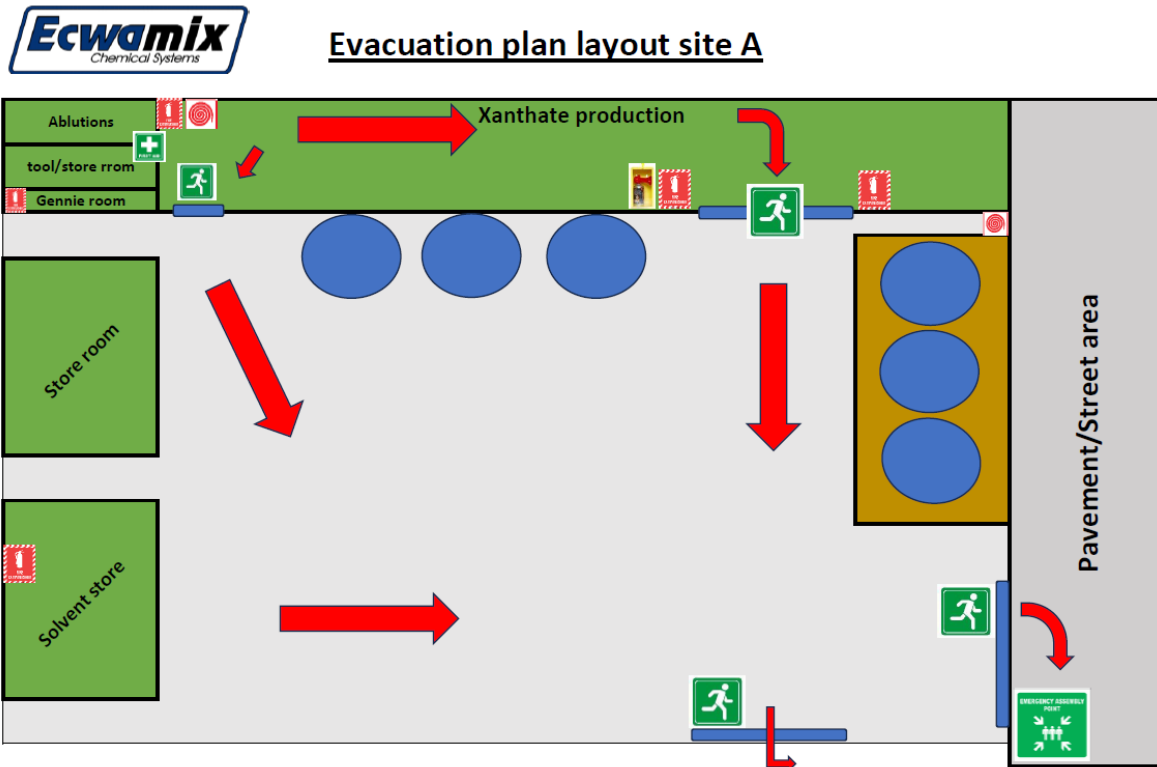
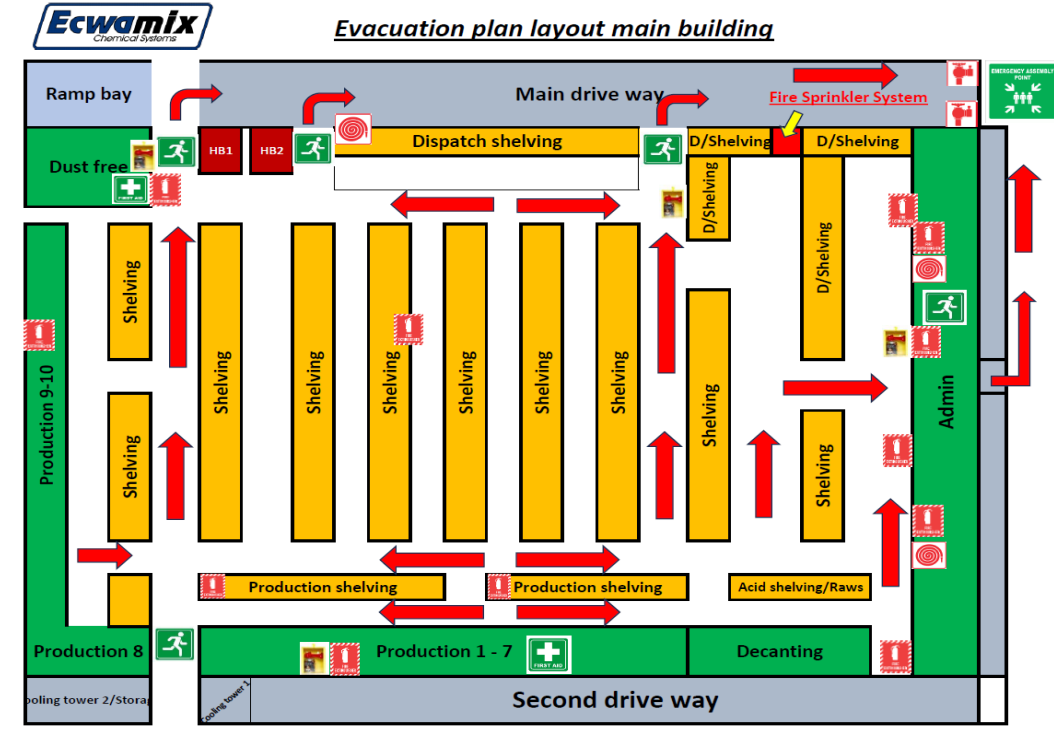
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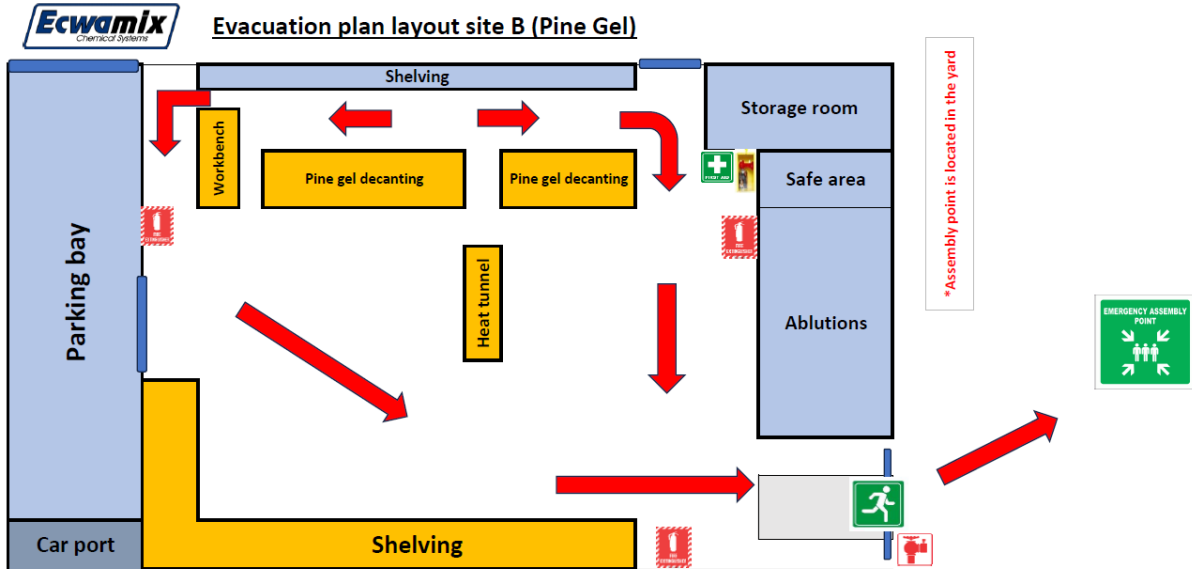
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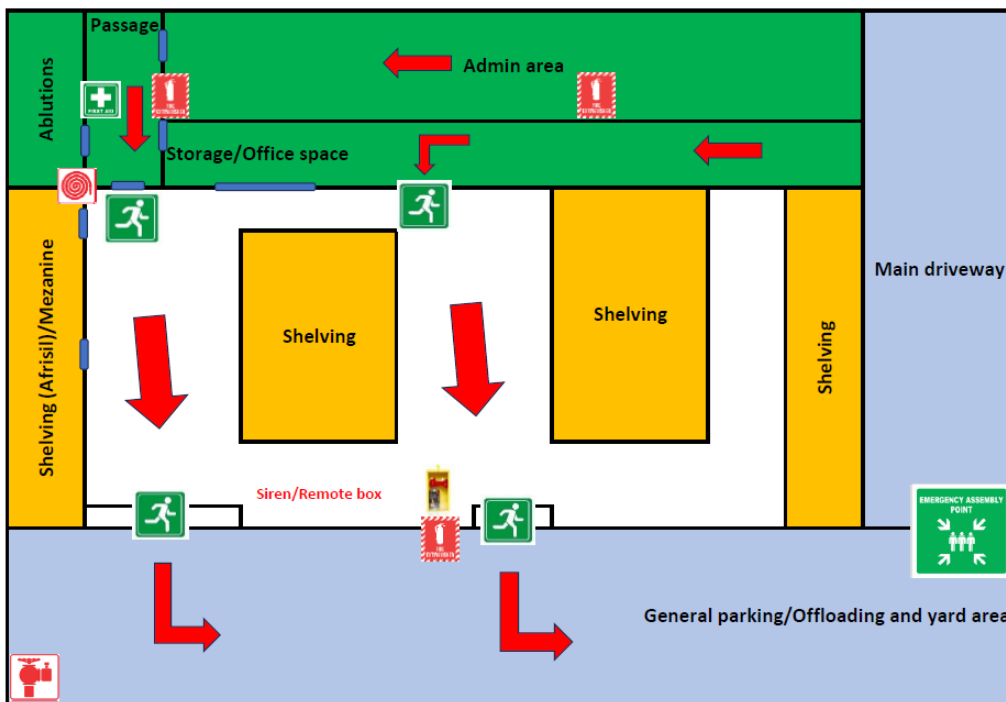
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### Evacuation plan site B second factory



# Ecwamix

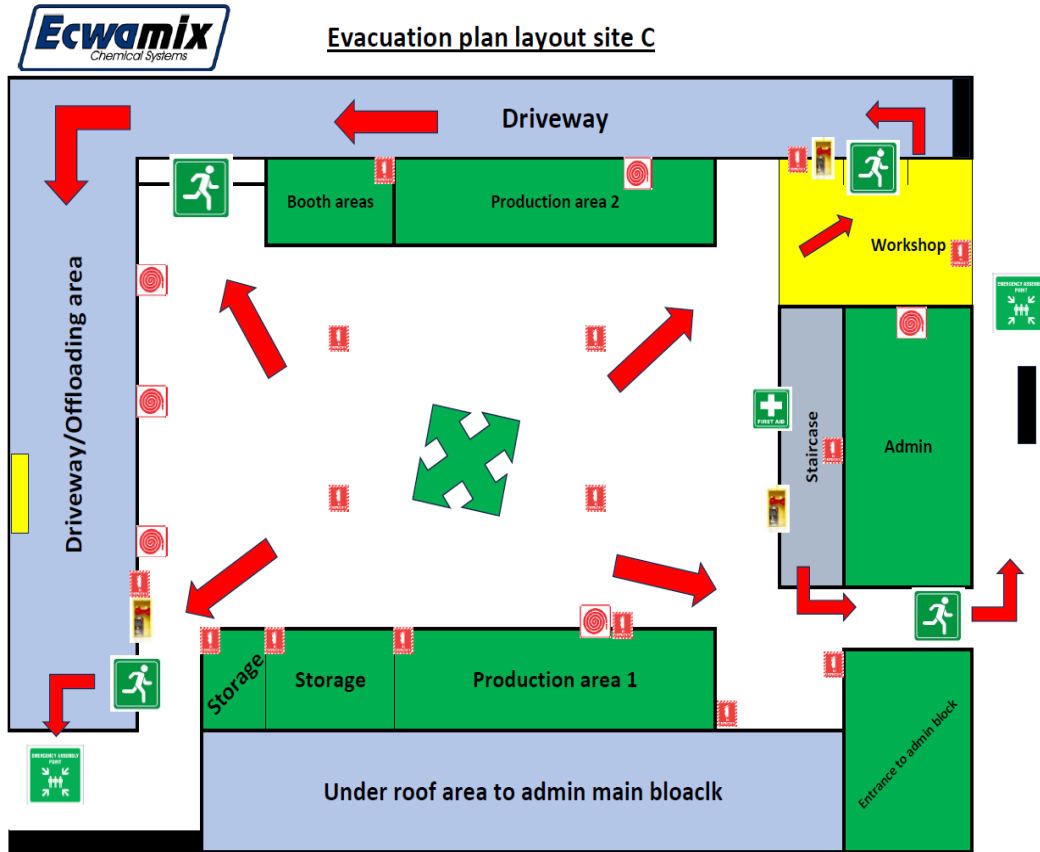
## Chemical Systems

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## **7. Environmental Stewardship**

### **7.1 Commitment to Sustainability**

Ecwamix Chemical Systems is committed to be recognized as one of the finest chemical manufacturers and marketers in Southern Africa and to meet and exceed the needs and expectations of all shareholders by achieving above average profits and profit growth. This will be achieved by being competitive and successful through honesty, mutual trust and teamwork between our customers, employees', shareholders, and our suppliers.

Through this commitment, we will be able to supply quality products and services in a socially responsible manner and provide a safe and healthy environment for all our employees, customers, contractors, and the community. We will protect and improve the environment around us by being innovative and through new technologies in our products.

All management and employees, at all levels, are responsible and accountable for this Policy and Corporate guidelines.

This Policy is directed towards achieving the following objectives:

1. Comply with all applicable laws and regulations and corporate goals and guidelines relating to health, safety, and environmental risks, whichever is the most stringent in the countries we operate and accept best practice principles.
2. Provide the necessary resources and effective systems and training to accomplish specific goals and objectives and be prepared to deal with any foreseeable emergency.
3. Evaluate and audit the impact on safety, health and environmental risks when developing new products or processes, and when buying or leasing property or new operations.
4. Evaluate and audit our facilities against this policy at periodic intervals to improve continuously.
5. We will work constructively with government and private agencies to further our social and moral responsibility to all our employees.
6. We will strive for the continuous reduction of all wastes and shall promote environmentally suitable practices.
7. We will strive for the continual improvement of processes for the prevention of injury and/or ill health.

Ecwamix Chemical Systems will revise this policy once a year.

### **7.2 Energy and Resource Conservation**

Energy and power are such a precious commodity as it is and for us to be wasteful with these resources would be extremely irresponsible of us as a company and individuals. Currently, we are looking at ways of improving our power consumption and only use heat processes and other energy intensive production methods when we need to. We expect all lights to be switched off in unused areas, rooms, offices, or toilets. We are also in the process of gradually converting all our light fittings to LED bulbs to help save on energy and costs and we are also looking solar solutions for powering the office.

### **7.3 Waste Management**

Ecwamix Chemical Systems and its staff all realise the impact that one person can have on the environment. That is why all our staff are trained to follow recycling protocols. We separate all our packaging (plastic and/or cardboard/paper), organic/food scraps and waste, recyclable metals, and non-compactable materials. All the above are then collected by a waste management company and disposed of or recycled accordingly. The compostable materials (organic food scraps and waste) are then processed using the "Bokashi" technique and enzymes to help digest the materials and make them into a compost that is then used on site in the garden bed to grow vegetables that can be used in the staff kitchen.

## **8. Communication**

### **8.1 Open and Honest Communication**

All communication between Ecwamix Chemical Systems, its employees, customers, suppliers, and shareholders are clear, timely and honest.

### **8.2 Internal Communication Channels**

All the employees at Ecwamix Chemical Systems are encouraged to communicate with their peers, superiors and subordinates in a manner which is most productive, concise and contributes to achieving the goals of the company. This can be done face-to-face, at meetings, via telephone, email or even through instant messaging platforms such as Microsoft Teams and WhatsApp.

### **8.3 External Communication and social media**

Ecwamix Chemical Systems is in the fortunate position that all our external communications via social media is managed by our marketing team, who work closely with all our staff to ensure all the correct information is given to the public. Employees may be contacted at times during the workday to either feature in a post or article, or to give feedback and comment on a specific topic. When it comes to posting on social media, employees may/may not associate themselves with the company. If they are allowed to associate themselves with the company, the employees must clearly brand their online posts as personal and purely their own. The Company will not be held responsible for any repercussions the posts might generate.

The marketing team at Smylie Creatives are always on hand to create content and provide information on all our platforms that is relevant to products that we supply, services we offer and any new and exciting developments in the company and the chemical sphere of South Africa.

### 8.4 Internet and Intranet networks

Employees should further expect that all content created, transmitted, downloaded, received, or stored in the hardware belonging to the company is subject to perusal by the company and that no element of privacy holds good here. This information may be accessed without prior notice to the employee. This applies for password protected documents and any deleted content too.

What constitutes appropriate internet usage:

- To complete jobs assigned.
- To seek information on that, which can improve the work quality of the employee.

Inappropriate internet usage:

- Download or upload obscene, offensive and/or illegal material.
- Send confidential information to unauthorised recipients.
- Invade another person's privacy.
- Upload any kind of pirated software.
- Visit potentially dangerous websites which can compromise the safety of the company network.
- Performing unauthorised/illegal actions hacking or purchasing prohibited items.
- Forwarding any content which is discriminatory and obscene/inappropriate.

The company advises using strong passwords and logging into accounts only from safe devices and to maintain that their work devices are locked at all times. Failure to adhere to the guidelines may result in disciplinary action and/or lead to employment termination depending on the severity of the situation.

## 9. Compliance

### 9.1 Compliance with Laws and Regulations

Ecwamix Chemical Systems and all its employees understand that the legislations and regulations all serve an important purpose and therefore we comply with all the following local laws and regulations:

At Ecwamix we pride ourselves with compliance to all the following local legislations and laws:

- Occupational Health and Safety Act, 2016
- Unemployment Insurance Contribution Act, 2015
- Basic Conditions of Employment Act, 2016
- Compensation for Occupational Injuries and Disease Act, 2015
- Employment Equity Act, 2016
- Regulations Act, 2016

- Consumer Protection Act, 2008
- Standards Act, 2008
- National Environmental Management Act, 1998
- National Environmental Management Waste Act, 2008
- National Road Traffic Act, 1996
- ISO 9001:2015 Document
- ETI Base code
- Human trafficking act, 2013

All these legislations have core values and laws that we as a business must follow to ensure compliance.

### **9.2 Reporting Violations**

Failure to comply to any of the legal standards and regulations will result in a report being filed to the local authorities as well as the applicable bodies such as the SAHRC, CCMA, SARS or The Department of Employment and Labour.

### **9.3 Consequences of Non-Compliance**

Ecwamix Chemical Systems is dedicated to the rectification of mistakes or oversights that may occur. Any non-compliance from Ecwamix Chemical Systems' side, that we are informed of or have some knowledge about will be rectified with swift and appropriate action.

## **10. Grievance Procedures and Disciplinary measures**

### **10.1 Grievance policy**

#### **Purpose**

The purpose of the Grievance Mechanism is to provide a fair and confidential process for employees to voice their concerns, seek resolution, and ensure a harmonious work environment for all employees.

#### **Scope**

The Grievance Mechanism will cover all types of grievances that may arise in the workplace, which include the following: harassment of any nature, discrimination, workplace disputes, policy violations, etc.

#### **Fairness**

Ecwamix Chemical Systems is committed to fair treatment and equal opportunities for all employees throughout the grievance process and will give those involved a fair chance to voice their concerns or explain their sides of the situations that may arise.

### Confidentiality

All employees are assured that their grievances will be handled discreetly to protect their privacy and minimize retaliation. If rumours do arise, Ecwamix Chemical Systems will address these too with the individuals involved to ensure that they are stopped as soon as possible.

### Timeliness

All matters will be treated with the same urgency regarding the timeframe for addressing and resolving grievances and we will have these addressed and dealt with within two to four weeks from the date the grievance is opened.

### Transparency

The grievance process and mechanism will be communicated on the notice boards as well as training in the induction process and induction manual.

### Parties Involved

- Grievant: Any employee/s who files a grievance, regardless of their position or tenure.
- Respondent: This is typically the individual or department against whom the grievance is filed.
- HR Department: This is the nominated HR Department representative who is there to mediate and advise on the grievance process and resolving the grievances. They will also make notes accordingly and take minutes.
- Management/Supervisors: All relevant managers and supervisors will be present to discuss the grievance and discuss any resolution/solutions to the grievance.

### Grievance Procedures

**Submission of Grievance:** Any employees can submit a grievance either verbally or in a written format with the grievance form (See appendix A) with their supervisors or any relevant manager, including the necessary information to process the grievance.

**Initial Review:** The initial review process will be between the HR Department and the supervisor and manager involved. They will then be able to determine the level of grievance and whether there will be a need for a director to be involved.

**Mediation (Optional):** If it is decided that a meeting for mediation is to take place, this will be set up for the soonest convenient date for everyone. This meeting will include; The grievant, the respondent, the HR department, at least one director (depending on the severity) as well as any applicable supervisors, managers and translators if necessary.

**Formal Investigation:** A formal investigation into the matter will then be conducted, including interviews, evidence collection, and witness statements.

**Resolution and Decision:** After the investigation has taken place and there is a review of all the information a decision is reached. The possible outcomes will then be communicated in a formal sit-down meeting again with the relevant parties. These outcomes will include corrective actions, disciplinary measures, or policy changes. All of these will be communicated in the meeting and if

these are changes/measures that effect the rest of the staff, they will be communicated in trainings or toolbox talks and formal meetings.

**Appeals:** If there is dissatisfaction with the outcome of the grievance resolution process, one can make an appeal during the grievance hearings.

### Confidentiality and Privacy

**Confidentiality:** Again, all employees are assured that their grievances will be handled discreetly to protect their privacy and minimize retaliation. If rumours or retaliation in any forms do arise, Ecwamix Chemical Systems will address these too with the individuals to ensure that they are stopped as soon as possible.

**Privacy:** All personal information will be kept safe and discreet in sensitive files and will only be accessible by selected staff members.

### Protection Against Retaliation

**Non-Retaliation Policy:** At Ecwamix Chemical Systems we are committed to protecting all employees from retaliation in all its forms in the instance of filing a grievance of any nature. There will be ZERO tolerance for intimidation, threats, abuse of any nature or any other forms of retaliation regarding any grievances logged. If any staff are found guilty of retaliating to a grievance in any of these ways, there will be disciplinary action to follow.

### Training and Awareness

**Employee Training:** The grievance process is explained and trained upon arrival and during the induction training process. For all current employees a training will be done and then the information will be available on the relevant notice board.

**Management Training:** Managers and supervisors are trained on the company's grievance policy as well as handling grievances or any issues of a sensitive nature.

**Record-Keeping:** The records of grievances and their resolutions will be filed in a grievance file per year and kept for 3 years. This will include any supplementing documentation and the grievance forms associated.

**Reporting:** All grievance statistics and trends are reported to senior management in weekly meetings or monthly depending on the frequency of arising grievances and the gravitas of their origin. These will be quantitatively measured in X number of Grievances per X number of working hours and summarised for the management review every 6 months.

**Regular Review:** These grievance mechanisms will be reviewed every 6 months at the same time that the summary and reporting is completed.

**Feedback:** We will request feedback at the end of each grievance resolution session to see if the resolution process was satisfactory for all parties involved. This can be done anonymously through the feedback forms and a drop box policy.



**Communication Channels:** All employees will be informed about the grievance mechanism through our various communication channels (e.g., employee handbook, intranet, email, toolbox talks).

**Updates:** Any employees that have logged a complaint or grievance will be updated verbally or in a formal update document on the status of their grievances.

### Definitions and Terms

Below is a section that defines key terms and concepts used throughout the document, such as:

Grievance – A complaint, as against an unjust or unfair act.

Grievant – a person who submits a complaint for arbitration.

Respondent – A person who responds or replies to an allegation.

Mediation – To mediate and oversee two parties, hoping to reach an agreement or reconciliation.

Formal investigation – An examination and inquiry of the facts of matters arising.

Resolution – The act of determining the outcome of an outcome or situation.

Retaliation – The act of showing aggression or equal grievance towards someone based on something they have done, to seek some vengeance.

### Contact Information

Any questions or queries can be directed to Oskar Roux either via email or telephonically.

[Oskar@ecwamix.co.za](mailto:Oskar@ecwamix.co.za) or 011 472 2256

### Conclusion

This document is to therefor solidify that Ecwamix Chemical Systems is committed to a fair, respectful, and inclusive workplace where all grievances are taken seriously and addressed promptly.

### 10.2 Disciplinary procedures and measures

Disciplinary actions can come in many forms depending on the severity of the situation. Usually, they fall into the following categories:

- Verbal warning with explanation
- Written warning (Valid for 3 - 6 months)
- Final written warning which is often coupled with dismissal.

#### Verbal warning with explanation

Ecwamix Chemical Systems may reprimand an employee where necessary if they consider their conduct to be unacceptable towards others or within the workplace, but do not feel further disciplinary action is necessary.

In this context the behaviour or action can be discussed and reprimanded. A reprimanding then is informal and is focussed on the immediate correction of the employee's actions and behaviours through discussion. Since a reprimanding is not recorded formally, it is important that it is made known to the employee that persistence with these behaviours could result in further disciplinary action.

### **Written warning**

When a verbal reprimand has failed to produce the desired adjustment or when the transgression is so severe that a spoken reprimand would be insufficient, a written warning may be issued.

A copy and original of the warning form must be filled out by the employer who issued it. It is necessary to document the specifics of the wrongdoing and explain them to the employee. The employee must be given the chance to argue their position, which will also be recorded on the warning form.

One copy of the warning form must be given to the employee and the other must be kept by the employer.

The warning form will need to be signed by the employee. His or her mark or signature will serve as an acknowledgement of the text. The form must also include any objection or rejection by the employee to sign it. The legitimacy of the warning is not contingent upon the employee's signature.

### **Final written warning**

If verbal and/or written warnings have not resulted in the desired correction or if the warning warrants it despite the absence of prior warnings, a final written warning may be issued.

A disciplinary investigation into the conduct or new offense is required if it is claimed that an employee has committed level A or B misconduct or has already received a final written warning.

A written warning and a final written warning shall be valid for a MAXIMUM period of six (6) months. After the warning has expired, it shall NO LONGER count against the employee for any purpose.

### **Dismissal**

Before any employee is dismissed for misconduct of any kind, there needs to be a formal disciplinary hearing.

Depending on the degree of the offense, dismissal may occur with or without notice. No notice is required if the wrongdoing is of a level that a legal dismissal is required.

### **FORMS OF MISCONDUCT**

#### **Level A: VERY SERIOUS MISCONDUCT**

- Absence without leave for a brief period (5 days). This is also known as Absconding of position and responsibilities.
- Reporting late for duty.

- The employee leaves the working premises without authorisation.
- Unauthorised possession of the employer's or anyone else's property.
- Intoxication, the use of liquor or the taking of narcotics (drugs or intoxicating medication) on duty.
- Assault or fighting.
- Intimidation, incitement, or participation in a strike contrary to the Labour Relations Act, 1995.
- Disobedience, insubordination.
- Failure to conduct standing instructions.
- Violence, whether threatening or actual.
- Fraud or forgery of any document or information.
- Betting or gambling in any form.
- Gross negligence.
- Possession and/or use of drugs.
- Deliberate damaging of the employer's property.
- Corruption, bribery, including attempts at bribery and acceptance of a bribe, theft, fraud, dishonesty and making confidential information known.
- Absence from work without leave for more than five (5) days.
- Conviction in a criminal court and imprisonment without the choice of a fine.
- Making private or confidential information known to a third party without the permission of the employer.
- In possession of or the viewing of pornographic material or material that is offensive or discriminatory of nature whether in printed or computer data format.
- Destroying or deleting computer data without the employer's consent.

### **Level B: SERIOUS MISCONDUCT**

The action for the first offence is a final written warning and for the second offence dismissal.

- Sleeping on duty.
- Failure to report unsafe areas, structures or implements.
- Failure to use tools or implements according to the standard procedure.
- Extended absence.
- Using insulting and indecent language.
- Unauthorised collections on the employer's premises.
- Failure to report the overtime (irrespective of an undertaking to work overtime) without a valid reason.
- Inadequate or poor service.
- Incompatibility.
- Injuries to others because of negligence or rough play during working hours.
- Littering.
- Wilful telling of false information and gossiping.

- A first offence of absenteeism during the probationary period, namely the first 6 months of service.

### **Level C: LESS SERIOUS CONDUCT**

If the connection between the parties has deteriorated to the point where they can no longer work together, depending on the situation and the relationship between the employer and employee, a written warning or last written warning may be issued. The course of action must be reasonable given the situation. A written warning is the sanction for a first offense, while a final written warning is the sanction for a second offense that occurs during the suspension of the first warning. The consequence for a third offense is dismissal.

- Failure to conduct a reasonable, legal instruction within the time required.
- Failure to report sickness to the employer.

If the wrongdoing was so severe that there is no longer any prospect for the parties to build a regular, trusting relationship and that reconciliation cannot be achieved, that is the ultimate test to assess whether an employee should be retained in the employer's service.

### **11.Conclusion**

#### **11.1 Acknowledgment of Receipt**

All the information above can be overwhelming to a degree. If there are any questions you may have, please feel free to speak to Oskar Roux about any of the information within the code of conduct as well as the disciplinary procedures and guidelines.

This is to certify that \_\_\_\_\_ has received a copy of the Code of Conduct and disciplinary guidelines for Ecwamix Chemical Systems.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Place

\_\_\_\_\_  
Date

Please ensure a copy of this page is kept on file along with a copy of the employee's identification documents.

#### **11.2 Questions and clarifications**