



Kombz Leap Enterprises Limited
Plot 197 Off Kafue Road
Lusaka, Zambia

KOMBZ LEAP ENTERPRISES LTD HUMAN RESOURCES AND ADMINISTRATION MANUAL

To be the leading fuel service provider, driving innovation and excellence while empowering communities and fueling sustainable growth for a brighter future



Kombz Leap Enterprises Limited
Plot 197 Off Kafue Road
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INTRODUCTION

This Human Resources and Administration Manual provides the official policies, procedures, and standards that govern employment and administrative operations at Kombz Leap Enterprises Ltd. It aims to ensure consistency, fairness, accountability, and compliance with the Zambian Employment Code Act No. 3 of 2019 and other applicable labor laws.

2. LEGAL FRAMEWORK The manual is guided by the following legal instruments:

- Employment Code Act No. 3 of 2019
- Industrial and Labour Relations Act, Chapter 269
- National Pension Scheme Authority (NAPSA) Act
- Workers' Compensation Act
- National Health Insurance Act
- Occupational Health and Safety Act
- Anti-Gender Based Violence Act

3. VISION, MISSION AND CORE VALUES

Vision: To be Zambia's most dependable and sustainable fuel service provider.

Mission: To provide efficient, high-quality, and ethical fuel and support services across Zambia. **Core Values:**

- Integrity
- Excellence
- Accountability
- Teamwork
- Innovation
- Respect for Human Rights

4. ORGANIZATIONAL STRUCTURE

The company structure includes:

- Board of Directors
- Director Finance
- Finance Officers
- Director Human resources and Administration
- Administrative Officer

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- Director Operations
- Station Managers
- Compliance Managers/Supervisors
- Pump Attendants
- Security and Cleaning Staff

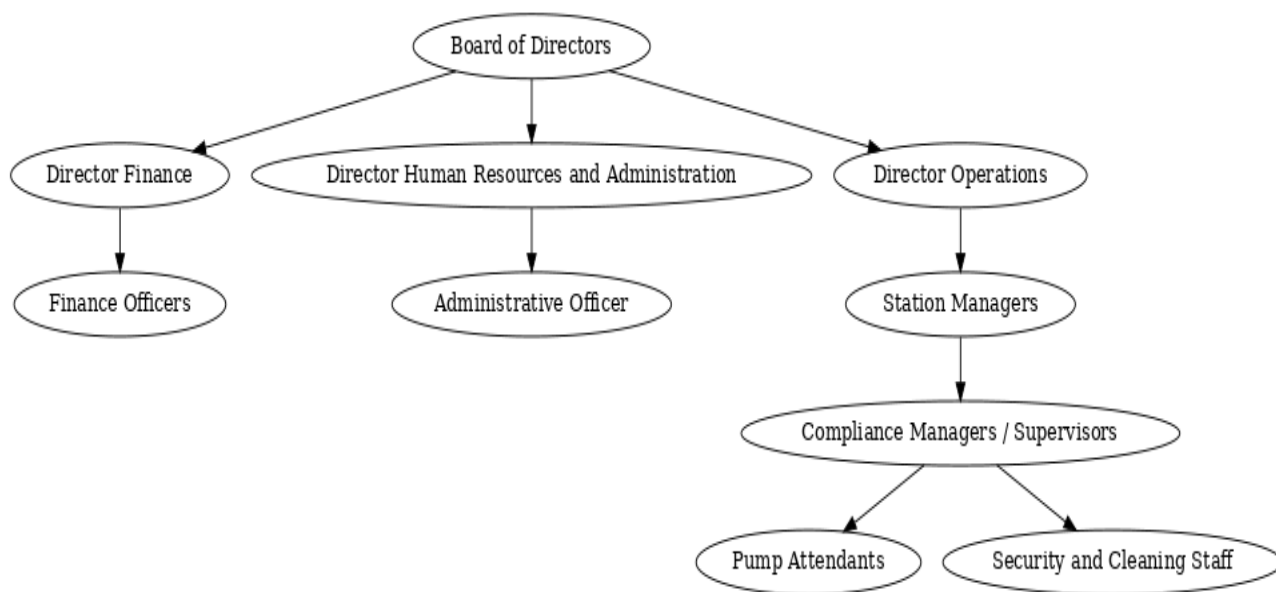


Figure 1; Organogram for Kombz leap Enterprises Ltd

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5. EMPLOYMENT POLICY

Employment at Kombz Leap Enterprises Ltd shall be based on merit, qualifications, and organizational need. Employment contracts shall comply with statutory provisions and be issued in writing.

6. RECRUITMENT AND SELECTION

- Transparent recruitment process.
- Job advertisements internally and externally.
- Use of selection criteria and panel interviews.
- Pre-employment vetting: qualifications, criminal clearance, references.

7. CATEGORIES OF EMPLOYMENT

- Permanent Employees
- Fixed-Term Employees
- Casual Workers (not exceeding 24 days in 3 months)
- Interns and Industrial Attachments

8. PROBATION AND CONFIRMATION

- Standard probation is 3 months (renewable once).
- Performance assessed before confirmation.

9. WORKING HOURS AND ATTENDANCE

- Administration: 08:00 to 17:00 (Mon-Fri)
- Service Station: Shift system (including weekends/public holidays)
- Weekly hours: Maximum 48 hours per Employment Code
- Overtime: Payable after normal hours and must be pre-approved
- Attendance must be recorded daily

10. LEAVE POLICY

- Annual Leave: 24 working days per year
- Sick Leave: As per certified medical practitioner
- Maternity Leave: 14 weeks (as per law)
- Paternity Leave: 5 working days
- Compassionate Leave: Up to 7 working days

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- Public Holidays: Recognized national holidays

11. EMPLOYEE CONDUCT AND CODE OF ETHICS

- Employees shall uphold honesty, integrity, and professionalism
- Prohibition of fraud, corruption, and bribery
- Compliance with lawful instructions
- Respect and confidentiality

12. COMPENSATION AND BENEFITS

- Payment in line with minimum wage legislation
- Timely payment through bank transfer
- NAPSA, NHIMA, and Workers' Compensation contributions
- Bonuses at discretion of management based on performance
- Zero interest staff loans

13. PERFORMANCE MANAGEMENT

- Annual appraisals with KPIs
- Monthly and quarterly performance reviews
- Rewards for excellence and corrective action for underperformance

14. TRAINING AND DEVELOPMENT

- Orientation for new employees
- Scheduled training based on roles
- Capacity-building for leadership and technical skills

15. DISCIPLINARY CODE AND GRIEVANCE HANDLING

- Verbal warning
- Written warning
- Final warning
- Termination All disciplinary procedures to follow due process including right to be heard. Grievances to be addressed starting with immediate supervisor and escalated as needed.

16. OCCUPATIONAL HEALTH, SAFETY AND WELFARE

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- Compliance with OSHA standards
- Provision of Personal Protective Equipment (PPE)
- Fire safety drills and first aid
- Clean and safe working conditions

17. EQUAL OPPORTUNITY AND ANTI-DISCRIMINATION

- Zero tolerance for discrimination based on gender, age, religion, disability, etc.
- Merit-based hiring and promotion

18. SEXUAL HARASSMENT AND GENDER-BASED VIOLENCE POLICY

- No tolerance for harassment or abuse
- Staff to report incidents confidentially
- Immediate investigation and action in line with company and national law

19. USE OF COMPANY PROPERTY AND RESOURCES

- Property used only for business purposes
- Employees responsible for loss/damage
- Unauthorized use is misconduct

20. INFORMATION AND COMMUNICATION POLICY

- Official communication to be through company-approved channels
- Confidential information must not be shared externally
- Misuse of social media will attract disciplinary action

21. SEPARATION AND EXIT PROCEDURE

- 1 month notice or payment in lieu
- Exit interviews and handover
- Final dues paid within 30 days

22. CONFIDENTIALITY AND DATA PROTECTION

- All employee and business information must be treated as confidential
- Employees who breach this clause are liable to dismissal

24. REVIEW AND AMENDMENT OF THE MANUAL

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This manual shall be reviewed every two years or as required. Amendments must be approved by senior management and shared with all staff.

APPROVAL AND ADOPTION Approved by: _____

Title: _____

Date: _____

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