



Mezzarion Global Employee Handbook

(Universal Framework — supplement with Jurisdiction Annexes)

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Owner: People & Culture (HR) + Legal/Compliance

Applies to: All employees, contractors, and interns of Mezzarion and its Associated Companies

Important: This Handbook is **non-contractual**. It guides, conducts and explains policies but **does not create an employment contract**, vary your Universal Employment Agreement, or limit the Company's right to amend policies, benefits, or procedures (subject to local law). Where local law or a Jurisdiction Annex grants more favorable terms, **local terms prevail**.



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1) Welcome & Purpose

- **Our Mission:** Build sovereign-grade systems that create durable value for nations, partners, and people.
- **Our Standard:** Elite performance, elite rewards, elite integrity.
- **How to use this handbook:**
 1. Read the **Global Sections** (apply everywhere).
 2. Check your **Jurisdiction Annex** (local legal rules).
 3. Ask HR if anything is unclear: info@mezzarion.com.
 4. Report serious concerns: info@mezzarion, REF: **Concerns**

2) Our Values & Culture

- **Conscious Profitability | Integrity First | Excellence & Ownership | Sovereign Mindset.**

3) Equal Opportunity, Dignity & Respect

- Non-discrimination, anti-harassment, anti-bullying.
- Reasonable accommodation where required by law.
- **Speak Up** protections: no retaliation for good-faith reports.

4) Code of Conduct & Ethics

- **Conflicts of Interest:** disclose and obtain written approval.
- **Gifts/Hospitality:** modest, transparent; follow thresholds and approvals.
- **Anti-Bribery:** zero tolerance (public or private).
- **Sanctions/AML:** trade controls, KYC, no cash transactions.
- **Political/Media:** personal only; no Company endorsement without authorization.

5) Information Security, Privacy & Data Protection

- Protect confidential and personal data; follow privacy principles and security hygiene.
- Acceptable use of systems; monitoring where lawful; report incidents within 24 hours.



6) IP & Inventions

- Company owns work product created in role or with Company resources.
- Respect third-party IP and licenses.

7) Employment Basics

- **Probation** (typically 3 months), **classification**, **work hours**, **attendance** and **remote/hybrid** eligibility.

8) Compensation, Benefits & Perks

- Market-competitive pay; lawful deductions only.
- Bonus/commission role-dependent.
- **Benefits (unlocked after 12 months confirmed service):**
 - 30 days annual leave (or higher by law);
 - Professional development allowance & conferences;
 - Travel allowance; relocation/housing (assignments); cultural stipend;
 - Family education support (senior roles);
 - Sabbatical 2–3 months after 5 years;
 - Leadership tracks (Tekembü/Bankaris when live);
 - Residency/citizenship assistance (case-by-case, lawful).
- Insurance & retirement per local law and Company plans.

9) Leave & Holidays

- Annual leave, sick leave, maternity/parental/adoption/family leave per law; Company top-ups where policy allows.
- Local public holidays observed.

10) Travel & Expenses

- Pre-approval required; safety protocols; reimburse reasonable, receipted, business-necessary costs per policy.



11) Performance, Growth & Mobility

- Reviews at probation end and annually; continuous feedback; internal mobility based on performance and business need.

12) Health, Safety & Wellbeing

- Follow HSE rules, training, PPE; report hazards/incidents immediately.
- Zero tolerance for workplace violence/threats.
- Substance policy: no impairment at work.

13) Misconduct, Investigations & Discipline

- **Examples:** dishonesty/fraud/bribery; harassment; data breaches; COI; insubordination; repeated absence/lateness; misuse of assets, etc.
- **Process** (adapted to local law): notice → fair hearing with representation → written outcome → right of appeal.
- **Sanctions:** coaching → warnings → final warning → demotion/transfer → **termination** (summary for gross misconduct where lawful).

14) Grievances & Problem-Solving

- Informal manager route → formal HR grievance → escalation panel; timely written responses; **no retaliation**.

15) Company Assets & Property

- Proper use/care; loss/theft reporting; accurate records; return all assets on request/exit.

16) Communications & Social Media

- Professionalism; protect confidentiality; authorized spokespeople only; personal posts should use “views my own” where relevant.

17) Mandatory Global Policies (Authoritative Summaries)

Full procedures live on the portal. **Stricter local law or annex terms override** these baselines.

17.1 Anti-Bribery & Corruption (ABAC)

- **Zero tolerance** for bribes, kickbacks, facilitation payments—public or private sector.
- Government officials: heightened restrictions; **Compliance pre-approval** required for any thing of value.
- Accurate books/records; no off-books accounts.
- Third-party due diligence, ABAC clauses, and monitoring required.
- Report immediately; no retaliation for good-faith reports.

17.2 Gifts & Hospitality

- **Allowed** (modest, transparent): customary tokens, reasonable business meals with a clear business purpose.
- **Prohibited**: cash/cash equivalents (incl. gift cards), lavish travel, personal services, quid-pro-quo.
- **Global thresholds** (baseline; local law may be stricter):
 - Single item ≤ **USD 50** (local equivalent); cumulative per counterparty/year ≤ **USD 200**.
 - **Pre-approval + register** anything above thresholds or involving officials.
- Record within **5 business days** in the Gifts Register.

17.3 Trade Controls & Sanctions

- Screen all counterparties (customers, vendors, agents, vessels, banks) **before engagement and per transaction**.
- Check embargoes, end-use, end-user; escalate red flags (dual-use/diversion/military).
- No controlled shipments/services without written Legal approval/licences.
- Keep records **≥5 years** (or longer if law requires).

17.4 AML / KYC

- Mandatory KYC: beneficial ownership, business purpose, **source of funds** where applicable.



- **EDD triggers:** PEPs, high-risk jurisdictions, complex structures, or value \geq **USD 50,000** (or lower local trigger).
- **No cash** for business transactions.
- Escalate suspicious activity to Compliance **within 24 hours** for STR/SAR consideration.
- Annual AML training & attestation required.

17.5 Privacy & Data Protection

- Principles: lawful basis, purpose limitation, minimization, accuracy, security, retention limits.
- Data Subject Requests → Privacy Team; respond within **30 days** (or faster if required locally).
- Cross-border transfers via SCCs/approved mechanisms; DPAs with processors.
- Breach: notify Security/Privacy **immediately**; triage within **24 hours**; external notices per law.

17.6 Information Security (Passwords/MFA, Classification, Incidents)

- **MFA everywhere**; minimum **12-character** passphrases; unique per system.
- Company-managed devices (or BYOD enrolled in MDM); encryption at rest/in transit.
- VPN on public Wi-Fi; no personal cloud drives for Company data.
- **Classification:** Public / Internal / Confidential / Restricted—label & handle accordingly.
- Report phishing/malware/mis-sends **immediately** ($\leq 24h$) to **security@...**

17.7 Acceptable Use of IT Systems

- Business use first; limited personal use if lawful and not disruptive.
- **Prohibited:** unlicensed software, torrenting, scraping that violates T&Cs, bypassing security, using personal email for work, feeding confidential data to **unapproved AI tools**.
- Monitoring/audits may occur where lawful; no expectation of privacy on Company systems.

17.8 Social Media & External Communications

- Do not speak for Mezzarion unless authorized; media inquiries → Communications/Legal.
- Never disclose confidential info; no defamatory, discriminatory, or harassing content.
- Personal posts: be professional; use disclaimers when discussing industry topics.



17.9 Health, Safety & Environment (HSE)

- Follow safety rules, training, PPE; **stop-work authority** if unsafe.
- Report incidents/near-misses **immediately**; cooperate with investigations.
- Travel safety: follow risk advisories and pre-trip requirements.
- Drugs/alcohol: prohibited if impairing safety/performance; testing where lawful.

17.10 Travel & Expenses

- All travel **pre-approved**; book via Company channels.
- Class of travel: Economy by default; Business Class may be approved for flights **>6 hours** or specified roles (documented exception).
- Hotels/per-diem within caps; no luxury/spa add-ons.
- Itemised receipts; submit within **10 business days** of return.
- No reimbursement for fines, status upgrades, or items violating Gifts/ABAC.

17.11 Disciplinary & Grievance (Global Framework)

- **Misconduct** (examples): fraud, bribery, harassment, discrimination, threats/violence, data breaches, COI, insubordination, repeated absence/lateness, policy breaches.
- **Process**: notice → fair hearing with representation → written outcome → right of appeal (adapted to local law).
- **Sanctions** up to and including **termination** (summary for gross misconduct where lawful).
- **Grievances**: manager → HR → escalation panel; no retaliation.

Policy Owners:

- Compliance (ABAC, Gifts, Trade, AML) | Privacy (Data Protection) | Security (InfoSec/AUP) | People & Culture (Disciplinary/Grievance, Travel & Expenses, HSE, Social Media).
Review Cycle: at least annually or upon legal change. **Attestations**: annual training + acknowledgments.



18) Remote & Hybrid Work

- Eligibility by role, performance, security, and legal constraints.
- Secure workspace, stable connectivity, availability during core hours, accurate timekeeping.
- Lawful audits for security compliance may apply.

19) Exit & Post-Employment Obligations

- Follow notice periods (contract/annex).
- Complete handover, return all assets, access revoked.
- Confidentiality and restrictive covenants continue as agreed and permitted by law.

20) Governance, Changes & Exceptions

- **Ownership:** People & Culture with Legal/Compliance.
- **Amendments:** Mezzarion may amend, suspend, or withdraw policies (subject to local law/consultation where required).
- **Exceptions:** Written approval by HR + Legal only.

21) Acknowledgment

All employees must sign the **Employee Handbook Acknowledgment** confirming they have read, understand, and will comply with this Handbook and their Jurisdiction Annex.

Acknowledgment (Sample)

I acknowledge that I have received and read the **Mezzarion Global Employee Handbook (v1.1)** and the applicable **Jurisdiction Annex**. I understand this Handbook is **not a contract**, that Mezzarion may modify policies (subject to local law), and that I am responsible for following these policies, including reporting any suspected violations in good faith.

Name: _____ **Role/Location:** _____ **Signature:** _____ **Date:** // _____



Handbook Annex — Zimbabwe

(Applies to employees whose primary place of work is Zimbabwe. If there's any conflict with the Global Handbook, Zimbabwean law prevails.)

1) Legal Framework & Scope

- Primary laws: **Labour Act [Chapter 28:01]**, applicable **NEC Codes of Conduct**, **Data Protection Act [Chapter 11:22]**, and relevant safety statutes.
- Where an **NEC** exists for your role/sector, those rules supplement these policies (overtime rates, grading, allowances, procedures).

2) Working Time & Overtime

- Standard hours: **40 hours/week** (8 hours/day, Mon–Fri) unless your NEC sets otherwise.
- Overtime: Paid per **NEC** or, if none, at Company rate approved by HR. Pre-approval required in writing.
- Rest periods & public holidays follow Zimbabwean law; **gazetted holidays** are observed.

3) Leave & Absence

- **Annual Leave:** 30 calendar days per 12 months (pro-rated if <12 months' service).
- **Sick Leave:** Up to **180 days** in a 12-month cycle (first **90 days on full pay**, next **90 days on half pay**) upon submission of a registered medical practitioner's certificate.
- **Maternity Leave:** **98 days** on full pay, once every 24 months, up to **3 times** with the same employer.
- **Paternity Leave (Mezzarion policy):** **10 working days** per birth/adoption.
- Other compassionate/cultural leave: case-by-case per policy and law.

4) Pay, Deductions & Benefits

- **PAYE** and statutory deductions remitted to **ZIMRA**; other statutory deductions (e.g., **NSSA**, levies) as applicable.
- **NSSA**: mandatory pension and accident cover contributions (Employee + Employer).
- **Medical Aid**: Employees may join the Company's designated scheme (terms provided separately).
- **perks** (global elite benefits) **activate after 12 months' confirmed service** (education allowance, travel allowance, cultural stipend, leadership tracks, etc.).

5) Probation, Performance & Progression

- **Probation**: normally **3 months**; extension requires written agreement (maximum total **6 months**).
- **Performance reviews**: at probation end and annually thereafter; development plans link to Tekembü/Bankaris tracks.

6) Conduct, Disciplinary & Grievance

- Zimbabwe follows statutory and NEC procedures. Mezzarion mirrors those standards to ensure fairness and compliance.
- **Misconduct examples**: fraud, bribery, theft, harassment, discrimination, data breaches, conflict of interest, moonlighting that conflicts with duties, insubordination, intoxication at work, unauthorized disclosure.
- **Disciplinary steps (illustrative; NEC may specify)**:
 1. Written allegations & reasonable **notice of hearing**
 2. **Right to representation** (workplace rep or colleague)
 3. Impartial chairperson; evidence and witnesses heard
 4. Outcome letter with reasons; **appeal** route and timelines stated
- **Gross misconduct** may lead to summary dismissal after a fair hearing compliant with law/NEC.
- **Grievances**: Raise with line manager → HR → escalated panel. Written responses within reasonable timelines. No retaliation.



7) Health, Safety & Security

- Comply with Company Safety Rules and Zimbabwean OHS laws.
- Report incidents immediately; cooperate with investigations.
- Business travel must follow Mezzarion travel risk protocols.

8) Data Protection & IT Use

- Personal data handled per **Data Protection Act** and Company policy.
- Acceptable use: Company systems for business purposes; no illegal, defamatory, harassing, or confidential-data-leaking activity.
- Social media: Be professional; do not present personal views as Company positions; no disclosure of confidential information.

9) Unions & Employee Representation

- Freedom of association is respected. Engagement with **NECs** and recognized unions follows the law.
- Any collective representation must be conducted lawfully and respectfully.

10) Ending Employment

- **Notice (minimum):**
 - During probation: **1 week**
 - After confirmation:
 - <1 year service: **2 weeks**
 - 1–5 years: **1 month**
 - 5 years: **2 months**
- Company property/data must be returned; confidentiality and restrictive covenants continue post-employment.
- **Retrenchment:** handled per Labour Act procedures and authorities' guidance.

Contacts: HR Zimbabwe | hr@mezzarion.com REF: HR ZIM



Handbook Annex — South Africa

(Applies to employees whose primary place of work is South Africa. If there's any conflict with the Global Handbook, South African law prevails.)

1) Legal Framework & Scope

- Primary laws: **BCEA, LRA, Employment Equity Act, POPIA, COIDA, UIF Act.**
- Some BCEA provisions do not apply to **senior managerial employees** and employees above the **BCEA earnings threshold** (published by the Department of Employment and Labour). HR will confirm applicability in offers/letters.

2) Working Time, Overtime & Premiums

- Standard: up to **45 hours/week** (9 hours/day Mon–Fri; or 8 hours/day if you also work Saturdays), unless not applicable due to managerial/threshold status.
- **Overtime:** capped by law; **1.5×** normal rate (or time off in lieu by agreement). **2×** for Sundays/public holidays unless ordinarily worked. All overtime must be **pre-approved in writing**.
- **Meal break:** at least **1 continuous hour** after 5 hours' work (may be reduced/paid by agreement where lawful).
- **Night work:** additional allowances/transport per BCEA where applicable.

3) Leave & Absence

- **Annual Leave:** at least **21 consecutive days** (15 working days) per cycle. **Mezzarion standard is 30 days** — the greater benefit applies.
- **Sick Leave:** **6 weeks' paid** in a **36-month** cycle; medical certificates required for patterns/2+ consecutive days.
- **Family Responsibility Leave (where applicable):** per BCEA.
- **Parental Leave:** **10 consecutive days** (paid per Company policy/statute). Adoption/commissioning parental leave per law.
- **Maternity Leave:** **4 months** (statutory framework applies; Company top-ups may be provided at Mezzarion's discretion/policy).
- Public holidays: national holidays observed.



4) Pay, Deductions & Benefits

- **PAYE** and statutory deductions via payroll.
- **UIF**: 1% Employee + 1% Employer. **SDL/COIDA** where applicable.
- Medical aid/retirement benefits may be offered via Company schemes.
- **Perks** (global elite benefits) **activate after 12 months' confirmed service** (education allowance, travel allowance, cultural stipend, leadership tracks, etc.).

5) Probation, Performance & Progression

- **Probation**: typically **3 months** (role-dependent); may be extended with written reasons and support.
- **Performance reviews**: at probation end and annually; development aligned to Tekembü/Bankaris.

6) Conduct, Disciplinary & Grievance

- We follow the **LRA Code of Good Practice: Dismissal** and internal policies.
- **Misconduct examples**: dishonesty/fraud/bribery, harassment, discrimination, insubordination, negligence, data/privacy breaches, conflicts of interest, reputational harm, substance abuse at work, unauthorized absence.
- **Procedure (guideline)**:
 1. Investigate and issue **notice of disciplinary hearing** with time to prepare
 2. **Representation** (co-employee/union) and interpreter if needed
 3. Impartial chairperson; fair hearing; mitigation/aggravation considered
 4. Written outcome; **appeal** process stated
- **Gross misconduct** may justify dismissal if procedurally and substantively fair.
- **Grievances**: Raise to manager → HR → formal grievance hearing. No victimization.

7) Health, Safety & Security

- Employer duties under **OHSA** and **COIDA**; employee duty to follow safety rules, report hazards/incidents, and participate in risk controls.



- Travel assignments require adherence to Mezzarion travel risk protocols.

8) POPIA, Privacy & IT Use

- Personal information processed per **POPIA** and Company policy.
- Acceptable use: Company systems for business; no unlawful content, harassment, or disclosure of confidential data.
- Social media: Do not misrepresent the Company; protect confidential information; maintain professionalism.

9) Freedom of Association & Collective Bargaining

- Rights under the **LRA** respected (join unions, organize, bargain collectively).
- Engagement with recognized structures occurs per law and Company procedures.

10) Ending Employment

- **Notice (minimum BCEA):**
 - <6 months: **1 week**
 - 6–12 months: **2 weeks**
 - 12 months: **4 weeks**(Contracts/affiliations may provide longer notice; longer applies.)
- Return all Company property and data; confidentiality and post-employment restrictions continue.
- Operational requirements (retrenchment) handled per **LRA** (consultation, selection criteria, severance, alternatives, assistance).

Contacts: HR South Africa | hr@mezzarion.com REF: HR SA