

## **IMAX POLICIES**

### **1. TICKET PURCHASE POLICY**

**PLEASE NOTE THAT THESE TERMS AND CONDITIONS APPLY TO PURCHASES MADE AT (IMAX AFRICA) AND DO NOT APPLY TO PURCHASES MADE ONLINE VIA THE WEBSITE OR TELEPHONE BOOKING LINE.**

The offline (i.e. in-cinema) purchase of tickets for film showings at IMAX cinema is strictly subject to the following terms and conditions ("Ticket Terms"). By purchasing an IMAX cinema ticket, you agree to be bound by these Ticket Terms. You also agree to use your ticket in accordance with these Ticket Terms and the Guest Admission Policy. Please read these Ticket Terms and the Guest Admission Policy carefully before purchasing your tickets.

#### **1. Ticketing and Pricing**

○ 1.1 We accept the following forms of payment for the purchase of your tickets:

§ 1.1.1 cash in the form of Kenya Shillings; or

§ 1.1.2 selected debit/credit cards approved as by us; or

§ 1.1.3 IMAX pass & vouchers (see paragraph 2 below) or

§ 1.1.4 M-Pesa, Airtel Money, Orange money.

○ 1.2 Ticket prices relate to the screening you wish to attend, not the day or time at which you purchase your ticket. Ticket prices will be displayed at the point of purchase. All prices and fees include any applicable value added tax. Please note that ticket prices vary and will be higher for **3D showings and VIP seating**.

○ 1.3 Tickets are subject to availability and are non-refundable. The Company shall not be responsible in the event that you make any error when purchasing your tickets (including but not limited to selecting the wrong film or the wrong number of tickets) or if you are excluded from viewing the film (see paragraph 5 below). Please check that your selection at the counter is correct before confirming the booking as tickets will not be exchanged or refunded once the transaction is complete. Lost, stolen or damaged tickets will not be replaced.

○ 1.4 Seating arrangements will be allocated unless otherwise specified at the point of purchase. Where seating is allocated at the time of purchase, we will endeavor to ensure that you are provided with the seat that you have purchased. However, we cannot guarantee the seating allocation and shall reserve the right to make changes at our discretion.

#### **2. Vouchers & Passes**

- a. 2.1 All vouchers must bear an approved date stamp in order to be valid and must be redeemed on or before the date indicated on the voucher.
- b. 2.2 Unless expressly stated, vouchers will not be used in conjunction with any other promotion, offer and or discount or family ticket.
- c. 2.3 Vouchers and passes must be used in accordance with the specific terms and conditions stated on them.
- d. Other vouchers
- e. 2.4 All other valid vouchers (e.g. VIP or Staff Vouchers) must be redeemed on or before the date shown on the voucher and in accordance with the specific terms and conditions stated on them.
- f. 2.5 Non-ANGA/IMAX vouchers cannot be used for part payment of a ticket and you will not be entitled to pay any shortfall in cash, unless specifically stated otherwise in the voucher terms and conditions.

### 3. **Screening Hours**

- 4. 3.1 At all times, we will endeavor to ensure that advertised film schedules are materially accurate and that films are shown in accordance with such schedules. However, we cannot always guarantee the accuracy of the advertised schedules. We also reserve the right to cancel a showing, substitute an alternative film or vary the time of a showing, if necessary for any reason.
- 5. 3.2 If a film showing is cancelled or its timing altered or is not as advertised, the duty manager at the relevant Cinema will have the discretion to do either of the following:
  - 6. 3.2.1 refund to you the cost of tickets already purchased; or
  - 7. 3.2.2 to issue replacement tickets for the same film at an alternative show time, but we shall not be liable to reimburse you for any expenses or any other losses incurred (including but not limited to travel costs and car parking costs).

### 4. **Film classifications and rules in relation to children**

- 4.1 Photographic identification (for example driving licence, passport or any other photographic identification that we deem to be acceptable) may be requested prior to permitting entry into 12A, 15 and 18 certificated films in Kenya. Tickets purchased through the Site or the Booking Line for such films can only be collected and/or used upon production of the necessary identification.
- 4.2 Children below the age of 12 are permitted to view films with either a GE, PG, 12 or 12a certificate, provided always that:
  - 4.2.1 Children below the age of 8 must be accompanied by an adult at all times to watch any film;

4.2.2 Children below the age of 12 must be accompanied by an adult to watch any film with a 12A certificate; and

4.2.3 Children under 12 years must be accompanied by an adult to watch any films starting at 7pm or later.

4.0 Other than as set out in this paragraph 3, parent(s) and/or guardian(s) shall have sole discretion as to whether or not their children are accompanied.

4.1 Parents and guardians shall at all times remain responsible for their child(ren) whether or not they are accompanied.

4.2 Unless expressly stated otherwise, performances starting at or after 10.30pm are strictly for those aged 18 regardless of a film's certificate. Photographic identification will be required for entry into any films starting at or after this time.

4.3 For the purpose of the rules set out in this paragraph 3, an adult is a person aged 18 years or over.

## **5 Concession tickets**

5.1 Photographic identification for any concession tickets (including adults and students) may be requested upon purchase or collection of the tickets and/or at the point of admission to the auditorium.

5.2 In the event that appropriate photographic identification cannot be produced upon request, you will be required to pay the difference between the concession price and the applicable full ticket price.

## **6 Liability**

6.1 Nothing in these Ticket Terms and Conditions affects your rights under the law or excludes or limits our liability for fraud or for death or personal injury resulting from our negligence. In all other circumstances, our liability to you shall be limited to the price paid for your ticket.

## **7 General**

7.1 "ANGA/IMAX", "we", "us" and "our" means the relevant company within the IMAX AFRICA/ARFA AFRA Group as is indicated to you at the time that you place your order.

7.2 The ratings by Kenya Films Board is as Below;

**1. Restricted to persons aged 18 years and above**

**2. Not suitable for persons under the age of 16 years**

### **3. Parental Guidance Recommended**

### **4. General Exhibition**

#### **8. GUEST ADMISSIONS POLICY**

- 1 The Management of IMAX/ANGA reserves the right admission of guests to the cinema hall and this shall be strictly subject to the following terms and conditions (“Guest Admissions Policy”). Any refusal to act in accordance with the Guest Admissions Policy may lead to your removal from the auditorium and the IMAX/ANGA cinema without any entitlement to a refund.
- 2 Only guests in possession of a valid ticket will be admitted into the auditorium for the film, performance time and type of seating that is shown on the ticket.
- 3 Ticket stubs must be retained at all times, as these shall be required for re-entry into the auditorium.
- 4 Every effort will be made to accommodate late-comers but to avoid disturbance to our other guests, guests who arrive after the main feature has started will not be entitled to enter the auditorium unless permitted by the Duty Manager at his/her discretion.
- 5 Mobile phones and all other mobile devices must be switched off at all times inside the auditorium.
- 6 Sound and video recording equipment (including but not limited to cameras and mobile devices with recording functions) are not permitted inside the auditorium. It is a serious criminal offence to copy or attempt to copy any film or other copyright protected material shown in the auditorium. Such crime is punishable on conviction with an unlimited fine and imprisonment.
- 7 ANGA/IMAX cinema accepts no responsibility for any information displayed or broadcast on the premises by any third party or for the content of any film or advertisement that is shown at any of our cinemas.
- 8 Food brought from outside of the cinema may not be consumed on the premises.
- 9 Guests must remain within permitted guest areas or as otherwise instructed by our staff or agents.
- 10 Guests must keep personal belongings with them at all times. We accept no responsibility for the loss, theft or damage to any personal items brought onto the premises.
- 11 Antisocial or disruptive behavior (including any form of verbal or physical abuse) will result in immediate removal from the premises. In the event of a group disturbance, the group will be treated as one and the whole group may be removed from the cinema without any entitlement to a refund. What constitutes anti social behavior shall be at the sole discretion of the relevant Duty Manager.

· 12 ANGA/IMAX cinemas are completely smoke-free environments throughout. Individuals caught smoking within the building will be ejected immediately without any entitlement to a refund.

· 13 No alcohol or illegal substances may be brought into or consumed on the premises – save that alcohol may be purchased from any licensed ARFA LOUNGE bars. Alcohol purchased from the licensed bars or screens within the cinema must be consumed within the licensed areas only. Licensing laws shall be strictly enforced.

· 14 ANGA/IMAX reserves the right to search guests and their possessions before entry to any ANGA/IMAX cinema or whilst on the premises. Guests who refuse to cooperate with any such search will be refused entry or removed from the premises. Any persons found in possession of a weapon, drugs or other illegal substances shall be refused entry and such items may be seized and handed over to the police. Personal items deemed to be a potential health & safety risk might be confiscated until the persons in possession of such items leave the premises.

· 15 Guests must not engage in any conduct towards, or speak to, any ANGA/IMAX staff, agents or other guests in a manner which may offend, insult, intimidate, threaten, disparage or vilify any person on any basis whatsoever including but not limited to race, religion, colour, ethnic origin, gender or that person's physical attributes. Whenever possible, we will seek to prosecute individuals who behave in this way on our premises.

· 16 CCTV monitoring takes place within our premises for the purposes of protecting ANGA's/IMAX's staff, guests and property.

· 17 Without prejudice to any other rights which ANGA/IMAX may have, in the event that a guest or group of guests breaches this Guest Admissions Policy, ANGA/IMAX reserves the right to take all appropriate action to avoid a reoccurrence (including but not limited to banning such guest(s) from all ANGA/IMAX AFRICA cinemas, contacting the police and any taking any necessary legal action) and to recoup or make a claim for any costs incurred.

· 18 ANGA/IMAX AFRICA reserves the right to amend this Guest Admissions Policy from time to time without notice.

· 19 "ANGA" means IMAX AFRICA LIMITED (incorporated in Kenya), its subsidiaries and holding companies and the subsidiaries of such holding companies (as such terms are defined in the Companies Act CAP 486) from time to time.

· 20 For identity purposes, the address of all companies within the IMAX AFRICA LIMITED is P.O BOX 35460-00100 NAIROBI, KENYA.

### **SAFETY POLICY**

This policy shall align itself with the Occupational safety and Health Act 2007 cap. 514 of the Laws of Kenya and shall borrow directly as follows;

## Duties of occupiers “IMAX AFRICA”

(1  
) Every occupier shall ensure the safety, health and welfare at work of all persons working in his workplace.

(2) Without prejudice to the generality of an occupier’s duty under subsection (1), the duty of the occupier includes—

(a  
) the provision and maintenance of plant and systems and procedures of work that are safe and without risks to health;

(b  
) arrangements for ensuring safety and absence of risks to health in connection with the use, handling, storage and transport of articles and substances;

(c  
) the provision of such information, instruction, training and supervision as is necessary to ensure the safety and health at work of every person employed;

(d  
) the maintenance of any workplace under the occupier’s control, in a condition that is safe and without risks to health and the provision and maintenance of means of access to and egress from it that are safe and without such risks to health;

(e  
) the provision and maintenance of a working environment for every person employed that is, safe, without risks to health, and adequate as regards facilities and arrangements for the employees welfare at work;

(f  
) informing all persons employed of—

(i) any risks from new technologies;  
and

(ii) imminent danger; and

- (g ) Ensuring that every person employed participates in the application and review of safety and health measures.

Every occupier shall take immediate steps to stop any operation or activity where there is an imminent and serious danger to safety and health and to evacuate all persons employed as appropriate.

### **Duties of employed persons;**

- (1 ) Every employee person shall—

- a) take all necessary precautions to ensure his own safety and health and that of any other person in his workplace or within the environs of his workplace;
- b) at all times use appropriate safe systems of work, preventive and control measures and where not feasible, use suitable personal protective appliances and clothing required under this Act;
- c) comply with any safety and health rules, regulations, instructions and procedures issued under this Act;
- d) comply with the safety and health procedures, requirements and instructions given by a person having authority over him for his own or any other person's safety;
- e) report to the supervisor, any situation which he has reason to believe would present a hazard and which he cannot correct;
- f) report to his supervisor any accident or injury that arises in the course of or in connection with his work; and
- g) with regard to any duty or requirement imposed on his employer or any other person by or under any other relevant statutory provision, co-operate with the employer or other person to enable that duty or requirement to be performed or complied with.

**“Occupier”** means the person or persons in actual occupation of a workplace, whether as the owner or not and includes an employer;

### **SECURITY POLICY**

### **ON ADMITTING CLIENTS INTO THE THEATRE**

- Security are to ensure that only clients with paid up receipts are admitted into the theater
- Security should properly check on the receipts to ensure that the clients that allowed to enter the theatre have paid for the particular session at that particular time and day and also for the particular movie session
- If it is a movie with age restrictions they should ensure only clients of a particular age are allowed to enter the theatre
- Security should also ensure that clients being admitted to the theatre do not enter with food or drinks purchased from outside
- Security should check and ensure that former staff members shall be treated as clients and shall not be given undue attention or favours. The former employees are therefore not permitted to go beyond normal customer access points without express permission from senior management.

### **CLOSING /ACCESS TO THE CINEMA**

- It is the work of the security to ensure that they are at work during opening and closing of the premises
- The security should ensure that they inspect what staff enter and exit with as they are coming in and going out of the workplace
- The security should ensure they check when goods needed for the kitchen, office are being supplied and ensure that they check the receipts and ensure that incase of supplies match the goods delivered note or any other document. All receipts should be stamped by the security before being passed to accounts

### **USING REQUIRED ENTRANCES**

- The security should ensure that they follow rules like any other staff. The emergency door at the kitchen should remain closed at all times and the security should not use this door to access the kitchen if there is no emergency

### **CCTV SURVEILLANCE**

- The security should ensure that all CCTV cameras installed are working properly at any particular time and should immediately notify their supervisor or the management in case they discover that any machine is not working properly
- In case of any theft detected from the CCTV cameras the matter should always be reported to the management for action
- In case of theft discovered within the premises then the security must make a report at the police station immediately and also notify the management immediately

## **SAFETY AND SECURITY PROCEDURES INCASE OF AN EMERGENCY**

- In case of a fire always ensure that you use safety and evacuation procedures and ensure that staff and clients are safely evacuated from the premises
- Always check and patrol the premises so as to be always alert in case of incidents that require immediate action.
- Always check and ensure that the company's fire extinguishers are properly maintained at all times
- Security must ensure that they always calm unruly crowds inside and outside the cinema and ensure that the situation is brought to control at all times. In case of antisocial or disruptive behavior (including any form of verbal or physical abuse) from the clients, you have the right to remove them from the premises

## **CODES OF ETHICS/CONDUCT**

### **Organizational Code of Conduct:**

IMAX AFRICA and its employees must, at all times, comply with all applicable laws and regulations. The Organization will not condone the activities of employees who achieve results through violation of the law or unethical business dealings. This includes any payments for illegal acts, indirect contributions, rebates, and bribery. The Organization does not permit any activity that fails to stand the closest possible public scrutiny.

All business conduct should be well above the minimum standards required by law.

Accordingly, employees must ensure that their actions cannot be interpreted as being, in any way, in contravention of the laws and regulations governing the Organization's operations.

Employees uncertain about the application or interpretation of any legal requirements should refer the matter to their supervisor, who, if necessary, should seek appropriate legal advice.

### **General Employee Conduct:**

The Organization expects its employees to conduct themselves in a businesslike manner.

Drinking, gambling, fighting, swearing, and similar unprofessional activities are strictly prohibited while on the job.

Employees must not engage in sexual harassment, or conduct themselves in a way that could be construed as such, for example, by using inappropriate language, keeping or posting inappropriate materials in their work area, or accessing inappropriate materials on their computer. Social media, private calls at the point of sales is prohibited and the workers in these stations are required to hand in their cell phones/mobiles/computers/ipads for safe keeping by the duty manager or supervisor. Former staff members shall be treated as clients and shall not

be given undue attention or favours. The former employees are therefore not permitted to go beyond normal customer access points without express permission from senior management.

### **Conflicts of Interest:**

The Organization expects that employees will perform their duties conscientiously, honestly, and in accordance with the best interests of the Organization. Employees must not use their positions or the knowledge gained as a result of their positions for private or personal advantage. Regardless of the circumstances, if employees sense that a course of action they have pursued, or are presently pursuing, or are contemplating pursuing may involve them in a conflict of interest with their employer, they should immediately communicate all the facts to their supervisor.

### **Outside Activities, Employment, and Directorships:**

All employees share a serious responsibility for the Organization's good public relations, especially at the community level. Their readiness to help with religious, charitable, educational, and civic activities brings credit to the Organization and is encouraged.

Employees must, however, avoid acquiring any business interest or participating in any other activity outside the Organization that would, or would appear to:

- 1) Create an excessive demand upon their time and attention, thus depriving the Organization of their best efforts on the job.
- 2) Create a conflict of interest - an obligation, interest, or distraction - that may interfere with the independent exercise of judgment in the Organization's best interest.

### **Relationships With Clients and Suppliers:**

10.5.1. During the term of this Contract the Employee shall not: -

10.5.2. Solicit or transact business in competition with the Company from or with any of the Company's customers, clients, agents, suppliers or advisers; cause or encourage any of the Company's suppliers or advisers to leave or restrict or reduce its supplies or services or advise to the Company

### **Gifts, Entertainment, and Favors:**

Employees must not accept entertainment, gifts, or personal favors that could, in any way, influence, or appear to influence, business decisions in favor of any person or organization with whom or with which the Organization has, or is likely to have, business dealings. Similarly, employees must not accept any other preferential treatment under these circumstances because their positions with the Organization might be inclined to, or be perceived to, place them under obligation to return the preferential treatment.

### **Kickbacks and Secret Commissions:**

Regarding the Organization's business activities, employees may not receive payment or compensation of any kind, except as authorized under the Organization's business and payroll policies. In particular, the Organization strictly prohibits the acceptance of kickbacks and secret commissions from suppliers or others. Any breach of this rule will result in immediate termination and prosecution to the fullest extent of the law.

### **Organization Funds and Other Assets:**

Employees who have access to Organization funds in any form must follow the prescribed procedures for recording, handling, and protecting money as detailed in the Organization's policies and procedures or other explanatory materials, or both. The Organization imposes strict standards to prevent fraud and dishonesty. If employees become aware of any evidence of fraud and dishonesty, they should immediately advise their supervisor or seek appropriate legal guidance so that the Organization can promptly investigate further.

When an employee's position requires spending Organization funds or incurring any reimbursable personal expenses, that individual must use good judgment on the

Organization's behalf to ensure that GOOD VALUE is received for every expenditure.

Organization funds and all other assets of the Organization are purposed for the

**ORGANIZATION ONLY AND NOT FOR PERSONAL BENEFIT.** This includes the personal use of organizational assets, such as computers.

Staff who are involved in direct sale of concessions and box office tickets must always ensure that they give receipts to customers. At no time should such employees sell items or tickets in a manner not in line with this policy.

All payments **MUST** be pre-planned, discussed and authorized by the top management at all times. All shortfalls will be recovered from the employee involved and may result in prosecution and dismissal.

### **Organization Records and Communications:**

Accurate and reliable records of many kinds are necessary to meet the IMAX AFRICA'S legal and financial obligations and to manage the affairs of the Organization. The Organization's books and records must reflect in an accurate and timely manner all business transactions. The

employees responsible for accounting and recordkeeping must fully disclose and record all assets, liabilities, or both, and must exercise diligence in enforcing these requirements.

Employees must not make or engage in any false record or communication of any kind, whether internal or external, including but not limited to:

- Ø False expense, attendance, production, financial, or similar reports and statements
- Ø False advertising, deceptive marketing practices, or other misleading representations

### **Dealing With Outside People and Organizations:**

Employees must take care to separate their personal roles from their Organization positions when communicating on matters not involving Organization business.

Employees must not use organization identification, stationery, supplies, and equipment for personal or political matters.

When communicating publicly on matters that involve Organization business, employees must not presume to speak for the Organization on any topic, unless expressly authorized by Management to do so, and it is the Organization's desire that such views be publicly disseminated.

When dealing with anyone outside the Organization, including public officials, employees must take care not to compromise the integrity or damage the reputation of either the Organization, or any outside individual, business, or government body.

### **Prompt Communications:**

In all matters relevant to customers, suppliers, government authorities, the public and others in the Organization, all employees must make every effort to achieve complete, accurate, and timely communications - responding promptly and courteously to all proper requests for information and to all complaints.

### **Privacy and Confidentiality:**

When handling financial and personal information about customers or others with whom the Organization has dealings, observe the following principles:

- Collect, use, and retain only the personal information necessary for the Organization's business. Whenever possible, obtain any relevant information directly from the person concerned. Use only reputable and reliable sources to supplement this information.

- Ø Retain information only for as long as necessary or as required by law. Protect the physical security of this information.

Ø Limit internal access to personal information to those with a legitimate business reason for seeking that information. Use only personal information for the purposes for which it was originally obtained. Obtain the consent of the person concerned before externally disclosing any personal information, unless legal process or contractual obligation provides otherwise.

### **Protocol/Chain of Command:**

This policy recognizes that the organization is a Family of mutually benefiting individuals. It has a recognized structure to which information; command, briefs and any other instructions must be issued through. It is an offence to break the chain of command at any level. Information or inquiry shall therefore flow from a junior to a senior and vice versa as practically as is possible

### **Terms of Employment:**

We are an equal opportunity employer. Imax Africa and its' affiliates shall strive to provide the best working environment, remuneration and benefits. All statutory requirements must be provided before contractual engagement. A contract drawn by HR department shall be provided to an employee clearly stating the remuneration, contract duration, job description and code of conduct. Salary advances, shortfalls and penalties shall be determined by the management from time to time and according to best practice. As a policy, all salary deductions are subject to law, information to persons affected and approval by management. All management decisions are final upon consultations.

### **Job Evaluation:**

Imax Africa values its' employees and regular evaluations and appraisals shall be conducted. Each department shall come up with training manuals and conduct such training for the betterment of the company. Therefore any promotion shall follow such order as is forwarded by immediate line supervisors or managers. All recommendations must be documented and filed.

### **Statutory Deductions:**

All statutory deductions shall be governed by and constructed in accordance with the laws of Kenya

### **Termination of Service:**

- The Employer may terminate the engagement of the Employee by giving him/her one (1) month's notice in writing or paying him/her one (1) month's salary in lieu of such notice where the employee has been confirmed and has either a fixed or permanent contract.
- The Employee may likewise terminate his/her engagement by giving the Employer one (1) month's notice in writing or by paying the Employer one (1) month's salary in lieu of such notice where the employee has been confirmed and has either a fixed or permanent contract.

### **Summary Dismissal**

Any of the following matters may amount to gross misconduct so as to justify the Employer's summary dismissal for lawful cause:

11.8.1.if without leave or lawful cause the Employee absents himself from office;

11.8.2.if during working hours the Employee becomes intoxicated and unwilling or incapable of properly performing his/her duties;

11.8.3.if the Employee willfully neglects to perform any work which it is his/her duty to perform, or if the Employee carelessly and improperly performs any work which from its nature it is his/her duty to carefully and properly perform;

11.8.4.if the Employee uses abusive or insulting language or behaves in a manner insulting to the Company or to anyone placed in authority over the Employee by the Company;

11.8.5.if in the lawful exercise of any power of arrest given by or under any written law, the Employee is arrested for an offence punishable by imprisonment and is not within fourteen (14) days whether released on bail or otherwise set at liberty;

11.8.6.if the Employee commits any criminal offence or upon any reasonable and sufficient grounds is suspected of having committed any criminal offence against or to the substantial detriment of the Company or the Company's property; or

11.8.7.if the Employee tampers with data in the Company's information systems in any manner that compromises its confidentiality and/or integrity.

## **11.9 Gratuity and Compensation for Service:**

The Employee shall only be eligible for gratuity upon completion of five consecutive years of service with the company while in contract or upon lawful termination of permanent employment contract. Upon successful completion of this period, the Employer shall pay the Employee gratuity equivalent to a ONE MONTH SALARY for each completed year of service based on the Employee's basic salary. No gratuity shall be paid to the Employee if he/she is summarily dismissed.

## **EMPLOYEE SEPARATION POLICY**

### **1. Objective**

To establish the guidelines and the process to be followed for employee exits from the Company. The Company believes that every departing employee is a brand ambassador and is committed to handling exits efficiently and with due sensitivity.

### **2. Scope**

This policy is applicable to all employees in relation to the separation events given below

- Resignation by an employee;
- Termination of employment by the Company;
- Death of an employee.

Each separation event will be handled via separate procedure.

### **3. Procedure for resignation by an employee**

- 3.1 Employees must submit their resignation in writing (email / handwritten) to the Functional / Departmental Head (HOD) or HR Manager
- 3.2 As soon as the HOD or the Human Resources department (HR) receive information on the resignation, a discussion will be initiated with the employee to ascertain the reasons behind the decision;
- 3.3 If the employee's decision to leave is irrevocable, he will agree with the HOD, the handover procedure and the last date of employment in line with the Company's notice period guidelines;
- 3.4 The HOD will send a resignation intimation to HR along with the last employment date agreed with the employee;
- 3.5 Every exiting employee will be interviewed before leaving to seek feedback on his time with the Company. HR will arrange the exit interview

for the employee. The exit interview will always be conducted by a Manager or above in HR;

3.6 After the exit discussion, the employee will be given an exit clearance form to initiate exit formalities.

3.7 The employee will obtain all clearances from all departments

3.8 After obtaining all the clearances, the employee will submit the exit clearance form to HR. It is recommended that the employee retains a copy of the completed exit clearance form for their record;

3.9 HR will compute the full and final settlement of dues (provided as a separate document) based on the completed exit clearance form and forward it to the Accounts department and to the CEO for approvals

3.10 Accounts will prepare and handover the Full and Final settlement cheque to the staff

3.11 HR will initiate and ensure that the staff be issued with a

- Service certificate letter as per the law
- Full and Final Settlement computation and cheque / amount;

3.12 Notice Period

If the employee does not serve the notice period mandated by Company policy, salary equivalent to the number of days' notice period shortfall may be recovered from him. The HOD and employee may agree to a waiver of / shortening the notice period requirement, in which case no salary will be recovered / payable.

#### **4. Procedure for termination of employment by the Company**

4.1 The Company may terminate employment of an employee in writing with / without notice for any acts of misconduct defined in the Company Policy or as per laws of the land

4.2 Any termination of employment can only be effected by HR Office who shall do so in consultation with the CEO and other departmental heads

4.3 HR will ensure that the termination of employment action conforms to all applicable employment-related laws;

4.4 HR will complete all the clearance formalities on behalf of the employee and ensure handover of Company assets;

4.5 HR will compute the full and final settlement of dues based on the completed clearance form and forward it to the Accounts department;

4.6 Accounts will prepare and handover the Full and Final settlement cheque to the staff

4.7 The following will be issued / handed over to the employee on the last employment date by HR -

- Service certificate
- Full and Final Settlement computation and cheque / amount;

## **5. Death in Service**

- 5.1 In the unfortunate event of an employee passing away while in service, the following procedure will apply –
- 5.1.1 HR will inform the next of kin (only if required – to be determined on a case to case basis);
- 5.1.2 HR will complete all exit formalities including computation of full and final settlement;
- 5.1.3 HR will advise account to prepare the final cheque to be handed over to the next of kin
- 5.1.4 In case of any insurance involved, HR will complete all formalities related any insurance claims;
- 5.1.5 HR will hand over all payments due to the deceased employee's nominee / next of kin;
- 5.1.6 HR will complete any other formalities as required by law.

## **6. Records and Forms**

The HR department will maintain a copy of all exit-related documents and correspondence in the employee file;

## **CONFLICT RESOLUTION POLICY**

### **1. Objective**

This Policy seeks to address and resolve all genuine complaints and grievances raised by employees in the most equitable and efficient manner without any bias or prejudice or fear of retaliation.

### **2. Scope**

This Policy will be used only when necessary and as a last resort. Wherever possible, informal and / or formal good management practices will be used to resolve matters prior to any action being taken under this Policy.

### **3. Applicability**

This Policy is applicable to all staff of IMAX AFRICA LIMITED regardless of their status and job group levels

#### **4. Definition of Conflict**

A Conflict can be about anything done, or not done, by management or another employee or employees, which affects employees unfairly or unjustly. A conflict can also be brought about discrimination, harassment, or any other employment-related decision or behavior which is perceived to be unfair, unjust or upsetting.

Complaints regarding all forms of harassment (including sexual harassment) may be raised under this Policy.

#### **5. Handling a Conflict – General Principles**

- a) Conflicts will be addressed in a manner that reflects management values and objectives;
- b) Conflicts will be treated with utmost confidentiality. It is essential that the complainant does the same;
- c) Conflicts will be taken seriously and investigated in an impartial manner. This may mean that the complainant, the accused (if relevant), and any witnesses will be interviewed. No decision will be made until the investigation is complete;
- d) No complainant will be treated unfairly or victimized as a result of filing a grievance/Conflict;
- e) The investigation process will follow principles of natural justice with the assurance that no accused is prejudged;
- f) Each complaint will be dealt with in as short a time as practicable.

#### **6. Conflict Redressal Procedure**

The redressal mechanism is as follows:

##### **First Stage:**

- i. The aggrieved employee can present their grievance to their immediate manager via
  - a) Email
  - b) Phone
  - c) In writing
  - d) Any other means
- ii. The immediate manager will ask for the conflict/grievance in writing or via email if not already available immediately

iii. The aggrieved employee will place the conflict in writing or on email immediately

iv. The immediate manager will acknowledge the conflict issue in writing or via email and also communicate the timeline for resolution

v. The staff if not comfortable with reporting to the head of department on the conflict then they can make the report to the HR department

vi. The immediate manager will forward the complaint to the HR department immediately after receiving the complaint.

vii. (If it for the junior employees e.g. Ushers, Security, Cashiers, barmen, chefs, cooks)The immediate manager will have one-on-one interactions with the aggrieved employee and any other individuals to attempt resolving the situation.

viii. The immediate manager shall document the discussion points with the concerned individuals and share the entire case history and resolution with the HR.

ix. The HR will implement any recommended action with the aggrieved parties

### **Second Stage:**

i. If the conflict is not addressed to the satisfaction of the employee, the employee may raise the matter with the HR department

ii. The HR will inform the CEO and the Project Manager of the conflict escalation

iii. The CEO and the Project Manager will acknowledge the conflict issue in writing or via email and also communicate the timeline for resolution

iv. The CEO and the Project Manager ,the HR and the departmental head will have one-on-one interactions with the aggrieved employee and any other individuals to attempt resolving the situation immediately

v. The HR shall document the discussion points with the concerned individuals and share the entire case history and resolution to all

vi. The HR will implement any recommended action from the meeting or any resolution

### **Exceptions:**

i. If the conflict issue is against the immediate manager, it may be addressed to the HR department directly

ii. If the grievance is against the HR or any senior manager then, it may be addressed to the project manager/CEO directly;

### **7. Outcomes**

- a) If the investigation reveals that the complaint is valid, a number of actions may be taken depending on the nature of the complaint. If a complaint is made against a colleague, action may be initiated against them under the Company's Policy on Disciplinary Procedure or under the governing laws
- b) If the investigation is inconclusive, i.e. the complaint cannot be proved due to lack of evidence; the company may nevertheless take a number of actions on a case to case basis;
- c) If the complaint is found to have been fabricated, strong action will be taken against the complainant in all cases, including but not limited to dismissal from services depending on the seriousness of the allegations;
- d) Action against the immediate manager and / or the HOD/HR will be taken if it is established that they did not take the requisite action to resolve the complaint despite clear evidence based on the investigation;
  
- e) Strong action including but not limited to dismissal from services will be taken against anyone who is found to have intimidated or retaliated against anyone involved in the investigation especially the complainant.

## **SALES & MARKETING POLICY**

### **Marketing**

The company shall provide the necessary funds for the marketing team at the advice of the team on the ventures to indulge in.

The team shall at negotiate for Barter or for monetary terms when indulging with a media house or supplier.

The management should be notified before finalizing any deals and approve the terms and conditions

The team shall be contracted on targets, performance shall be reviewed every quarter and non achievers shall be dismissed if after the final warning they shall not have met their targets.

The team shall at all times have the best interest of the company when acting on behalf of the company, they shall not engage inappropriately within or outside and jeopardize the integrity of the company, should this happen IMMEDIATE DISMISAL will follow.

Any communication, ideas or grievance shall be expressed to the right channels, The chain of command should always be followed, failure to this the issue will be disregarded and forfeited.

The marketing team shall be split into 3, Advertising sales, corporate sale and Event sales, these three groups shall be required to at all times ensure that there is revenue coming from their area, Should one have business that does not fall under their docket, they are advised to run the account with the person who is in the docket to ensure there is transparency and order in the team.

The team shall at all times avail themselves when called upon, whether it is during working hours or not.

### **SALES COMMISSION**

Imax Africa pays commissions based on sales procured and the rate of commission of percentages agreed with the management. The company reserves the right to change commission rates and or profit margin requirements as needed to protect the financial integrity of the company, this shall be done after discussion with the department head and shall have both the employees and company's interest looked after.

Imax Africa will make every effort to pay commissions on a monthly basis only and only on final sales. In no event will Imax Africa pay commissions later than a week from the date when the Money is received for the sales without proper information to the sales employee. We shall deduct any advances, shortage, or damages from the next available Salary

Commissions will be considered final after FIVE days upon receipt of the monies in our accounts. If a sales representative has a question, problem or disagreement with the amount of commission paid on a sale, it must be submitted in writing FOUR days within which the sale was finalized.

Should there be a third party, the company shall honor the agreement of commissions as long as it was previously discussed and agreed upon.

### **Barter Trade**

Imax Africa/Arfa Afra will from time to time accept reasonable barter trade with its long term partners. All barter businesses shall be approved only upon discussion with management and subject to viability of the same

All barter trades must be put in writing with both parties' obligations and details clearly spelled out. All deals must be equated with our rate cards or any other service offered by the company.

The accounts department will take in to consideration the viability of the barter trade including the staffing requirements, transport and other expenses incurred in meeting the trade.

### **CINEMA HYGIENE/CLEANING POLICY**

#### **MAIN THEATER HALL**

Theatres must be cleaned with detergent and water at the end of each day and used waste bags removed and replenished. It is the responsibility of Theatre Ushers/Supervisors to carry out the daily cleaning in between shows and for the Theatre Teams to monitor the efficacy of the clean.

Thorough cleaning or deep cleaning must be carried out after the **Last show** and before the **First Show**.

### **Cleaning in Between Shows**

Our cinema schedule averages between 8 and 10 sessions per day. This means there is a short period to do proper cleaning (10 minutes). It is our policy that the ushers first remove plastic debris, pop corn papers and other large trash before sweeping.

Sweeping can only be done after sprinkling the carpet with water to avoid dust. In this case the **Vacuum Cleaner** must be used in order to save the carpet life. All spilled popcorn is then swept under the seats to be removed later on when thorough cleaning is carried out. During this time all seat arms are wiped to remove dust, tissues or spillages. It is the duty of the Head usher or the Supervisor to ensure that the process is on point and that no delay is occasioned.

### **Handling and cleaning of 3D glasses**

This policy stipulates that a weekly stock count and inspection be done of all 3D glasses and a report filled in a Google spreadsheet shared with management. Damaged glasses are removed and stored separately.

Glasses are collected from clients after each 3D movie into a receptacle placed strategically on the exit doors by the Ushers. Clean glasses already in racks are prepared for the next 3D movie either on one or both entrances of the theater hall.

The cleaning process starts with arranging glasses on a tray and loading them in to the glass washing machine. The machine is switched on and it immediately starts water refill to a level (V-shaped). Detergent is also switched on.

The machine goes through the first cleaning process upon which the detergent is switched on for a second before rinsing.

3D glasses are then emptied into a sink to dry. If the time is short, use a compressor to dry the glasses.

The **Detergent and Disinfectant** must always be used in every cleaning session. The cleaning materials must be pre-ordered from a recognized company and specifications clearly followed.

The Supervisor on duty or the Head Usher must ensure that the right number of clean glasses is available before the start of each show.

Each **loss of 3D glasses** must be accounted for by the cleaning department or the ushers. Clients leaving with 3D glasses shall result in a recovery of the same from the salaries of the ushers/security personnel present during the loss.

Poor cleaning methods or negligence on the part of the cleaners may result in penalty or dismissal/termination of contract.

## **THE FOYER/LOBBY AREA**

This is our reception area. It is vital that the first impression be that of high standards of hygiene. The area also has the Toilets and Candy Shops.

Our policy is that before the start of the day and at the close of business these areas are thoroughly cleaned, tissues replaced with new ones, candy shop emptied of wastes, the dust bins are emptied and dressed with new bags and all the chairs wiped and properly arranged.

### **Toilets**

As stated above, before the opening and the close of business all the wash rooms must be properly cleaned, soap replenished, tissues put up and all the water closets cleaned.

The mirrors on the walls must at all times be wiped so to remain clear for customer use. In the ladies rooms, the sanitary disposal bins must always be in place.

The supervisor on duty/ the head usher will ensure that a check list is in place that enables cleaning and regular inspection in between shows.

For ease of service to our clients, the doors should remain open some minutes before and after the show. It should however remain closed after all clients are in and out of the theater.

### **Floor in The Foyer**

The floor must at all times be free of debris especially popcorn. Therefore, sweeping and mopping should be a continuous process in between shows. Any filled up bins should also be emptied and properly dressed.

The head usher should ensure that the floor is properly swept, scrubbed, vacuumed and polished before and at the start of business.

During events, the ushers must ensure that the foyer is arranged properly according to the event manager not less than two hours before the event starts.

No cleaning or arrangements shall be carried out minutes before or during the events unless under a request by the Manager.

### **General Cleaning**

The management shall and has set aside every Monday morning for general cleaning.

General cleaning encompasses all the rental spaces of the business. Every staff shall be required to be present without fail during the general cleaning.

All the walls, ceiling, floors, seats and candy shops must be thoroughly cleaned. It shall be the duty of the Supervisors to allocate cleaning duties to all present staff and that areas not covered on day to day cleaning are taken care of.

### **Carpets**

The cinema is largely covered with a red carpet. It is very important that the carpet is not only well cleaned but also should remain maintained in a good condition.

The carpets should not remain wet for long hours neither should dampening the carpets be a process of dusting the same.

The carpets should remain dry and spillage from clients or during service should be minimal if any. During service of **Liquid products** such as lemonades or cocktails, the person serving must ensure that spillage to our carpets does not occur.

Negligence on the person carrying out this service shall result in him or her replacing the whole carpet or penalty or termination of contract.

### **Requisitioning of Cleaning Materials**

The cleaning department shall operate under a budget according to the needs of each month and which must be submitted to the accounts department ten days before the following month.

The head of this department shall at all times draw a requisition of items or materials needed for the purposes of cleaning either daily or weekly according to the accounting policy of the company.

Once received, every item must counter checked by the security, accounts and the manager on duty to ascertain that the goods requisitioned are actually the ones received.

### **Cleaning materials to use**

The company shall from time to time inspect the quality of cleaning materials being used and review the pricing or suppliers accordingly.

The head of department is required to constantly update the management on the current development in products that may affect cleaning.

In all its endeavors, the company policy shall always be to strive to use the best quality materials as may be available and competitively.

### **DRESS CODE POLICY**

In keeping with the Company's professional image, employees are expected to maintain appropriate standards of dress and behaviour. All employees are expected to be formally dressed during office and working hours.

For male staff, the dress code would be White shirt and formal Black trousers. For female staff, the dress code would be Black formal trousers and white blouse or IMAX T- Shirt.

### **GROOMING**

You must be well-groomed and in your uniform. Your uniform must never leave the property. The uniform provided remains the property of IMAX. This includes a name badge which should be worn at all times. Willful damage or loss of a uniform item or name badge will be charged to you.

Take a Shower or bath daily before coming on duty. Use a deodorant but sparingly. No strong perfumes or after shaves are to be worn

### **HAIR**

Hair must be clean and shampooed regularly

Hair should be styled often. Choose a hairstyle that is elegant rather than fashionable. Extreme hairstyles are not permitted. Hair must look tidy.

<b>MALE STANDARDS</b>	<b>FEMALE STANDARDS</b>
Hair length: short back and sides Side burns: mid ear	Hair length short: styled and off the face Hair length long: tied back Hair decorations: elegant, dark colours

	Braiding: if long tied back, no coloured braids in braiding.
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### MOUSTACHE BEARDS

Neatly trimmed – lip length	No beards
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Hands and nails must always be clean wash hands with soap frequently  
Wash hands directly before coming on duty, after visiting the toilet, and after handling cleaning materials.

MALE	FEMALE
Nail length: short No long pinkie nail is permitted	Nail length: medium Nail polish: natural or neutral shades

### JEWELRY AND MAKE UP STANDARDS

Only gold or silver coloured jewelry are permitted, (no costume jewelry)  
No occult type jewelry is permitted or be visible.

	MALE	FEMALE
RINGS	Wedding band	Wedding and engagement rings/one ring per hand.
WATCH	No bright colours	No bright colours
EARRING	Not allowed	Small stud or drop earring – silver, gold or pearl
BRACELETS	None	Watch chain
NECKLACES	Not visible	Small –gold or silver

Only ladies will be allowed to wear makeup. Makeup should be moderate and not heavy. No bright colours are permitted. Colours should be discreet and elegant.

The staff uniforms create brand visibility. Therefore, it is now our policy that ALL our staff must at ALL times be in proper uniform, well groomed and presentable. No staff is allowed to compromise these at ALL times.

It will be the preserve of management to terminate your services if it feels you can not conform to this or any of its policies.

## **COMPUTER AND INTERNET USAGE POLICY**

**Policy:** Access to the Internet through the Company is a privilege. Users granted this privilege must adhere to strict guidelines concerning the appropriate use of this information resource. Users who violate the provisions outlined in this document are subject to disciplinary action up to and including termination. In addition, any inappropriate use that involves a criminal offense will result in legal action

**Purpose:** To define policies and procedures for access to the Internet through the Company network infrastructure.

**Scope:** This policy applies to all personnel with access to Internet and related services through the Company network infrastructure. Internet Related services include all services provided with the TCP/IP protocol, including but not limited to Electronic Mail (e-mail), File Transfer Protocol (FTP), Gopher, and World Wide Web (WWW) access.

**Procedure:**

### **1.0 ACCEPTABLE USE**

**1.1.** Access to the Internet is specifically limited to activities in direct support of official Company business.

**1.2.** In addition to access in support of specific work related duties, the Company Internet connection may be used for educational and research purposes.

**1.3.** If any user has a question of what constitutes acceptable use he/she should check with their supervisor for additional guidance. Management or supervisory personnel shall consult

with the Information Technology (Technical department) Manager for clarification of these guidelines.

## **2.0 INAPPROPRIATE USE**

2.1. The Company, Internet access shall not be used for any illegal or unlawful purposes. Examples of this would be the transmission of violent, threatening, defrauding, pornographic, obscene or otherwise illegal or unlawful materials

2.2. Use of Company electronic mail or messaging services shall be used for the conduct of Company, business only. These services shall not be used to harass, intimidate or otherwise annoy another person in the company.

2.3. The Company, Internet access shall not be used for private, recreational or other non-company related activity.

2.4. The Company Internet connection shall not be used for commercial or political purposes.

2.5. Use of the Company, Internet access shall not be used for personal gain such as selling access of a Company user login. Internet access shall not be used for or by performing work for profit with Company resources in a manner not authorized by The Company.

2.6. Users shall not attempt to circumvent or subvert security measures on the Company's network resources or any other system connected to or accessible through the Internet.

2.7. Company users shall not use Internet access for interception of network traffic for any purpose unless engaged in authorized network administration.

2.8. Company users shall not make or use illegal copies of copyrighted material, store such copies on Company equipment, or transmit these copies over the Company network.

2.9. Accessing company information that is not within the scope of one's work. This includes unauthorized reading of customer account information, unauthorized access of personnel file information, and accessing information that is not needed for the proper execution of job functions.

## **PROHIBITED USE**

1.0 Deliberate pointing or hyper-linking of company Web sites to other Internet/WWW sites whose content may be inconsistent with or in violation of the aims or policies of the company.

2.0 Any conduct that would constitute or encourage a criminal offense, lead to civil liability, or otherwise violate any regulations, local, state, national or international law including without limitations US export control laws and regulations.

3.0 Use, transmission, duplication, or voluntary receipt of material that infringes on the copyrights, trademarks, trade secrets, or patent rights of any person or organization.

4.0 Assume that all materials on the Internet are copyright and/or patented unless specific notices state otherwise.

5.0 Transmission of any proprietary, confidential, or otherwise sensitive information without the proper controls.

6.0 Creation, posting, transmission, or voluntary receipt of any unlawful, offensive, libelous, threatening, harassing material, including but not limited to comments based on race, national origin, sex, sexual orientation, age, disability, religion, or political beliefs.

7.0 Any form of gambling.

### **3.0 INTERNET AND E-MAIL ETIQUETTE**

3.1. Company employees shall ensure all communication through Company e-mail or messaging services is conducted in a professional manner. The use vulgar or obscene language is prohibited.

3.2. Company users shall not reveal private or personal information without specific approval from management.

3.3. Users should ensure that e-mail messages are sent to only those users with a specific need to know. The transmission of e-mail to large groups or messages with large file attachments should be avoided.

3.4. Electronic Mail is not guaranteed to be private. Messages transmitted through the Company e-mail system or network infrastructure are the property of Company and are therefore subject to inspection.

### **4.0 SECURITY**

4.1. Company users who identify or perceive an actual or suspected security problem shall immediately contact the Company Information Systems Security Manager.

4.2. Users shall not reveal account password or allow another person to use their account. Similarly, users shall not use the account of another user.

4.3. Access to Company network resources shall be revoked for any user identified as a security risk or a demonstrated history of security problems

## **5.0 PENALTIES**

5.1. Any user violating these policies is subject to the loss of network privileges and any other Company disciplinary actions deemed appropriate.

## **6.0 USER COMPLIANCE**

6.1. All terms and conditions as stated in this document are applicable to all users of the network and the Internet connection.

6.2. All users must agree to abide by this policy by signing the Acknowledgement of Receipt and Understanding form

## **Acknowledgement of Receipt and Understanding**

Access to the Internet through the Company is a privilege. Users granted this privilege must adhere to strict guidelines concerning the appropriate use of this information resource. Users who violate the provisions outlined in this document are subject to disciplinary action up to and including termination. In addition, any inappropriate use that involves a criminal offense will result in legal action. All users are required to acknowledge receipt and understanding of guidelines contained in this document.

## **ACCEPTABLE USE**

Access to the Internet is specifically limited to activities in direct support of official Company business but may be used for educational and research purposes. If any user has a question regarding acceptable use he/she should check with their supervisor for additional guidance. Management or supervisory personnel shall consult with the Information Services Manager for clarification of these guidelines.

## **INAPPROPRIATE USE**

The Company, Internet access shall not be used for any illegal or unlawful purposes. Examples include the transmission of violent, threatening, defrauding, pornographic or obscene materials.

Use of Company electronic mail or messaging services shall be used for the conduct of Company business only. These services shall not be used to harass, intimidate or otherwise annoy another person or for private, recreational or other non-company related activities including commercial or partisan political purposes or for personal gain such as selling access of a Company user login. Internet access shall not be used for performing work for profit with Company resources in a manner not authorized by The Company.

Users shall not attempt to circumvent or subvert security measures on either the Company's network or any other system connected to or accessible through the Internet. Company users shall not use Internet access for interception of network traffic for any purpose unless engaged in authorized network administration.

Company users shall not make or use illegal copies of copyrighted material, store such copies on Company equipment, or transmit these copies over the Company network. This includes copies of software that the company has not purchased or does not have a license.

## **INTERNET AND E-MAIL ETIQUETTE**

Company employees shall ensure all communication through Company e-mail or messaging services is conducted in a professional manner. The use of vulgar or obscene language is prohibited. Company users shall not reveal private or personal information without specific approval from management.

Users should ensure that e-mail messages are sent to only those users with a specific need to know. The transmission of e-mail to large groups or messages with large file attachments should

be avoided. Users should note **Electronic Mail is not guaranteed to be private. Messages transmitted through the Company e-mail system or network infrastructure are the property of The Company and are therefore subject to inspection and control.**

## **SECURITY**

# **STOCK CONTROL AND MANAGEMENT POLICY**

A stock control system also referred to as inventory control system is a system that encompasses all aspects of managing a company's inventories; purchasing, shipping, receiving, tracking, storage, sales and reordering.

The system applies to every item used to produce a product from raw materials to finished goods

The system is aimed at giving directions on how to handle issues at various stages of stock control.

## **Purchasing**

Ordering for the goods will be done by the respective departmental heads and sent to the C.E.O for approval with a copy to accounts department before the order is sent to the supplier.

The orders should be done well in advance preferably 2 days before to enable the accounts department to budget for the expense especially where the payment is to be made through petty cash.

Projected sales/production should be in place when placing orders which may from time to time be requested for before the orders are approved. Such orders will be weekly and should be based on projected sales for the upcoming week.

In exceptional cases where the items being ordered are bulky especially for sodas and popcorns or where the supplier has direct contacts with the accounts department the orders will be done from the accounts department in consultation with the respective departmental heads.

## **Receiving**

All stocks purchased will be received by the Cinema Manager /the Security or any other staff that may be designated by the management to do so.

The duly signed document for the items purchased will then be forwarded to the accounts department for receiving in Vista and the goods received note will be generated and attached to the receipt or the invoice.

A stock record book will be maintained at the security desk to record all the receipts into the premises and also to record all items leaving the premises.

A manual register will also be maintained in the main store to record all receipts to the main store and all items leaving the main store. The accounts department and the Cinema Manager or any other person managing the Main store will be responsible for the register.

For proper controls there should be proper segregation of duties in terms ordering, receiving, payments and control of the same.

## **Tracking**

The tracking of the stock will be done by the accounts department based on the records maintained by the respective departments

The records to be maintained by various departments will be as follows

1. Candy shops and the Bar-A stock record book/stock sheets will be in place to record any receipts from the main store or any other location like the kitchen and will also record transfers to other locations. Physical opening stocks and closing stocks for each day will also be recorded on the registers. These stocks will also be confirmed every morning by the accounts department staff. Guesswork on stock counts will not be entertained and any one time and action will be taken on any person found doing that.
2. Kitchen-Several registers will be maintained in the kitchen. One register will be for recording all receipts and also daily opening and closing stock balances of unfinished goods (raw materials). The second register will be for recording all items produced daily and also the opening and closing stock balances of finished goods. All transfers to other locations will also be recorded on this register. The third register will be for recording stocks for marketing (events) and offer items like lemonade/muffin.

Tracking of the stocks will be done by the accounts department by use of manual data prepared by various departments compared with system data like sales and by use of Vista software system will generate reports to ensure proper control of stock.

To ensure proper control only items that have been confirmed by the accounts department to have been correctly created in the system or have correct recipes (for items with recipe) will be available for sale.

All transfers to other locations outside the premises (Anga) should be properly recorded in the respective registers and the same effected in Vista Software.

## **Storage**

All items that are being sold will be kept in the store. Every item will be kept in its designated area which will be labeled. The store should well arranged and be kept tidy at any one time.

There will be stock records for all that is in the main store. This will be recorded in the main store receiving register above.

What is in the manual register should correspond with what is in Vista system.

### **Reordering**

Any new order will be based on available stocks and projected sales

### **Stock takes**

There will be daily stock counts and daily stock reconciliations and then a weekly Vista stock take report will be generated and sent to the management. The reporting of the same will be done by the accounts department.

The respective departmental staff will be responsible for any loss in stock.