

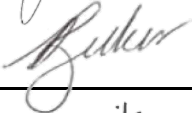
 Universal	Classification	Private
	Document Title	Dress Code and Corporate Wear Policy
	Document Type	Policy
	Document Number	UH-POL-0030
	Revision Number	001

DOCUMENT APPROVAL

I, the undersigned, hereby acknowledge that I have read and understood this Universal Healthcare Group Policy.

I further acknowledge that I understand the obligation on my Strategic Business Unit to adhere to the execution of the Policy in line with the relevant QMS requirements and the applicable ISO-, legislative, corporate governance and operational requirements.

The signatories below authorize the content and approve the layout of this Policy as per the Document Control Procedure.

NAME	TITLE	SIGNATURE	SIGNATURE DATE
Dr Johan Pretorius	Chief Executive Officer		
Catharina Sevillano-Barredo	Chief Financial Officer		24/02/2023
Dr Gerrit Claassen	General Manager Human Resources		24/02/2023
Christo Becker	Chief Operating Officer		24/02/2023
Alicia Tait	Director Group Legal Affairs, Risk & Compliance		23/02/2023

	Classification	Private
	Document Title	Dress Code and Corporate Wear Policy
	Document Type	Policy
	Document Number	UH-POL-0030
	Revision Number	001

DOCUMENT REVISIONS

Detailed changes to this Policy are logged in descending order with the most recent date at the top.

REVISION NUMBER	REASON FOR REVIEW	REVIEW DATE
001	Changed document to new QMS template. Included Dress Code and Corporate Wear into one Group Policy.	1 Feb 2023

	Classification	Private
	Document Title	Dress Code and Corporate Wear Policy
	Document Type	Policy
	Document Number	UH-POL-0030
	Revision Number	001

Table of Contents

DOCUMENT APPROVAL	1
DOCUMENT REVISIONS	2
Table of Contents.....	3
1. PURPOSE AND SCOPE OF POLICY.....	4
2. RESPONSIBILITIES AND AUTHORITIES.....	4
3. DEFINITIONS AND ABBREVIATIONS	5
3.1 Definitions.....	5
3.2 Abbreviations.....	5
4. POLICY STATEMENT.....	5
5. NON-COMPLIANCE.....	10
6. REFERENCE DOCUMENTS	10

	Classification	Private
	Document Title	Dress Code and Corporate Wear Policy
	Document Type	Policy
	Document Number	UH-POL-0030
	Revision Number	001

1. PURPOSE AND SCOPE OF POLICY

- 1.1 The purpose of this policy is to provide all employees and independent contractors with acceptable standards to guide them as to what is deemed appropriate to wear to work or when representing the Universal Group in the public.
- 1.2 Work attire should complement a work environment that reflects a professional and reputable organisation.
- 1.3 The personal appearance of all our employees is directly linked with the Universal Group's image, culture and working environment.
- 1.5 The Universal Group's Dress Code ensures that we are all equal and related to each other by adhering to the same principles and standards.
- 1.6 This policy further seeks to provide standards and procedures relating to branded corporate wear.

2. RESPONSIBILITIES AND AUTHORITIES

- 2.1 The Group comprises of the following companies:
 - a) Universal Healthcare (Pty) Ltd (registration number 1999/013368/07) ("Universal Group");
 - b) Universal Healthcare Administrators (Pty) Ltd (registration number 1974/001443/07);
 - c) Universal Care (Pty) Ltd (registration number 1999/023901/07);
 - d) Universal Healthcare Services (Pty) Ltd (registration number 2008/005871/07);
 - e) Universal Cover (Pty) Ltd (registration number 2010/021467/07) and Financial Service Provider Number 43274;
 - f) MediKredit Integrated Healthcare Solutions (Pty) Ltd (registration number 1995/001794/07) ("MediKredit");
 - g) Performance Health (Pty) Ltd (registration number 1970/002653/07);
 - h) Rostech Property Developments (Pty) Ltd (registration number 1991/007171/07);
 - i) Universal Health Cover (Pty) Ltd (registration number 2009/012670/07) and Financial Service Provider Number 46047;
 - j) MediBucks (Pty) Ltd (registration number 2010/024875/07);
 - k) Universal Corporate Wellness (Pty) Ltd (registration number 2011/139445/07);
 - l) Universal Motorsport (Pty) Ltd (registration number 2009/012988/07);
 - m) Universal Healthcare Foundation NPC (registration number 2018/046866/08);
 - n) Universal Healthcare Marketing (Pty) Ltd (registration number 2020/755658/07);
 - o) Universal.one Incorporated (company number 5835568), and;
 - p) Any company which is from time to time, a subsidiary or holding company (as those terms are defined in the Companies Act, 2008) of Universal, a subsidiary (other than Universal) of a holding company of Universal, or a company that forms part of the Employee Share Ownership Scheme.
- 2.2 All employees, contractors, consultants, volunteers, temporary, and other workers of the Group (collectively referred to as the **"Responsible Parties"**), are required to adhere to the Dress Code of the Group and employees

	Classification	Private
	Document Title	Dress Code and Corporate Wear Policy
	Document Type	Policy
	Document Number	UH-POL-0030
	Revision Number	001

who are required or prefer to make use of Corporate attire, will do so in accordance to the stipulations set out in this policy.

- 2.3 Line Managers are responsible for ensuring that the responsible parties have familiarized themselves with the contents of this policy and that it is complied with. They are also responsible for including persistent and repeated breaches of the policy in their departmental risk registers.
- 2.4 The Director: Group Legal, Risk and Compliance, or the person designated by him / her, is responsible for maintaining and reviewing this policy in consultation with the General Manager: Human Resources. They must circulate the policy and any updates thereto to all staff.
- 2.5 The General Manager: Human Resources, or the person designated by him / her, is responsible for the implementation and monitoring of this policy and to store it in a location that is accessible to all employees.
- 2.6 The Internal Audit Department is responsible for monitoring compliance with the provisions of this policy in accordance with the Audit Plan.
- 2.7 The General Manager: Human Resources, or the person designated by him / her, is responsible for ensuring that the provisions of this policy are included in the induction training of all new employees and to initiate disciplinary procedure in instances where the policy is not complied with.

3. DEFINITIONS AND ABBREVIATIONS

3.1 Definitions

- a) **“Business Attire”** refers to the traditional formal clothing that employees wear to work.
- b) **“Casual Business Attire”** refers to less formal than traditional business clothing but still professional enough to be office appropriate.
- c) **“Dress Code”** means a set of rules about what is acceptable to wear or not.
- d) **“Responsible parties”** for purposes of this policy means all employees, contractors, consultants, volunteers, temporary, and other workers of the Group.
- e) **“The Group”** collectively refers to Universal Healthcare (Pty) Ltd and all its subsidiaries.

3.4 Abbreviations

- a) HR: Human Resources
- b) UHM: Universal Healthcare Marketing

4. POLICY STATEMENT

- 4.1 The formality of prescribed workplace dress is determined by the context and nature of work performed, as well as the level of interaction with external clients.

	Classification	Private
	Document Title	Dress Code and Corporate Wear Policy
	Document Type	Policy
	Document Number	UH-POL-0030
	Revision Number	001

4.2 Universal, like most South African companies, has moved away from traditional formal dress to a “casual business” approach. This approach of our business attire makes clients and customers feel like they can trust our judgement and recommendations.

4.3 It is the Universal Group’s intent that work attire should complement an environment that reflects an efficient, orderly, and professionally operated organisation, for example, but not limited to:

- a) All employees must be clean and groomed.
- b) All clothes must be clean, neat and tidy and should fit correctly.
- c) Discernible rips, tears or holes are not considered as appropriate attire.
- d) Employees must avoid clothes with stamps, wording or graphics that are offensive or inappropriate.

4.4 This policy defines an appropriate “casual business attire” Dress Code during normal business operations and “casual business attire” on Fridays, as set out below.

Note: Although the Universal Group has adopted a Dress Code, it should be noted that attire dictated by religion and ethnicity are not restricted.

- a) Appropriate “**business attire**” for employees from Monday to Thursday includes the following, but not limited to:

- Blazers, suits, Ties or Sport Coats
- Coats
- Formal pants
- Chinos
- Formal shirts with buttons and collars
- Cardigans
- Jerseys
- Pull-overs
- Formal shoes
- Dresses
- Dress slacks
- Knee high skirt or pencil skirt
- Blouses
- Nylons or stockings
- Sandals, Heel or Pump Shoes

- b) Appropriate “**casual business attire**” may be worn on Friday of each week.

- c) Appropriate casual business attire for employees includes clothes from business attire above with the addition of the following:

	Classification	Private
	Document Title	Dress Code and Corporate Wear Policy
	Document Type	Policy
	Document Number	UH-POL-0030
	Revision Number	001

- Golf shirts
- Sweaters
- Sneakers
- T-shirts
- Jeans
- ¾ pants
- Golfers

4.5 Unacceptable Attire

The below, but not limited to, is deemed as unacceptable attire:

- a) Plain or pocket T-shirts or round collar T-shirts (Monday to Thursday)
- b) Denim jeans (Monday to Thursday)
- c) Takkies or Sneakers (Monday to Thursday)
- d) No Ripped/torn/frayed jeans or clothing items
- e) Branded competition/ Political t-shirts/any offensive graphics or offensive words on clothing items
- f) Gym or any sports wear
- g) Spandex or Lycra clothing items such as biker shorts
- h) Off-the-shoulder tops, Tank tops, Tube tops, Halter tops, or tops with spaghetti straps
- i) Midriff length/ crop tops
- j) Leggings
- k) Mini Skirts
- l) Dressy or Chino shorts
- m) Underwear as outerwear
- n) Beach wear or Flip Flops
- o) Transparent, low-cut or revealing attire
- p) Evening wear
- q) Displaying of tattoos

4.6 Corporate Wear

4.6.1 Corporate Branded Clothing

- a) Corporate branded clothing worn by employees supports the brand personality of Universal and complement Universal's work ethics and core values.
- b) This policy provides guidance to employees and managers and is not intended to deny the rights of the relevant employees to reflect their individuality, but this should be seen in the context of the need for a professional image of our customer-facing employees.
- c) The Group recognises the diversity of cultures and religions of its employees and will take a sensitive approach when this affects dress and corporate wear requirements.
- d) Wearing branded corporate wear ensures that our employees are easily identifiable and raises awareness when engaging with our customers however this requires employees dressed in the Group's branded apparel to uphold professionalism and disciplined behaviour at all times.

	Classification	Private
	Document Title	Dress Code and Corporate Wear Policy
	Document Type	Policy
	Document Number	UH-POL-0030
	Revision Number	001

- e) Staff must take note of the corporate wear items that can be ordered, the costs thereof, as well as the payment terms (selected and indicated on the order form by the employee), and dress requirements.

4.6.2 Customer-facing Engagements

- a) The Group has developed a clearly defined brand and we wish to support the brand with the branded corporate wear of the customer-facing employees as well as the more casual corporate wear that can be purchased for office wear, for example, on casual Friday or outside the formal work environment.
- b) The following employees, who are required to wear the Group's branded corporate wear, are defined by specific roles and may include, but not limited to:
- Receptionists in all building, including the Regional Offices
 - Key Account Managers (when visiting customers)
 - Business Operations Specialist (when visiting customers)
 - Broker Relationship Managers (when visiting customers)
 - Corporate Wellness Team (when attending wellness days)
 - Marketing Team (as and when required)
 - Employees participating at conferences and/or events

4.6.3 Non-Customer Facing Employees

- a) Universal corporate wear is available for purchase by all employees.
- b) This will include formal wear limited to the workplace, as well as
- c) Casual wear such as golf shirts, t-shirts and caps.
- d) The casual wear can be worn outside working hours.

4.6.4 Management of Corporate Wear

Corporate wear is managed by Universal Healthcare Marketing (UHM), which includes the following:

- a) Design of corporate wear
- b) Ordering of corporate wear
- c) Issuing of corporate wear
- d) Stock management of corporate wear

4.6.5 Ordering Corporate Wear

- a) Employees can order the formal and smart casual wear as set out below.

 Universal	Classification	Private
	Document Title	Dress Code and Corporate Wear Policy
	Document Type	Policy
	Document Number	UH-POL-0030
	Revision Number	001

Formal Wear

Description	Purpose
Pre-selected lounge shirts and jackets - accommodates summer and winter.	Formal wear should be reserved for the work environment and client visits to maintain a professional image.
Note: All formal lounge shirts should be worn with black trousers or skirts and formal work shoes.	

Smart Casual Wear

Description	Purpose
Pre-selected golf shirts or t-shirts, or any other approved corporate smart casual wear	Casual wear should be reserved for special events, golf days, casual Friday, etc.

- Each item is individually priced on selection during the ordering process.

c) Ordering Procedure

The ordering process will be managed as follows:

- Corporate wear can only be ordered from UHM via an electronic on-line order form.
- Employees can access the Corporate Clothing Request Form via the following link:
<https://umarketing.co.za/corporate-clothing/>
- The employee is required to complete the on-line order request form.
- After order placement, a fitting for sizing must be arranged.
- Upon issuing, corporate wear becomes the property and responsibility of the employee.
- Repair, replacement and cleaning of corporate wear will be the responsibility of the employee.
- Corporate wear with design defects must be returned within 5 working days - These will be replaced without additional cost.

Note: Replacement does not refer to incorrect sizing as every employee must approve the size of the corporate item ordered. (Refer to sub-paragraph d above).

- d) From time to time, the Group may review the design or items available for corporate wear.

4.6.6 Corporate Wear Payments

The payment for corporate wear deductions is facilitated for the employee through the payroll system.

- a) The process will work as follows:

- An employee will place an order for corporate wear with UHM as per paragraph 4.6.5 above.
- On receipt of the corporate wear request, Payroll will receive the "Salary Deduction Authorisation Form".
- The above form will reflect the cost and payment duration (over 1 to 3-months) the employee selected.

	Classification	Private
	Document Title	Dress Code and Corporate Wear Policy
	Document Type	Policy
	Document Number	UH-POL-0030
	Revision Number	001

Note: The maximum payment period will be 3 months.

- The “Salary Deduction Authorisation Form” is submitted to Payroll.
- Payroll loads the payment request and actions the requested monthly deductions.
- No cash will be accepted.

4.7 Company Awareness and Assistance

Requests for advice and assistance in administering or interpreting the guidelines provided by this policy should be directed to Line Managers or Human Resources (HR) Department.

4.8 Policy Enforcement

- All employees who wear corporate wear are required to do so within the guidelines of this policy.
- Department managers and supervisors are responsible for monitoring and enforcing this policy.
- The policy will be administered according to the following action steps:
 - If questionable attire is worn in the office, the respective department supervisor/manager will hold a private discussion with the employee to advise and counsel the employee on the inappropriateness of the attire.
 - If a distinct policy violation occurs, the department supervisor/manager should report to the Human Resources department with the employee, where a decision will be made if the employee is required to go home and change his/her attire accordingly.
 - Repeated policy violations will result in a progressive disciplinary action.
- The Company reserves the right to continue, extend, revise, edit, update or revoke this policy at its discretion.

5. NON-COMPLIANCE

- Compliance with this Policy is mandatory and failure to comply with any of its provisions may lead to disciplinary action being instituted against the Responsible Party in terms of the Group’s Disciplinary Policies and procedures.

6. REFERENCE DOCUMENTS

- Universal Group HR Policies and Procedures