



Team Member's **HANDBOOK**

www.payraty.com

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WELCOME MESSAGE



You made it – you're officially part of our team, and we couldn't be more thrilled! Joining Payraty means stepping into a world of innovation, collaboration, and endless possibilities. We're beyond excited to have you on board, and we can't wait to see the amazing impact you'll make.

This handbook isn't just a collection of policies and guidelines – it's our way of showing how much we care about your experience here. Think of it as a roadmap to help you settle in, thrive, and feel right at home.

Company Overview

Vision

At Payraty, we like to dream big – and then make those dreams happen. Our vision is all about transforming how businesses work and grow. By crafting innovative ERP solutions that meet today's needs, we empower organizations of all sizes to achieve more. Whether it's making operations smoother, boosting decision-making, or ensuring fairness in compensation, we're here to drive positive change in the world of enterprise resource planning.

Mission

We're here to make life simpler for small and medium-sized businesses across Africa and beyond. With user-friendly ERP solutions that take the hassle out of payroll and operations while championing transparency, we help businesses focus on what truly matters: their people and purpose. Through forward-thinking technology and a people-first mindset, we're building a future where businesses thrive, teams feel valued, and operations flow effortlessly.

We're so glad you're here to share this journey with us! Let's create something extraordinary together.

Onboarding & New Hire Orientation

We get it – starting a new job can feel like stepping into a whole new world. That's why we've created a smooth onboarding process to help you settle in and feel at home.

Before You Start

- We'll send over all the pre-employment documents electronically. Once you've signed and returned them (ideally three days before your start date), you're all set.

Your First Day

- Expect to receive onboarding materials like our handbook, schedule, and compensation plan (if applicable).
- You'll be paired with a buddy – a friendly colleague who'll help you navigate the ropes.
- Your work tools (laptop, phone, etc.) will be ready for you at the office.
- Orientation sessions (virtual or onsite) will introduce you to your role, the company, and the fantastic people you'll be working with.

Let's Make It Memorable

We've sprinkled in some thoughtful touches to make your onboarding special:

- Team-building activities to help you connect with everyone.
- Mentorship programs and personalized materials that make the experience feel tailored just for you.
- Feedback collation via pulse surveys to improve the onboarding process.
- A fun get-together at intervals to celebrate your arrival.

Learning & Growth

We believe in empowering you with the tools, knowledge, and confidence to excel – whether you're working remotely, in the office, or balancing both. Our learning and growth programs are designed to help you stay sharp, adaptable, and ready to make a real impact in a hybrid work environment.

Training Schedule

- **Mandatory Attendance:** Your development is a top priority, and we've designed each session to be meaningful and engaging. These sessions are mandatory, whether virtual or in-person, and your attendance will be part of your performance review. If something comes up and you can't make it, just let your leader know ahead of time – we'll work with you.
 - **Training:** We host training sessions regularly. We'll host training sessions tailored to your growth, alternating between virtual and in-person formats to fit our flexible work model.
-

What's Covered?

- **Sales Strategies:** Master advanced techniques, negotiation skills, and client relationship building.
 - **Product Knowledge:** Get to know our payroll and ERP solutions inside and out, understanding their value for our clients.
 - **Market Trends:** Stay in the know with insights into industry challenges, opportunities, and competitors.
-

How We Do It

- Interactive workshops led by internal experts or guest trainers.
 - Practical exercises like role-playing and case studies to help you navigate real-world scenarios with ease.
-

E-Learning Modules

- **Platform:** Learn at your own pace with our easy-to-use Learning Management System (LMS), packed with e-learning modules that fit your schedule.
-

What's on the Menu?

- **Sales Foundations:** Build a strong foundation in sales tailored to SMEs and tech solutions.
 - **Hybrid Work Best Practices:** Discover tips for managing time, communicating effectively, and staying productive in a hybrid setup.
 - **Compliance Training:** Keep up with company policies, data security, and confidentiality essentials.
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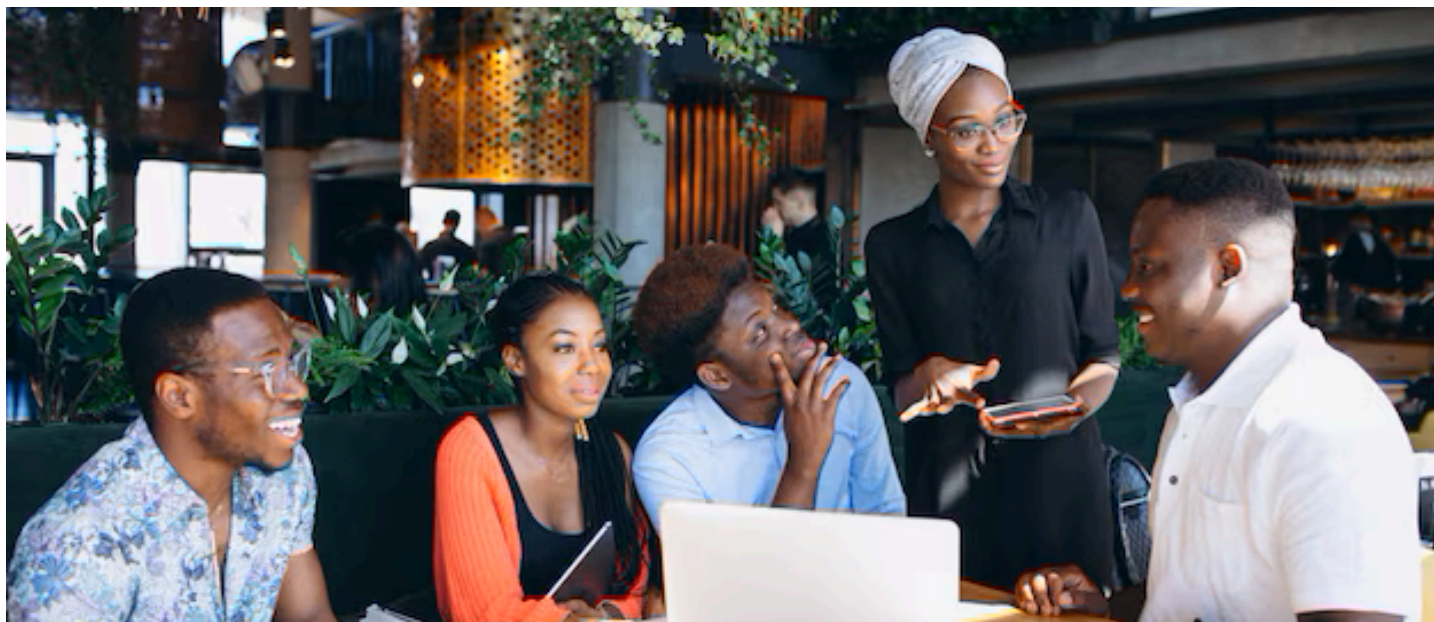


Assessment and Certification

- Each module wraps up with a short assessment to reinforce what you've learned. When you complete key modules, you'll receive certificates to celebrate your progress and enhance your professional profile.



Code of Conduct & Professional Standards



Being part of Payraty means being part of something special. We're all about fostering an environment that's respectful, inclusive, and aligned with our values.

What We Expect

- Live our values of excellence, customer focus, innovation and efficiency in everything you do.
- Be honest, transparent, and trustworthy in all interactions – whether with colleagues, clients, or partners.
- Respect and celebrate each other's differences. Mutual respect isn't just encouraged – it's essential.

What We Won't Tolerate

- Harassment or discrimination of any kind. We have zero tolerance for all forms of harassment, such as sexual harassment, and discrimination based on age, gender, religion, disability or other reasons.
- Conflicts of interest, like working for competitors or engaging in activities that go against our goals.
- Sharing sensitive company information – ever. Even after you've moved on, confidentiality matters.

Office Romance, Dating, and Relationships

- We know these things can happen. At Payraty, we value professionalism, mutual respect, and inclusivity in the workplace. While we recognize that personal relationships may naturally develop among colleagues, it is important that they do not interfere with our work environment, create conflicts of interest, or impact others. Romantic relationships between employees are permitted; however, relationships involving direct reporting lines (e.g., between managers and subordinates) are prohibited to prevent bias or favoritism.
- Employees in a relationship that could affect workplace dynamics or create a conflict of interest are encouraged to disclose it to HR. This allows us to manage any potential concerns, such as reassignment of roles or adjustments to reporting structures, while maintaining confidentiality. Professional conduct is expected at all times, and public displays of affection or behaviours that disrupt workplace harmony should be avoided.
- All relationships must be fully consensual, and any form of pressure, harassment, or retaliation is strictly prohibited. Should a relationship end, we expect both parties to maintain professionalism. Payraty is committed to fostering a positive and respectful workplace, and any concerns or questions can be directed to HR for support.

Keep It Professional

- Our official language is English, so all communication (written or spoken) should reflect that.

Social Media and Brand Ambassadorship

- We're all ambassadors of Payraty, both online and offline. Sharing content that uplifts and promotes our brand is a great way to show your pride in what we do. That said, please avoid posting anything offensive or derogatory about the company on social media. It's just not cool – and it might also lead to some serious follow-ups from our legal team. Let's keep it positive!

Whistleblowing

- If you ever spot something that feels off – like wrongdoing or misconduct – we encourage you to speak up. Reporting issues that could harm others or jeopardize the Payraty brand is an important part of fostering a safe and ethical workplace.

Confidentiality

- During your time here, you may have access to sensitive company information. You might also be exposed to the sensitive information of other companies, including details about individuals you may know. This trust comes with the responsibility to maintain confidentiality, even after you've moved on from Payraty. It's all about protecting what helps us to succeed.

Non-Disclosure

- Any sensitive company information you encounter while working with us is meant solely for your job and should not be shared with anyone outside the company, unless you have written permission.

Data Protection & Privacy

- As a tech-driven company, data protection isn't just important – it's non-negotiable. Safeguard client information, maintain secure passwords, and be cautious with email security and device encryption. Reverse-engineering our software or processes? That's a big no-go, and we take it very seriously. We get our legal team involved when we have cases where data protection is compromised.

International Trade Compliance

- Since we're a global organization, following international trade laws is vital. Regulations on the import, export, and re-export of goods and technology aren't just legal requirements – they're what keep us thriving globally. Compliance protects our ability to do business and helps avoid hefty fines, penalties, or worse.

Cybersecurity

- Be our first line of defense! Always verify emails and messages to avoid phishing attempts or other cyber threats. If you notice anything suspicious, report it immediately – it's better to be safe than sorry. If it is too good to be true, it probably is!

Corporate Gifting

- Receiving gifts from clients or vendors can be cool, if done the right way. Transparency is key. Please report any corporate gifts you receive valued over NGN 100,000.00 (One Hundred Thousand Naira) to HR to avoid potential conflicts of interest and maintain trust across the board.

Conflict Resolution & Grievance Procedures



- We understand that conflicts happen, and that's okay. What matters is how we resolve them.

How We Handle Issues

01.

Start with an informal chat with your line leader or HR

02.

If needed, submit a formal grievance in writing.

03.

For complex cases, we'll conduct an investigation to get to the root of the matter.

04.

Mediation might be arranged to ensure an unbiased resolution.

05.

Once resolved, you'll receive a written explanation of the actions taken.

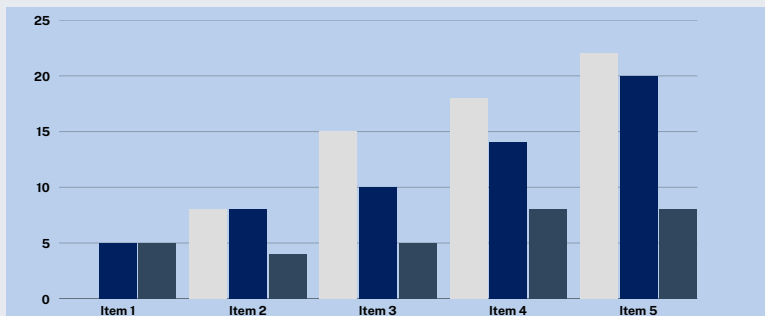
We've made it easy to reach out, whether you're remote or in the office. Use any of these channels: phone, email, surveys, suggestion boxes, focus groups, team-connect meetings, or even a good old-fashioned one-on-one chat.

Sales-Specific Guidelines



Quarterly Performance Reviews

At Payraty, we see performance reviews as an opportunity to celebrate your wins, help you grow, and set you up for even greater success. **Every three months**, we'll sit down together (virtually or in person) to reflect on your progress and plan the way forward. Here's how it works:



Performance Metrics

We measure success through clear KPIs, like:

- Number of closed deals, new clients, and returning customers.
- Client satisfaction levels and retention rates.
- Quality of lead generation and pipeline velocity.
- Revenue generated compared to targets.

The Process

- You'll start by filling out a self-evaluation form before the review meeting – this is your chance to share your achievements, challenges, goals, and to shine!
- Then, you'll have a chat with your leader. Together, you'll go over your accomplishments, areas where you can grow, and review your goals for the next quarter.

What Happens Next?

- If you've smashed your targets, you could earn performance-based rewards like bonuses or commission payouts – your hard work deserves recognition! Remember, we love play as well.
- If there's room to improve, we'll work on a plan tailored just for you. This might include extra training, mentorship, or whatever support you need to shine.
- If you're consistently finding it tough to meet your goals, we will have a discussion about what's best for you. We believe everyone has skills and capabilities that can be put to use – it just depends on where they are being applied
- We are here to make sure you feel valued, supported, and inspired to keep reaching new heights. This isn't just about numbers – it's about helping you be your best self at work.

Client Interaction



Be Consultative:

- Offer insights and solutions that build trust, not just sales.

Camera On, Always:

- When meeting virtually, keep your camera on. This small action goes a long way in building trust and connection. Observe your client's body language – both verbal and non-verbal cues – to guide the flow of your conversation effectively.

Professional Appearance:

- Whether meeting online or in person, dress to impress. Corporate or business casual attire works depending on the context. Don't forget essentials like your work ID, business cards, writing materials, and product demo kit. Always dress one level above your client.

Trust and Rapport:

- People don't just buy from businesses – they buy from people they trust. Take time to create a genuine connection. Be authentic and relatable, even in virtual meetings.

Show Your Human Side:

- Virtual meetings are still human interactions. Use video whenever possible, engage fully, and don't shy away from some light, meaningful small talk. Building these bridges can often make all the difference. After all, people only buy from people, yes, even in the virtual world!

Tailored Pitches with Data:

- Customers are unique, and so should your approach be. Use data to craft personalized presentations that align with each prospect's specific needs. Before meeting, ensure you've done your homework on their business, challenges, and opportunities.

Integrity in Commitments:

- Never overpromise or commit to something you can't deliver. Trust is the foundation of repeat business and referrals.

Stick to Approved Talking Points:

Use the company-provided scripts and talking points to keep messages consistent, clear, and aligned with our brand. Be mindful not to make promises or commitments beyond what is authorized – we're all about setting realistic expectations and delivering on them. Remember, we value repeat business.

Thoughtful Follow-Ups:

- Wrap up your client interactions by documenting the meeting outcomes in our CRM system within 24 hours. This keeps everyone aligned and ensures no detail slips through the cracks. Send a concise summary to the client, highlighting key discussion points, agreed next steps, and any action items to show we're proactive and invested in their success. Remember, if it's not in the CRM, it doesn't exist.

Punctuality:

- One more tip – arrive early for all meetings virtually or in person, to stay calm, prepared, and ready to shine.



Others:

- Ensure that customers and clients only pay through the company's authorized bank account. **NEVER PROVIDE ANY OTHER ACCOUNT** to a client or customer. If you're unsure, ask for clarification. Remember, we do not accept kickbacks.

Using Company Resources



Use our tools and data responsibly. They're here to make your job easier, so let's keep them secure and well-maintained.

- **For Work Only:** While we trust you with company tools and resources, it's important to keep them strictly for work-related purposes. Personal engagements? Not with these tools, please! Just a reminder, we reserve the right to monitor company tools remotely.
- **Handle with Care:** All company-provided equipment is your responsibility. Whether it's your laptop, phone, or any other asset, treat them as if they were your own. If something gets lost or damaged, you'll be accountable for it. But don't worry – we're always here to support you if you run into issues!

Termination & Exit Processes

We absolutely love having you on the team and hope you'll be with us for the long haul. But if life takes a different turn, whether it's you choosing to move on or a decision we have to make, we've laid out clear, respectful, and transparent guidelines to ensure this process is as smooth as possible for everyone involved.

Voluntary Resignation

- **A Thoughtful Goodbye:** If you're considering leaving, we encourage an informal chat with your line leader first. Whether it's a phone call or an in-person conversation, depending on your location, this step allows us to explore any ways we might retain you.
- **Making It Official:** If moving on is the right choice for you, you'll need to send a formal resignation letter, either via email or handwritten, to HR with a copy sent to your leader. Please provide a minimum notice period of one month or offer payment in lieu if needed.
- **Handing Over the Reins:** Once your resignation is acknowledged, the handover process begins. This may involve both virtual and physical steps to ensure a smooth transition, with a team member temporarily covering your tasks until a replacement is onboarded.
- **Exit Interview:** HR will arrange an exit interview – this is your space to share feedback and reflect on your experience. We truly value your insights as they help us grow.
- **Returning Company Assets:** You'll need to return any company-provided assets, like laptops or phones before your departure date. Once everything is accounted for, HR will issue you a clearance letter. If anything is damaged or missing, we'll refer to the handbook for the appropriate steps.
- **Staying Part of the Family:** Even as you move on, we'd love to keep in touch. You'll be added to our brand ambassador forum to remain connected – it's a great way to maintain relationships and celebrate your journey with us.

Involuntary Resignation

Sometimes, despite everyone's best efforts, we might have to part ways. This is never an easy decision, and we handle it with care and fairness.

Reasons for Termination

- Poor performance despite efforts to improve.
- Rightsizing or downsizing due to business needs.
- Redundancy of roles.
- Gross misconduct (e.g., fraud, theft, or any serious offenses as outlined in our sanction grid).

Termination Process

- **Understanding the Rules:** We carefully review your employment contract and ensure all actions align with the Labour Act and company policies.
- **Notice of Termination:** A written notice will be provided, outlining the reasons and the last date of employment.
- **Notice Period of one month or Pay in Lieu:** During the notice period, you'll continue working or receive an equivalent salary in lieu if applicable.
- **Settling Accounts:** Once your account is settled with the company, all accrued benefits, like outstanding salary, holiday pay, and pension entitlements, will be processed and settled.
- **Clear Documentation:** The entire process, including notice letters and agreements, will be well-documented for transparency.

Dismissal for Gross Misconduct

If a colleague is found guilty of gross misconduct through a disciplinary process, their employment will be terminated immediately without benefits or payments. While we hope this never happens, such decisions are made to uphold our values and standards.

For Sales Team Members

Pending commissions for the current quarter will be forfeited upon termination, unless stated otherwise in your contract.

Work Structure, Hybrid Work Model




We're flexible but structured, balancing the best of in-office and remote work. Here's how it works:

Onsite Requirements

- **When It's Necessary:** Some tasks or meetings require your physical presence in the office. These could be tied to sales targets, project deadlines, or team collaborations that simply work better face-to-face.
- **Special Circumstances:** For colleagues based outside the company's location, we'll only call you in for urgent deliverables or critical needs.

Remote Work Expectations

- **Work Hours:** While working remotely, keep business hours focused on business – save personal tasks for after-hours.
- **Your Space, Your Productivity:** Set up a home office that's free of distractions and helps you stay focused.
- **Structured Flow:** Block out specific times for deep work, meetings, and breaks to maintain a balanced rhythm.
- **Visibility:** Regularly update your team lead on your progress. Sharing ensures everyone stays aligned.
- **Feedback Loops:** Check in with your team or leader regularly to refine your work and grow.

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- **Weekly Rhythm:** At the start of each week, agree on clear tasks and deliverables with your team lead. At the end, submit a report summarizing what you've achieved.
 - **Stay Connected:** Keep your office chat platforms – whether it's Slack, Teams, or WhatsApp – active during work hours. Communication is key to keeping us all in sync.
 - **Market and Customer Visits:** If you are in a customer- or client-facing role, ensure you maintain regular interactions with your customers or clients.

Our hybrid work model is designed to give you the flexibility to thrive while ensuring we remain productive and connected as a team.

Health & Wellbeing Initiatives

We genuinely care about you – your health, happiness, and financial peace of mind.

- **Health:** We partner with Leadway HMO to ensure you're covered.
- **Mental Health:** Access counseling services and stress management workshops through our Team Member Assistance Program, provided by the HMO.
- **Financial:** Enjoy pension contributions and financial planning.

Compensation & Benefits

At Payraty, we offer competitive pay and benefits that align with industry standards. Our goal is to make working with us an exciting and fulfilling experience for our team members.

Compliance & Acknowledgement



This isn't just a handbook – it's a partnership. By signing this, you're joining us in our shared mission to create something extraordinary.

Welcome to Payraty. Let's do great things together.

Acknowledgment Form

Name: _____

Address: _____

Signature: _____

Date: _____