LIMITLESS MINDS GROUP PTY LTD (K2020/006197 /07) TRADING AS POSTWAY, POLICIES AND PROCEDURES.

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1.Introduction

1.1 Purpose

The purpose of this Policy and Procedures Manual is to provide all employees of Postway with clear guidelines, standards, and expectations for their conduct and performance while working at the company.

1.2 Scope

This manual applies to all employees, contractors, and third-party representatives working on behalf of Postway.

1.3 Policy Statement

Postway is committed to maintaining a positive and productive work environment where all individuals are treated with respect and integrity. This manual outlines the company's policies on various aspects of employment, workplace behavior, and compliance, aiming to ensure fairness, safety, and ethical conduct.

2. Code of Conduct

At Postway, we are committed to conducting our business with the highest standards of integrity, ethical behavior, and professionalism. Our Code of Conduct serves as a guide to ensure that all employees, contractors, and representatives of Postway uphold our values and principles in every aspect of their work.

2.1. Compliance with Laws and Regulations

We comply with all applicable laws, regulations, and industry standards in all the countries and regions where we operate. No employee shall engage in any activity that violates the law or undermines our commitment to ethical conduct.

2.2. Honesty and Transparency

We value honesty and transparency in all our interactions, both internally and externally. We provide accurate and complete information to our customers, partners, and stakeholders, and we do not engage in misleading or deceptive practices.

2.3. Respectful and Inclusive Workplace

We foster a respectful and inclusive work environment where diversity is valued and celebrated. Discrimination, harassment, or any form of disrespectful behavior based on race, ethnicity, gender, age, religion, sexual orientation, or any other characteristic is strictly prohibited.

2.4. Confidentiality and Data Privacy

We handle confidential and sensitive information with the utmost care. Employees must maintain the confidentiality of company and customer data and ensure compliance with data privacy laws and regulations.

2.5. Conflict of Interest

Employees must avoid situations where their personal interests conflict with the interests of Postway. Any potential or actual conflict of interest must be disclosed promptly to the appropriate parties.

2.6. Anti-Corruption and Bribery

Postway strictly prohibits bribery, corruption, or any improper payments to influence business decisions or gain unfair advantages. Employees must adhere to our Anti-Corruption Policy and comply with all anti-bribery laws.

2.7. Environmental Responsibility

We are committed to minimizing our environmental impact and promoting sustainable practices. Employees are encouraged to participate in initiatives that support environmental responsibility.

2.8. Workplace Safety

We prioritize the safety and well-being of our employees. All employees are responsible for maintaining a safe work environment and complying with health and safety regulations.

2.9. Use of Company Resources

Company resources, including equipment, technology, and intellectual property, are to be used solely for legitimate business purposes and must not be misused, duplicated, or transferred without proper authorization.

2.10. Gifts and Entertainment

Employees shall not accept or offer gifts, favors, or entertainment that could compromise their judgment or create a perception of favoritism. Modest and appropriate business gifts and entertainment are acceptable, but they should always be in compliance with our Gift and Entertainment Policy.

2.11. Social Media and Online Conduct

When representing Postway online or using social media, employees must adhere to our Social Media Policy and ensure that their actions align with our brand values and do not harm our reputation. Employees are expected to use social media responsibly, respecting the company's brand and reputation and adhering to the Social Media Policy.

2.12. Reporting Violations

We encourage employees to report any suspected violations of this Code of Conduct or any other company policy through the established reporting channels. Postway maintains a Whistleblower Policy to protect employees who report violations in good faith.

2.13. Consequences of Non-Compliance

Failure to comply with this Code of Conduct or any other company policy may result in disciplinary action, up to and including termination of employment or contract.

2.14. Annual Review and Acknowledgment

All employees, contractors, and representatives of Postway are required to review and acknowledge their understanding of this Code of Conduct annually. Regular training and updates on the Code will be provided to ensure ongoing compliance.

By adhering to this Code of Conduct, we demonstrate our commitment to ethical behavior, integrity, and the long-term success of Postway as a responsible and trusted organization.

3. **Postway Employment Policies**

3.1. Equal Employment Opportunity

Postway is an equal opportunity employer and is committed to providing equal employment opportunities to all individuals without regard to race, color, religion, sex, national origin, age, disability, or any other protected status. Employment decisions will be based on merit, qualifications, and business needs.

3.2. Recruitment and Selection

Postway follows a fair and transparent recruitment process to attract qualified candidates. All job openings will be posted internally and externally to encourage a diverse pool of applicants. Selection decisions will be based on the candidate's qualifications, skills, and fit for the position.

3.3. Employee Onboarding

New employees will undergo a comprehensive onboarding process to help them assimilate into their roles and the company culture smoothly. Onboarding will include orientation sessions, training, and introductions to key team members.

3.4. Performance Management

Postway believes in regular performance evaluations to support employee growth and development. Managers will conduct performance reviews on a scheduled basis to provide feedback and set performance goals.

3.5. Training and Development

We value continuous learning and growth. Postway provides employees with opportunities for professional development through training programs, workshops, seminars, and educational assistance.

3.6. Employee Benefits

Postway offers a competitive benefits package to eligible employees, which may include health insurance, retirement plans, paid time off, and other benefits as specified in the company's benefit policy.

4. **Workplace policies**

4.1 Termination and Resignation

Termination of employment may occur for various reasons, including performance issues, policy violations, or downsizing. Resignations should be submitted in writing with appropriate notice periods as outlined in the company's policy.

4.2 Work Hours and Scheduling

Employees are expected to adhere to their designated work schedules and record their work hours accurately. Flexibility may be provided in certain roles, depending on business needs and departmental policies.

4.3 Telecommuting and Remote Work

Postway may offer telecommuting or remote work options based on job requirements and the employee's performance and suitability for such arrangements.

4.4 Attendance and Punctuality

Regular attendance and punctuality are crucial for the smooth functioning of our operations. Employees are expected to arrive at work on time and notify their supervisor in case of planned absences or unexpected circumstances.

4.5 Dress Code and Personal Appearance

Employees are expected to maintain a professional appearance that aligns with the company's dress code policy and is appropriate for their roles.

4.6 Use of Company Property and Equipment

All company property and equipment must be used solely for business purposes and in accordance with the company's policy. Employees are responsible for safeguarding company assets.

4.7 Workplace Safety

Postway is committed to providing a safe work environment. Employees must comply with safety regulations, report hazards promptly, and actively contribute to maintaining a safe workplace.

4.8 Employee Separation and Off boarding

When an employee leaves the company, Postway will conduct a proper off boarding process to ensure a smooth transition. This includes the return of company property, knowledge transfer, and exit interviews.

4.9 Employee Grievance and Complaint Resolution

Postway maintains an open-door policy for addressing employee grievances and complaints. Employees are encouraged to report concerns through established channels without fear of retaliation.

4.10 Drug and Alcohol Policy

Postway maintains a drug and alcohol policy that prohibits the use of illegal substances or excessive alcohol consumption during work hours or on company premises.

4.11 Anti-Harassment and Anti-Discrimination

Postway strictly prohibits harassment and discrimination in any form. Employees must treat each other with respect and dignity, fostering a supportive work environment.

5. **Postway Communication Policy**

5.1 Introduction

Effective communication is essential for the success of Postway. This Communication Policy establishes guidelines for clear, respectful, and efficient communication among employees, management, customers, partners, and stakeholders. It ensures that information is shared accurately, consistently, and in a manner that aligns with the company's values and objectives.

5.2 Channels of Communication

Postway employs various communication channels to facilitate effective information exchange:

   a. **Email**: The primary channel for official communication within the company. Employees should use professional language and follow email etiquette.

b. **Meetings**: Regular team meetings, departmental meetings, and company-wide gatherings will be held to discuss important matters, share updates, and encourage collaboration.

c. **Instant Messaging**: Tools like chat platforms may be used for quick questions and informal communication within teams.

d. **Intranet**: The company intranet serves as a central repository for essential information, policies, and announcements.

e. **Official Memos:** In special circumstances, official memos may be used for critical announcements and policy updates.

5.3 Internal Communication

a. Transparency: Postway promotes a culture of transparency, where information is shared openly, and employees are encouraged to ask questions and seek clarifications.

b. Collaboration: Employees are encouraged to collaborate across teams and departments to foster innovation and efficiency.

c. Management Communication: Managers are responsible for maintaining open communication with their team members, providing feedback, and addressing concerns.

d. Feedback Mechanisms: Postway provides channels for employees to share feedback, suggestions, and ideas anonymously or directly with management.

5.4 External Communication

a. Branding and Messaging: All external communication must align with the company's branding and messaging guidelines.

b. Customer Communication: Customer-facing teams should maintain clear and responsive communication with customers, ensuring their needs are met and addressing any concerns promptly.

c. Media and Public Relations: All media inquiries and public statements should be directed to the designated company spokesperson or marketing team.

5.5 Social Media Policy

Employees who represent Postway on social media platforms are expected to adhere to the Social Media Policy. They should avoid sharing confidential information, making derogatory remarks, or engaging in any activity that could harm the company's reputation.

5.6 Crisis Communication

In the event of a crisis or emergency situation, the Crisis Communication Plan will be activated. Designated spokespeople will handle external communication, while internal updates will be provided promptly to keep employees informed.

5.7 Respectful Communication

All employees must engage in respectful communication, both internally and externally, avoiding offensive language, discriminatory remarks, or any behavior that could create a hostile work environment.

5.8 Language and Tone

Employees should use professional and respectful language in all communications. Clear and concise communication is encouraged, avoiding jargon or technical terms that may not be universally understood.

5.9 Compliance

All communication, whether written or verbal, must comply with applicable laws, regulations, and company policies, including data privacy and confidentiality requirements.

5. 10 Policy Review

This Communication Policy will be reviewed periodically to ensure its effectiveness and relevance to Postway's communication needs.

By following this Communication Policy, we aim to foster a positive and productive communication environment that contributes to the success of Postway and strengthens our relationships with customers, partners, and stakeholders.

Postway Information Technology Policies

6. Acceptable Use of IT Resources

6.1 Purpose

Postway's IT resources, including computers, networks, software, and data, are valuable assets that should be used responsibly and ethically. This policy outlines the acceptable use of these resources by all employees, contractors, and authorized users.

1.1 Policy

a. Authorized Use: IT resources may only be used for legitimate business purposes and activities related to an individual's role at Postway.

b. Prohibited Activities: The following activities are strictly prohibited:

 - Unauthorized access to data, systems, or networks

 - Intentionally spreading malware or engaging in hacking attempts

 - Engaging in activities that violate copyright or intellectual property rights

 - Sending unsolicited commercial emails (spam)

 - Using IT resources for personal or non-business-related purposes without proper authorization.

c. Internet Usage: Employees should use the internet responsibly, avoiding sites or content that may be offensive, inappropriate, or harmful to the company's reputation.

d. Data Security: Employees must follow the company's data security policies to protect sensitive information and prevent unauthorized access or data breaches.

6.2 IT Security Policy

2.1 Purpose

Postway recognizes the importance of maintaining a secure IT environment to safeguard company data, systems, and infrastructure. This policy outlines the security measures that employees must follow to protect against potential threats.

2.2 Policy

a. **Password Security**: Employees must use strong passwords and change them regularly. Passwords should not be shared with others, and multi-factor authentication (MFA) should be enabled wherever possible.
b. **Software and System Updates:** All software, operating systems, and applications must be kept up to date with the latest security patches and updates.
c. **Data Backups**: Regular data backups are essential to protect against data loss. Employees must adhere to the company's data backup procedures.
d. **Malware Protection**: All devices connected to Postway's network must have up-to-date anti-malware software installed and enabled.
e. **Access Control**: Access to sensitive data and systems should be restricted to authorized personnel only, based on the principle of least privilege.
f. **Incident Reporting**: Any suspected IT security incidents or breaches must be reported immediately to the IT department or designated IT personnel.

6.3 Data Privacy Policy

6.3.1 Purpose

Postway is committed to protecting the privacy of personal and sensitive data collected and processed during the course of business. This policy outlines the measures taken to ensure compliance with data privacy laws and regulations.

3.2 Policy

a. **Data Collection and Processing:** Personal data should only be collected and processed for specific, lawful, and legitimate purposes. Employees must obtain appropriate consent when required.
b. **Data Storage and Retention**: Data should be stored securely and retained only for as long as necessary, in accordance with the company's data retention policy.
c. **Data Transfer**: Personal data should be transferred securely and in compliance with data protection laws, especially when transferred to third parties.
d. **Data Subject Rights**: Individuals have the right to access, rectify, or erase their personal data. Employees must respond promptly to data subject requests.
e. **Data Breach Notification**: In the event of a data breach, employees must follow the company's data breach notification procedures.

6.4. Software and License Policy

6.4.1 Purpose

Postway is committed to using licensed and authorized software to ensure legal compliance and protect against software piracy.

6.4.2 Policy

a. **Authorized Software**: Employees must use only licensed and approved software provided by Postway or obtained through legal channels.
b. **Unauthorized Software**: The installation or use of unauthorized or pirated software is strictly prohibited.
c. **Reporting License Violations**: Employees must report any potential license violations to the IT department or management.

6.5 Remote Access Policy

5.1 Purpose

This policy outlines the guidelines for secure remote access to Postway's IT resources to ensure data security and protect against unauthorized access.

5.2 Policy

a. **Authorized Remote Access:** Remote access to IT resources is allowed only for employees with a legitimate business need, and it must be approved by the IT department.
b. **Secure Connection**: Remote access should be established through secure channels, such as Virtual Private Network (VPN) connections, and all data should be encrypted.
c. **Protection of Devices**: Employees are responsible for safeguarding their remote devices and keeping them updated with the latest security patches.

6.6 Mobile Device Policy

6.1 Purpose

This policy governs the use of mobile devices, such as smartphones and tablets, to access Postway's IT resources and data securely.

6.2 Policy

a. **Mobile Device Security**: Mobile devices accessing Postway's IT resources must have passcode protection and data encryption enabled.
b. **Lost or Stolen Devices:** Employees must report lost or stolen devices immediately to the IT department to take appropriate security measures.
c. **Authorized Applications:** Employees should only install authorized and secure applications on company-provided mobile devices.

6.7 Social Media and Online Presence Policy

6.7.1 Purpose

This policy outlines the guidelines for representing Postway on social media and other online platforms to ensure a consistent and positive brand image.

6.7.2 Policy

a. **Authorized Representatives**: Only designated employees or teams are authorized to represent Postway on social media and online platforms.
b. **Professional Conduct**: Employees representing Postway online must follow the company's social media policy and engage respectfully with customers and stakeholders.

6.8 Cloud Computing Policy

6.8.1 Purpose

This policy governs the use of cloud computing services to ensure the security and privacy of data stored in the cloud.

6.8.2 Policy

a. **Approved Cloud Providers**: Employees should use approved cloud service providers vetted for security and compliance with data privacy regulations.
b. **Data Backup**: Important data stored in the cloud should be regularly backed up to prevent data loss.
c. **Data Classification**: Sensitive data must be properly classified and protected based on the company's data classification policy.

6.9 IT Incident Reporting and Response Policy

6.9.1 Purpose

This policy outlines the procedures for reporting and responding to IT incidents, such as cybersecurity breaches or data breaches.

6.9.2 Policy

   a. **Incident Reporting**: Employees must report suspected or confirmed IT incidents promptly to the IT department or designated IT personnel.
   b. I**ncident Response**: The IT department will follow an incident response plan to contain, investigate, and resolve IT incidents.

6.10. Training and Awareness

Postway provides regular IT security and data privacy training to all employees to ensure they are aware of potential risks and follow best practices for data protection.

6.11 Policy Review

These IT policies will be reviewed regularly to ensure their effectiveness, relevance, and compliance with changing technology, regulations, and business needs.

By adhering to these IT policies, we contribute to maintaining a secure, compliant, and efficient IT environment at Postway.

7.Finance and Expense Policy – Postway

Effective Date: 25/07 /2023

1. Purpose:

The Finance and Expense Policy of Postway is established to ensure transparent, efficient, and responsible financial management within the company. This policy outlines guidelines and procedures for handling finances, expenses, and reimbursements, with the primary objective of maintaining the financial health of the organization and adhering to legal and regulatory requirements.

2. Authorization and Compliance:

All employees, contractors, and authorized representatives who incur or approve expenses on behalf of Postway are required to comply with this policy. Failure to comply may result in disciplinary action, including reimbursement denial and potential termination.

3. Expense Categories:

Postway recognizes the following expense categories, each subject to specific rules and limits:

a) **Travel Expenses:** Includes transportation, accommodation, meals, and incidental expenses incurred during business-related trips.
b) **Entertainment Expenses**: Covers expenses related to client meetings, business-related events, and other entertainment activities.
c) **Office Supplies:** Covers the purchase of necessary office materials and equipment for daily operations.
d) **Miscellaneous Expenses:** Includes other business-related expenses not covered under the above categories, subject to management approval.

4. Approval Process:

All expenses must be pre-approved by the relevant supervisor or department head before being incurred. Employees should submit expense reports detailing the purpose of the expense, amount, date, and appropriate supporting documentation (e.g., receipts, invoices) within 5 days of incurring the expense.

5. Expense Limits:

Postway has set spending limits for each expense category. Expenses exceeding these limits must be approved by the department head or an appropriate authority.

6. Travel Expenses:

a) Employees should opt for cost-effective and reasonable travel options when planning business trips.

b) Accommodation expenses must comply with the company's preferred vendors or established rates.

c) Meal expenses should be within the daily per diem limit set by the company.

d) Incidental expenses must be reasonable and documented with receipts.

7. Entertainment Expenses:

a) Entertainment expenses must be directly related to business discussions or relationships.

b) The cost of entertainment should be reasonable and commensurate with the purpose of the event.

8. Office Supplies:

a) Office supplies should be procured through approved vendors or designated purchasing channels.

b) Employees should avoid unnecessary or excessive purchases.

9. Miscellaneous Expenses:

a) Employees seeking reimbursement for miscellaneous expenses must provide a clear explanation of the business purpose.

b) Management approval is required for all miscellaneous expenses.

10. Reimbursement Process:

a) Expense reports should be submitted promptly through the designated platform.

b) Postway will reimburse approved expenses in a timely manner following the review and verification process.

c) All reimbursements will be made through direct deposit or as per company policy.

11. Prohibited Expenses:

The following expenses are strictly prohibited and will not be reimbursed:

a) Personal expenses unrelated to business activities.

b) Alcohol, unless explicitly approved for business-related purposes.

c) Non-business-related gifts and gratuities.

12. Record Keeping:

All financial records, including receipts and expense reports, should be maintained for a minimum of 2 years and made available for audit purposes.

13. Policy Updates:

Postway reserves the right to modify this policy as necessary. Employees will be informed of any updates, and all changes will be effective immediately upon notification.

By adhering to this Finance and Expense Policy, we uphold the values of integrity and fiscal responsibility, ensuring the sustainable growth and success of Postway.

[Signature of CEO/Authorized Signatory]

Date: 25/07/2023

8.Postway Customer Service Policy

At Postway, we are committed to providing exceptional customer service and ensuring that our customers have a positive experience with our services. Our customer service policy outlines the principles and guidelines we follow to achieve this goal:

a) **Customer-Centric Approach**: We prioritize the needs and satisfaction of our customers above all else. Our customer service team is trained to be empathetic, patient, and attentive to customer inquiries, feedback, and concerns.

b) **Accessibility and Responsiveness**: We strive to be accessible and responsive to our customers at all times. Whether it's through phone, email, or online chat, we ensure that our communication channels are open and that customers receive prompt responses to their queries.

c) **Clear and Transparent Information**: We provide clear and transparent information about our services, pricing, and policies. Customers have the right to know what to expect when using our services, and we make sure to communicate this information in a simple and understandable manner.

d) **Problem Resolution**: In the event of any issues or complaints, we are dedicated to resolving them promptly and fairly. Our customer service representatives are empowered to find appropriate solutions and escalate matters when necessary to ensure a swift resolution.

e) **Data Protection and Privacy**: We prioritize the security and privacy of our customers' information. Personal data is handled in accordance with applicable data protection laws and regulations, and we take all necessary measures to safeguard this information.

f) **Continuous Improvement**: We are committed to continuously improving our customer service standards. Customer feedback is invaluable to us, and we encourage customers to share their thoughts and suggestions for improvement.

g) **Professionalism**: Our customer service team upholds the highest standards of professionalism in all interactions with customers. They are knowledgeable about our services, courteous, and respectful at all times.

h) **Training and Development**: We invest in the training and development of our customer service team to ensure they are equipped with the skills and knowledge necessary to assist customers effectively.

i) **Proactive Communication**: We believe in proactive communication with our customers. Whether it's about service updates, delivery delays, or any other relevant information, we keep customers informed to manage expectations effectively.

j) **Customer Education**: We provide resources and educational materials to help customers make the most of our services. This includes guides, FAQs, and tips to enhance their experience with Postway.

k) **Respect for Diversity**: We treat all customers with respect and fairness, regardless of their background, beliefs, or preferences. Discrimination and prejudice have no place in our customer service interactions.

Postway's customer service policy is not just a set of rules but a reflection of our commitment to putting our customers first and striving for excellence in everything we do. We believe that outstanding customer service is key to building lasting relationships with our customers and contributing to their satisfaction and success.

9.Quality Assurance Policy – Postway Courier

a. Purpose

The purpose of this Quality Assurance Policy is to outline the principles and guidelines that Postway Courier adheres to in order to consistently deliver high-quality courier services to our customers.

b. Commitment to Quality

Postway Courier is committed to providing reliable, efficient, and secure courier services while ensuring customer satisfaction. We aim to continually improve our processes, communication, and overall service quality.

c. Customer Focus

Our customers are at the center of everything we do. We will actively listen to their feedback, understand their needs, and consistently meet or exceed their expectations.

d. Employee Training and Development

We believe that our employees are our greatest asset. We will invest in their training and development to equip them with the necessary skills and knowledge to perform their duties effectively and with excellence.

e. Process Excellence

Postway Courier will establish and maintain robust processes to handle shipments, tracking, delivery, and customer inquiries. We will regularly review and optimize these processes to minimize errors and enhance efficiency.

f. Performance Measurement

We will implement key performance indicators (KPIs) to monitor our operational performance. These KPIs will enable us to measure our progress, identify areas for improvement, and take corrective actions when necessary.

g. Continuous Improvement

We are committed to continuous improvement and will foster a culture of innovation within our organization. Regular reviews, feedback loops, and lessons learned sessions will be conducted to identify opportunities for enhancement.

h. compliance and Security

Postway Courier will comply with all applicable laws, regulations, and industry standards. We will also implement robust security measures to protect shipments and customer data.

i. Supplier Partnerships

We will collaborate with reliable suppliers and partners who share our commitment to quality. Regular assessments of our suppliers will be conducted to ensure their adherence to our quality standards.

j. Emergency Preparedness

Postway Courier will develop and maintain contingency plans to address potential disruptions and emergencies, ensuring minimal impact on our services.

k. Environmental Responsibility

We are dedicated to minimizing our environmental footprint. We will promote eco-friendly practices throughout our operations and encourage recycling and responsible waste management.

l. Communication and Transparency

Clear communication and transparency are vital to building trust with our customers. We will communicate proactively with customers regarding shipment status and potential delays.

m. Review and Revision

This Quality Assurance Policy will be reviewed periodically to ensure its effectiveness and relevance. Necessary revisions will be made to align with the changing needs of our customers and industry best practices.

Policy Adoption

Postway Courier's management, employees, and stakeholders are committed to adhering to and promoting the principles outlined in this Quality Assurance Policy.

Signature: Nkosiyapha Zondi

Designation: Founder/CEO

Date: 30/07/2023

10. **Reporting Procedures**

1. Purpose:

   - The purpose of these reporting procedures is to establish a standardized framework for employees to report various issues, incidents, and concerns within Postway

2. Scope:

   - These procedures apply to all employees, contractors, and stakeholders associated with Postway.

3. Reporting Channels:

   - Employees can report issues through various channels, including:

     a. Direct Supervisor: Employees are encouraged to report concerns to their immediate supervisor.

     b. HR Department: Alternatively, employees can approach the Human Resources department to report sensitive issues.

     c. Anonymous Reporting: A confidential reporting system will be available for reporting sensitive matters anonymously.

4. Types of Reports:

   - Reporting procedures cover various types of issues, such as:

     a. Harassment and Discrimination

     b. Workplace Safety Concerns

     c. Accounting and Financial Irregularities

     d. Ethics Violations

     e. Data Security Breaches

     f. Whistleblowing on Misconduct

5. Reporting Process:

   - When reporting an issue, employees should provide as much relevant information as possible, including details, dates, and any supporting evidence.

   - The designated authorities will assess the report and initiate an appropriate investigation.

6. Non-Retaliation Policy:

- Postway is committed to protecting whistleblowers and individuals who report issues in good faith. Retaliation against anyone who reports a concern will not be tolerated.

7. Confidentiality:

  - Confidentiality will be maintained to the extent possible during the investigation process. Only individuals directly involved in the investigation will have access to the information.

8. Resolution and Follow-up:

  - Postway will take necessary actions based on the investigation findings to address and resolve reported issues promptly.

  - Appropriate follow-up communication will be provided to the reporting party regarding the outcome of the investigation.

9. Training and Awareness:

  - Employees will be provided with training and resources to understand the reporting procedures and their rights as whistleblowers.

10. Review and Updates:

  - These reporting procedures will be periodically reviewed and updated to ensure they remain effective and comply with relevant laws and regulations.

11. Postway Policy Compliance and Enforcement Procedures

1. Policy Overview:

  - Postway establishes a set of policies to govern the conduct of its employees, contractors, and stakeholders. These policies encompass various areas, including ethics, data security, workplace safety, and more.

2. Communication and Training:

  - Postway will ensure that all relevant policies are communicated to employees and stakeholders through regular training sessions, internal communications, and the company's intranet or communication platform.

3. Policy Acknowledgment:

  - All employees and stakeholders will be required to acknowledge their understanding and acceptance of Postway's policies annually or upon joining the organization.

4. Monitoring and Reporting:

  - Postway will implement monitoring mechanisms to track policy compliance. This may include audits, checks, and feedback from employees.

  - Employees are encouraged to report any potential policy violations they observe or encounter through designated reporting channels.

5. Investigation and Resolution:

  - Reported policy violations will be thoroughly investigated by designated personnel or departments.

  - The investigation process will involve gathering evidence, conducting interviews, and following a fair and objective approach.

6. Disciplinary Actions:

  - In case of confirmed policy violations, appropriate disciplinary actions will be taken in accordance with Postway's disciplinary policy.

  - Disciplinary measures may include verbal/written warnings, retraining, suspension, demotion, or termination, depending on the severity of the violation.

7. Non-Retaliation:

  - Postway strictly prohibits retaliation against any employee or stakeholder who reports a policy violation in good faith.

  - Anyone found engaging in retaliatory behavior will be subject to disciplinary action.

8. Corrective Measures:

  - Postway will implement corrective measures to address underlying issues and prevent future policy violations.

  - This may involve updating policies, improving training, or enhancing monitoring and reporting mechanisms.

9. Appeals Process:

   - Employees and stakeholders have the right to appeal any disciplinary action taken against them due to policy violations.

   - The appeals process will be fair, transparent, and conducted by impartial personnel or committees.

10. Regular Review:

   - Postway will periodically review its policies and compliance procedures to ensure they remain up-to-date and effective in meeting regulatory requirements and organizational objectives.