



CÔTE D'OR
NATIONAL SPORTS COMPLEX

EMPLOYEE HANDBOOK



#TheMostHappeningPlaceInMauritius



THE LARGEST FULLY INTEGRATED SPORTS HUB IN THE AFRICAN REGION



1. HOW TO USE THE HANDBOOK?

When you start a new job, there are many things you need to acquire in order to perform your duties successfully. In this handbook, you will find the answers to most of your questions, explanations of certain rules and regulations, which at first sight can seem unusual if you are new to the sports / events business and the service industry. The HR team will always be around for guidance.

As well as being a useful source of information, the handbook forms part of your terms and conditions of service and is part of your Contract of Employment. Please read the entire handbook carefully. Keep it handy, so that you may refer to it in times of doubts. Use the table of contents to help you.

We have tried to ensure that all important details are explained in easy-to-understand language. It is not possible to include everything so during your induction program, a member of our Human Resources team will go through key sections of the handbook and you will be able to ask questions.

If you have any further queries, your Head of Department head or supervisor will be there to help.

55.6 SQUARE
ARPENTS

Area of the sports complex



2. OVERVIEW

The Côte d'Or National Sports Complex is managed by the **Mauritius Multisports Infrastructure Ltd (MMIL)** since 2019. Located at the heart of Mauritius in Côte d'Or, St Pierre, Côte d'Or National Sports Complex boasts the largest and fully integrated sports and entertainment hub in the Indian Ocean and in the African region.

Côte d'Or National Sports Complex is the Mauritian home sports and entertainment, and this exclusive destination of choice presents infinite opportunities to host a multitude of extraordinary events in different venues. Set on 19 hectares, the sports complex comprises of 3 main state-of-the-art facilities: the Main Hall, the Aquatic Centre and the Stadium.

1 World Athletics certified Class 1 Athletics track & field

2 World Aquatics certified swimming pools

2 FIFA certified football pitches

7 Media and conference rooms

1 Offsite carpark

1 Internationally certified High Performance Centre

1 Competition level warm-up athletics track & field

3 VIP lounges

1 International standard national combat centre

1 Olympic level multisport indoor arena with Mondo flooring

2 Outdoor gyms

1 Sports Medicine Centre



VISION

Mauritius' premier destination for sport, physical activity and wellness, and a vibrant hub for education, entertainment, and business.

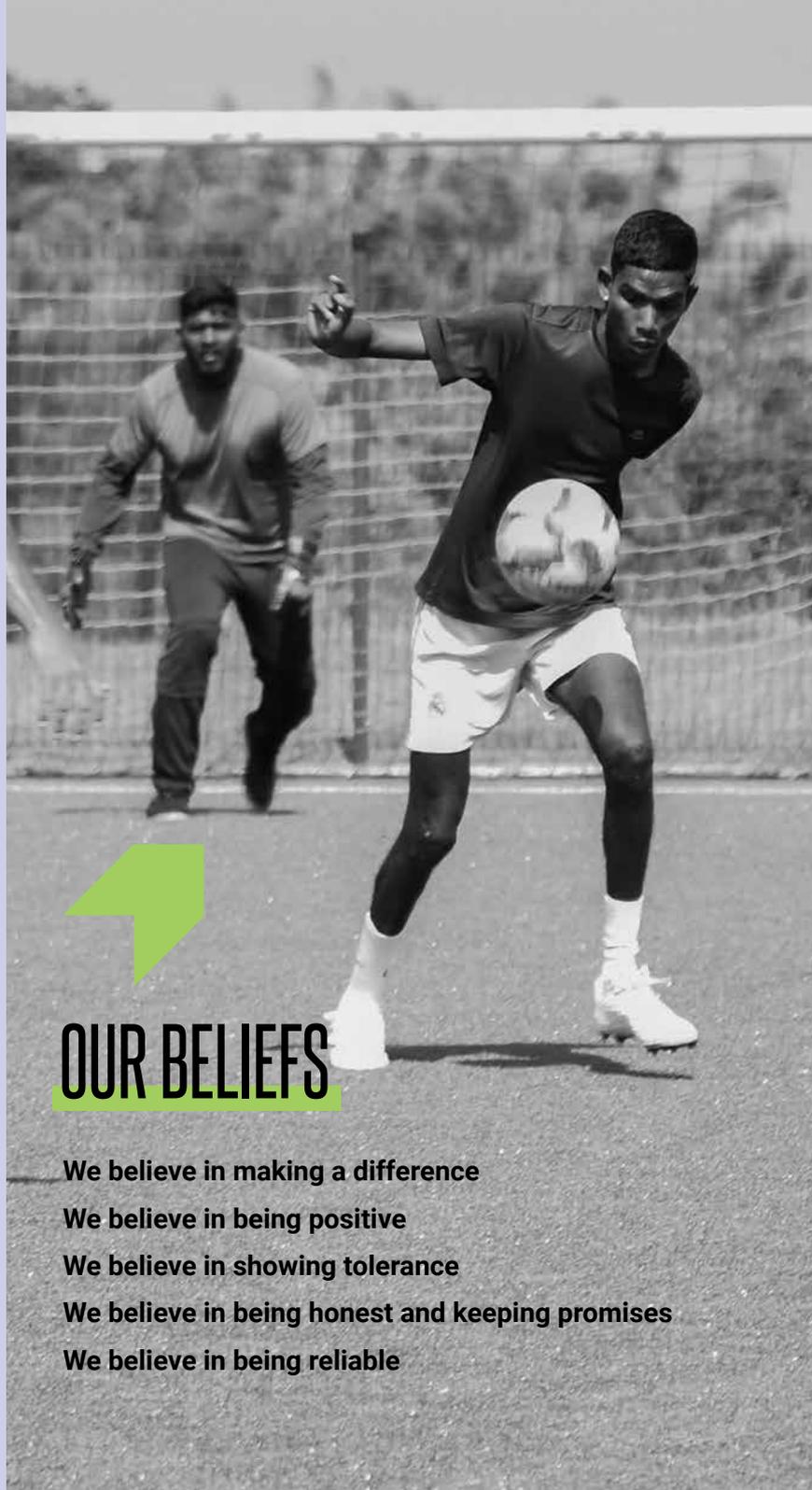
MISSION

To provide an accessible and attractive environment for all Mauritians to become fitter, healthier and happier; and for local and international athletes to develop, compete and perform at their best.

KEY VALUES

The MMIL recognises its obligation to make available to the employees all the opportunities implicit in its function as a part of authority . In an effort to achieve this goal, the specific objectives of the company are as follows:

- ▶ High performance staff
- ▶ World class facilities and programs
- ▶ Policy focused
- ▶ Innovation
- ▶ Corporate agility
- ▶ Continuous improvement
- ▶ Transparency
- ▶ Collaboration



OUR BELIEFS

We believe in making a difference

We believe in being positive

We believe in showing tolerance

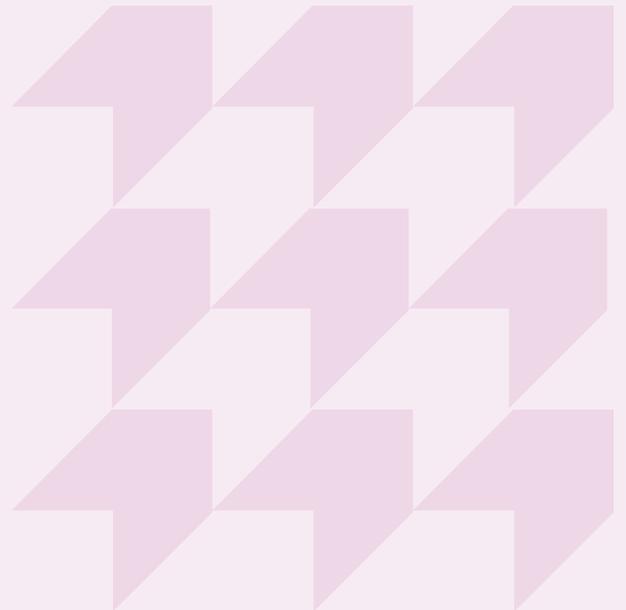
We believe in being honest and keeping promises

We believe in being reliable

3. KEY PEOPLE

Mauritius Multisports Infrastructure Limited

- Administrative Manager
Pooja Ramsewock
- Director High Performance Centre Mauritius
Yannick Lincoln
- Director Sports Medicine
Dr. Adisha Bholah
- Director Finance and Compliance
Rajen Venketasamy
- Senior Facilities Manager
Rajeev Ramdharee
- Facilities Manager
Vedanand Meetoo
- Digital Media and Marketing Manager
Abhishek Mauracheea
- Events Manager
Leenesh Woottum
- Chief Lifeguard and Head of Aquatics
Soureindra Seebaluck
- Head of Memberships and Reception
Aradhna Ramdoyal Motah
- Head of Safety and Security
Nevyn Ramdoyal
- Senior Human Resources Officer
Sweety Mooroteea - Etiennette



MMIL BOARD MEMBERS

Chairman	Michael James Kevin Glover, CVO
Board member	Ferhan Khan Juhoor
Board member	Priyasi Bhanthooa
Board member	Mohammad Siddick Asgany Bundhun
Board member	Bimduth Beeharry
Board member	Marie Emmanuelle Anaïs Noemi Alphonse, MSK
Board member	Tapeswar Lollchand
Board member	Maubarakahmad Boodhun
Board member	Nicolas Vivian Bolli

4. STARTING TO WORK

EMPLOYEE'S RESPONSIBILITY

Upon joining our team, the following documents should be submitted to the Human Resources Department:

- ✓ Identity card
- ✓ Bank account details
- ✓ Proof of address
- ✓ Medical fitness certificate
- ✓ Certificate of character or receipt of same

FIRST DAY CHECKLIST

On your first working day, you will be introduced to the Human Resources Team and your department's Head and colleagues. We will provide you with the following:

- ✓ Contract of employment
- ✓ The employee handbook
- ✓ Uniform
- ✓ Clock-in card
- ✓ IT equipment where applicable
- ✓ Business card (where applicable)

5. CONDITIONS OF EMPLOYMENT

Employment Contract

Probation Period

Hours of work

Additional work hours

Termination of Employment

Transport

Attendance Punctuality and Recording

Meal Allowance

End of year bonus

Employment Contract

Your employment conditions are governed by the Mauritian Workers' Rights Act. Your employment contract, of which you signed two copies, is legally bound and forms part of your terms and conditions of employment.

Probation Period

All team members are employed on a 6 months probationary basis. The probationary period can be extended to a maximum of another 5 months. During your probation period, your job performance, safety record, attendance, disciplinary record and job skills are evaluated. At the end of this period, your Head of Department will decide, according to your performance, if you will be confirmed.

Termination of Employment

Should you or the company wish to terminate your employment, a notice, in writing should be given to the other party. The required length of notice on either side shall be stated in your respective Employment Contract. Termination of Employment shall strictly abide to Workers Rights Act. The team member shall be required to attend an Exit Interview prior to his/her departure from the company.

Transport

A free shuttle is organised every day by the company to facilitate the morning and afternoon from La City Trianon and St Pierre to MMIL and vice versa.

You will be refunded the public bus fare incurred to reach the pick-up point. Employee need to be at their pick up point on the scheduled time.

Good behaviour is compulsory in company van (No foul Language/No shouting). It is strictly prohibited to:

- Smoke and/or consume alcoholic beverages
- Request the van driver to stop at unscheduled destinations / for any personal shopping
- Employees' dependents are not allowed to travel in the van

Team members entitled to travel allowance are not allowed to use the staff transport.

Hours of work

Your normal working week will be of 6 working days of 45 hours in total.

Due to the nature of the Company's activity, and the fact that it operates from Mondays to Sundays and public holidays, the employee might be requested to work on Sundays, public holidays and perform shift work if the job demands.

Some employees will work according to a predetermined roster which may however be changed at any time according to the operations requirement.

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Attendance Punctuality and Recording

Employee's punctuality and regular attendance are essential for keeping the operations to run smoothly. Employees are expected to attend work on time. Disciplinary action may be taken against employees having regular late arrivals and unauthorized absences. It will also adversely impact on their attendance record when assessing their overall job performance.

As part of the Head of Department's responsibilities, he/she will monitor the punctuality of his/her employees. With this in mind, employees should keep their Department Head informed of their absences from work.

Team members should clock in and clock out on a daily basis using the digital attendance systems.

Additional work hours

An employee may be required to perform extra hours of work in excess of the stipulated hours where the exigencies of the company as agreed by the Head of Department.

Overtime will be paid, or time off will be granted to you as per your Contract of employment. For further details please contact the HR department.

Meal Allowance

An employee will be eligible for a meal allowance after performing more than 2 hours extra work after having completed his normal day's work.

End of year bonus

Employees will be entitled to an EOY bonus as stipulated in their contract and as per the law.

6. CAREER PATH, TRAINING AND DEVELOPMENT

Promotion

Employees are encouraged to be innovative and go extra mile in their respective work. Inter promotion will depend on vacancies, capability, performance and conduct. Length of service will also be considered but will not necessarily lead to automatic promotion.

Training

For the purpose of enhancing employees' skills and knowledge, the Company may recommend relevant trainings.

On the job and off the job training programs will be provided to all employees for the purpose of increasing motivation and professionalism. The aim of our trainings is to improve performance and help to develop in your career.

The HR Department will coordinate with the different department heads to identify the training needs and organise the specific training programs. All employees must attend the training programs offered to them. Unauthorised absence from any training session shall be considered as absence from work and subject to disciplinary measure.

On Boarding Training

Your first training session will be the New Hire Orientation – it includes the background of the Company, the services of our company, your job, health & safety and fire procedures, amongst others.





7. GRIEVANCE PROCEDURES



The purpose of the grievance procedure is to resolve any work related problem as quickly as possible and with the least possible interruption to operations. All grievances will be dealt with expeditiously and in all confidentiality and employees will not be victimised for making or being involved in a complaint.

The majority of grievances can be resolved through informal discussion with your immediate supervisor or department head. If it is not possible to resolve the grievance in this way, or the grievance is not one which can be raised with a supervisor/ department head then it should be referred to the Senior Human Resources Officer.

The grievance/complaint will be investigated, and the employee will be invited to attend meeting with immediate supervisor or department head, the Senior Human Resources Officer and/or more members of the Management, where appropriate. After further consultation, a decision will be reached and communicated to the employee.



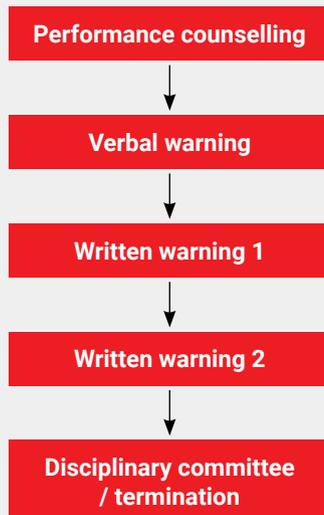
let's talk



8. DISCIPLINARY PROCEDURE

This part explains how we address our employees' misconduct or inadequate performance.

The stages that may be followed when discipline is deemed necessary include the following:



Whenever the Management becomes aware of a serious misconduct or breach of condition of employment by an employee, the latter shall be notified of such misconduct or breach in writing and shall be suspended from duty and given an opportunity to explain himself / herself before the Company.

General offences that could constitute a written warning are as follows (but this is by no means an exhaustive list):

- ▶ Poor timekeeping (repeated lateness or early leaving)
- ▶ Unauthorised and unreasonable absence from work
- ▶ Disruptive behaviour
- ▶ Failure to maintain the dress code
- ▶ Failure to attend training sessions

Some examples of gross misconduct are (but this is by no means an exhaustive list):

- ▶ Theft
- ▶ Fraud
- ▶ Negligence while performing work
- ▶ Illegal drug or alcohol use at work
- ▶ Vandalisation / misuse of company property
- ▶ Harassment and / or bullying
- ▶ Fighting and/or making violent threats
- ▶ Repetitive unauthorised lateness or absences
- ▶ Repeated poor performance evaluation
- ▶ Refusal to abide by instructions
- ▶ Breaking health and safety rules
- ▶ Trespassing in restricted areas

The aim of the disciplinary procedure is corrective not punitive!

Gross Misconduct is a deliberate, or a negligent failure to act that is detrimental to the good conduct of the company. Immediate dismissal without notice (and possibly without the end of service indemnity), will take place if an act of gross misconduct is committed.

8. DISCIPLINARY PROCEDURE



EMPLOYEE MISCONDUCT DISCIPLINARY POLICY

EMPLOYEE MISCONDUCT

GROSS

GENERAL

SPEAK TO EMPLOYEE
GIVE VERBAL WARNING

BEHAVIOUR
DOESN'T IMPROVE
GIVE WRITTEN
WARNING

BEHAVIOUR
IMPROVES
PROBLEM
SOLVED



BEHAVIOUR
DOESN'T IMPROVE
SUSPENSION
MAY BE NEXT

AGREEMENT
REACHED
PROBLEM
SOLVED



NOT RESOLVED

EMPLOYEE DISMISSED





9. EMPLOYEE WELFARE



Weekly distribution of fruits

Every Monday, fruit is distributed to employees; a way of encouraging them to eat healthy



Wednesday fitness class

Employees are allowed to 1 hour of fitness every Wednesday 08:30 to 09:30



Medical Insurance

Employees and their dependants (up to 3) are eligible to join the corporate co-contributory medical scheme as from day 1 of joining the company



Free use of the HPC Gym and Pool

For all employees outside of working hours and not during peak hours



Free One-Day Access Pass

Employees are given free single use memberships cards for the pool and gym to be distributed to their family and friends

Bap re bap. Tiouuu...



Team Building

A yearly team building is organised for all employees



Marriage gift

Marriage gift of Rs 5,000 is payable to employees on their 1st civil or religious marriage.



Parental gift

Parental Gift of Rs 3,000 is payable to employees who have given birth or whose wife have given birth to a child



Get well soon basket

Employees who are hospitalised are given a basket of healthy food items to help them in the process of recovery

Bon Zafer!

Ein

Top!
Mari
seryé!

Ein

10. TYPES OF LEAVES

As per the Worker's Rights Act 2019, employees are entitled to below leaves:

Leaves after 6 months

Annual leaves

Sick leaves

Maternity leaves

Paternity leaves

Vacation leaves

Special leave

Leave to care for child, parents and grandparents with healthcare-related issues

Juror's leave

Leave to participate in international sport or cultural events

Leave to attend court

Employees are invited to refer to the leaves section of the Workers' Rights act or to contact the HR team for guidance.

Employees are also entitled to a Study Leave as per internal policy

Study leaves



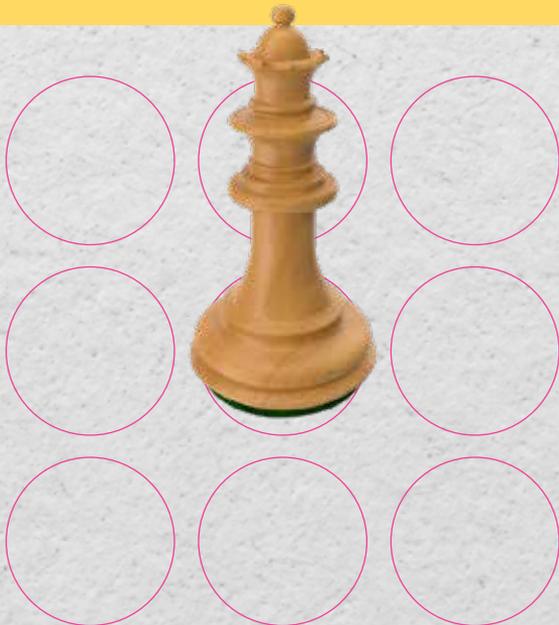
Full time employees having completed 2 years of service with the company are eligible for 5 days of study leaves per year to pursue part time tertiary education, or a professional course, or professional course earning CPD points, or vocational course.

11. WORK RULES AND REGULATIONS

Personnel records

Each Team Member has a personal file containing his application and other selected documents, such as verbal / written warnings, his evaluations, trainings, and any other information deemed important.

It is the responsibility of each Team Member to promptly notify the Human Resources Department of any changes in personal data. Personal mailing addresses, telephone numbers, number and names of dependants, individuals to be contacted in case of emergency, educational accomplishments and any other such status reports should be accurate and current at all times.



Uniforms and protective gear

Group of employees who are given uniforms footwear and other protective equipment as appropriate must wear them at all times when working. Uniforms must always be cleaned and pressed; footwear must be in good condition and clean.

Uniforms must not be worn off the premises unless it is part of the job or on official business. Immediately inform your head of department in case of any defect, breakage or damage to the protective gear or equipment entrusted to you.

12. GROOMING

The image that an employee project plays a role in the impression of the internal and external customers and can affect the overall experience of visitors of the Cote d'Or National Sports Complex. Therefore, adhering to professional appearance and grooming for the workplace is essential.

If you are given a uniform, it is vital you wear it. If you are not issued with a uniform and have to wear your own clothing to work, then you must still always look presentable.

Wow!!!
Wow!!!
Wow!!!

Personal hygiene

All employees should look engaged, professional and well-groomed at all times. This means all employees should:

- Shower daily and use deodorants
- Change clothes daily
- Hair should be neat and clean at all times
- Brush your teeth and visit the dentist regularly for a good oral hygiene
- Keep nails clean, neat and presentable at all times
- Wash hands with soap and water regularly during the day
- If you are a smoker, please wash your hands properly before resuming work.

Uniform

Some key points to adopt concerning the uniformed staff:

- Uniforms should be clean and well ironed at all times.
- An employee's uniform is company property and should therefore be taken care of.

Smoking

Smoking is not permitted on the company's premises (safe in designated area). Any breach of this policy may result in disciplinary actions.

12. GROOMING





12. GROOMING









13. CODE OF BUSINESS ETHICS

The MMIL is committed in maintaining a high standard of business ethics, honesty and integrity.

We promote freedom of expression and open communication between employees and the Management. But we expect all employees to follow our code of conduct. They should avoid offending, participating in serious disputes and disrupting our company. We also expect them to foster a well-organised, respectful and collaborative environment.

Equal opportunity and non-discrimination

In all recruitment, compensation, benefits, career advancement, discipline, access to training, termination or retirement, and other interactions, the MMIL expects that all persons will be treated equally, with no discrimination with regard to gender, race, caste, religion, marital status, disability, sexual orientation, union membership, political affiliation, or social or ethnic origin.

Protection of Company Property

All employees should treat our company's property, whether material or intangible, with respect and care. Employees:

- Shouldn't misuse company equipment or use it frivolously.
- Should respect all kinds of intangible property. This includes trademarks, other property such as information, reports etc. Employees should use them only to complete their job duties.
- Employees should protect company facilities and other material property from damage and vandalism, whenever possible.



13. CODE OF BUSINESS ETHICS

Fighting and shouting

Fighting and violent behaviour is not allowed. Use of obscene or insulting language may lead to instant dismissal. No shouting and noisy laughing on the premises.

Harassment

Harassment can be defined as any unwanted or unsolicited activity of a verbal, non-verbal or physical sexual nature in the workplace, conducted by either guests or employees.

The MMIL will not tolerate or support such, or similar, actions. Appropriate investigations and sanctions will be conducted upon notification.

Fighting and shouting

Employees should be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their colleagues' work.

Collaboration

Employees should be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their colleagues' work.

Conflict of interest

We expect employees to avoid any personal, financial or other interests that might hinder their capability or willingness to perform their job duties.

Job duties and authority

All employees should fulfil their job duties with integrity and respect toward the company, and customers. No employee shall not make any abuse of his status with the Employer nor take any advantage of the Employer's name and reputation.

We expect Head of Departments to delegate duties to their team members taking into account their competences and workload. Likewise, we expect team members to follow team leaders' instructions and complete their duties with skill and in a timely manner.

Corruption

The MMIL prohibits employees from accepting briberies for the benefit of any external or internal party.

Lost and Found procedure

Any items or articles found on the premises must be handed over to the Head of Memberships and Reception immediately. These articles will be recorded in the Lost and Found Record Book.

Discipline & Grievance

All team members must abide to the agreed behaviour, conduct and performance by virtue of their contract of employment with the company and comply with those standards. Should any team member deviates from set standards and procedures, disciplinary actions will be taken.

13. CODE OF BUSINESS ETHICS

Work Environment

The aim of the MMIL is to prioritise the employee's health and safety and wellbeing. No employee should have to suffer physically or mentally at his or her workplace.

Reporting to work or working under the influence of alcohol or illicit substances
Attending work and / or working under the influence of alcohol or illicit substances is prohibited as this increase the risk of accidents and lower safety standards, can impair judgement and increase the risk of errors and poor work quality.

Consumption of alcoholic drinks on the work premises also is not allowed.

Desertion of Workplace

Employees, who during the course of turn of duty leave the company's premises without the permission of their Head of Department may be dismissed on the grounds of misconduct.

Politics

No employee may take an active part in politics without the authorisation of Management. This does not prevent an employee from becoming a member of a political party and vote for such party.



14. HEALTH & SAFETY AT WORK



The MMIL aims at limiting the risk of injury, illness or suffering any loss at work. Employees will be informed and trained on matters concerning safety and security at their workplace.

First Aid Kits include equipment for treating cuts and burns. Keep plenty of gauze, bandages and blood stoppers at hand in departments where cuts can occur. These kits are available in all departments. Make sure that you know where the nearest First Aid Kit is located.

We are committed to make your work place and living environment safe and healthy. We encourage you to report immediately to your HOD or Health and Safety Department any maintenance, unsafe area or practices at the time so they can be corrected to avoid any accidents.

Injury

Any injury at work should be reported to the Head of Department, Health, Safety and Security Department.

The Management will assess the situation which caused the injury to determine whether the employee will be entitled to injury or sick leave.

Fire evacuation plan

If you are the one to find fire or smell burning, warn everyone nearby:

- Operate the nearest break glass call point
- Go to the assembly point
- Each building has its evacuation plan/ assembly point.

If you hear the fire alarm:

- Proceed immediately to the designated assembly point in a disciplined manner. Do not stop to collect personal belongings etc

Heavy rainfall / cyclones evacuation plan

- Heavy rainfall and cyclone warning class 1 and 2 are normal working days, except if advised otherwise by the Government or the Management of the company.
- Inform the Cyclone Committee of any emergencies
- The Complex shall be closed upon issue of a Cyclone warning class 3 and all employees shall leave the place of work
- All key personnel and designated employees shall attend work upon the lifting of cyclone warnings as directed by Management and transport arrangements made

EVACUATION RULE

- Remain clam
- Leave the workplace/ building
- Obey to instruction given by the fire wardens or employees in charge
- Do not use the lifts



15. ACCIDENT PROCEDURE



ACCIDENT PROCEDURE

In the event of accident, please follow the below course of actions:

↓
Employee present to attend to casualty
and give first aid if injury is minor*

↓
If injury is serious **, call samu on 114

↓
Dial emergency number **52 54 64 60**
and give brief description

↓
**INJURED
EMPLOYEE**

- Transport to hospital
- Employee to accompany injured staff until arrival of next of kin
- File Accident Reporting Form

↓
**INJURED
PLAYERS/ ATHLETES**

- Transport to hospital
- Inform next of parent/ guardian
- File Accident Reporting Form

↓
**INJURED
PUBLIC**

- Inform MMIL Events Team/ Reception Team
- Liase with Event Organiser
- File Report

Minor injuries*: cuts, burns, sprain, faint etc
Serious injuries:** head injuries, spinal injury etc

N.B. The emergency contact number is to be called (not sms)
for emergencies only (accidents, dangerous occurrences, fire etc.)





A NATIONAL PRIDE



55.6 SQUARE
ARPENTS

Area of the sports complex

The

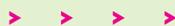
BIGGEST

workplace in Mauritius



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NATIONAL SPORTS COMPLEX

**THE HOME OF
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SPORTS &
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