



Welcome to Prompt Integrated

This handbook sets out the policies, standards, and expectations that guide how we work together at Prompt Integrated. It is a living document: each section includes a Company Notes field so you can record clarifications, local additions, or amendments specific to your team or country of operation before circulating it to staff.

Replace the logo placeholder on the following pages with your official Prompt Integrated logo file, and review every notes field with your legal and HR advisors before this handbook is issued to employees.

1. Mission Statement and Company Values

Prompt Integrated exists to give African small and medium-sized businesses the same calibre of financial and operational tooling available to large enterprises — invoicing, payroll, project management, proposals, expense tracking, and payment collection, all in one platform built for how business is actually done across Ghana and the wider region.

Our values guide every decision we make: integrity in how we handle client data and money movement, relentless focus on the customer, ownership of outcomes rather than tasks, and respect for the diverse backgrounds our team and customers bring. This section should open every copy of the handbook so new employees understand what drives the company before they read a single policy.

COMPANY NOTES

2. Code of Conduct

Employees are expected to act professionally, honestly, and respectfully in every interaction — with colleagues, clients, and partners alike. This includes punctuality, appropriate dress for client-facing and internal roles, and communication that reflects well on Prompt Integrated whether in person, in writing, or on company-linked social channels.

Standards of acceptable workplace behaviour vary widely across industries and media portrayals often blur those lines. It is management's responsibility to set out clearly where Prompt Integrated stands — for example, on remote-work etiquette, use of company communication tools, and acceptance of gifts from clients or suppliers — so staff are never left guessing.

COMPANY NOTES

3. Workplace Policies

While the Code of Conduct addresses how we present ourselves, this section covers the operational rules that keep the business compliant and running smoothly: attendance and working hours, health and safety obligations under Ghana's Labour Act, 2003 (Act 651), data protection practices consistent with the Data Protection Act, 2012 (Act 843), and terms for remote or hybrid working arrangements.

These policies give both management and staff a consistent, written reference for their rights and obligations, reducing ambiguity and disputes over day-to-day operational matters.

COMPANY NOTES

4. Compensation and Career Development

This section explains how pay is structured at Prompt Integrated — salary bands, performance bonuses, and the review cycle for raises — without disclosing individual salary figures across the hierarchy. Keeping exact pay figures confidential protects employee privacy while preserving a fair, structured approach to compensation.

It should also describe the paths available for growth: internal training, mentorship, certification support, and promotion criteria, so every employee can see a credible route forward within the company.

COMPANY NOTES

5. Benefits and Perks

Detail the benefits Prompt Integrated offers — for example, contributions to Ghana's SSNIT pension scheme, private health insurance, data or airtime allowances, and any wellbeing initiatives or discount arrangements with local partners.

Clearly presented perks demonstrate that the company invests in its people beyond salary, which strengthens retention and makes Prompt Integrated more competitive when recruiting technical and commercial talent in Accra's growing tech sector.

COMPANY NOTES

6. Types of Leave and Holidays

Set out entitlements for annual leave, sick leave, maternity and paternity leave, compassionate (bereavement) leave, and recognised public holidays, aligned with Ghana's Labour Act, 2003 (Act 651) as a statutory minimum.

Employees should understand exactly how their annual leave days accrue, what is owed by law versus company policy, and the correct process — and approving manager — for requesting time off, so absences can be planned without disrupting client delivery.

COMPANY NOTES

7. Anti-Harassment, Discrimination & Equal Opportunity

Prompt Integrated does not tolerate harassment, discrimination, or unfair treatment of any employee, client, or partner on any basis, including sex, ethnicity, religion, disability, or age. This must be stated without qualification.

Failing to address these issues can expose both the company and individual staff members to serious legal consequences under Ghanaian law. A clear, robust policy protects the business from costly disputes and reputational harm, while giving employees the confidence to report incidents knowing they will be taken seriously and handled fairly.

COMPANY NOTES

8. Resignation & Termination

Explain the circumstances under which employment may end, whether initiated by Prompt Integrated or the employee, including required notice periods consistent with the Labour Act, so both parties can plan the transition properly.

Cover the exit-interview process used to gather feedback, and specify which company property — laptops, access cards, phones, client documents, and credentials — must be returned on departure to protect the business and its clients' data.

COMPANY NOTES

Employee Acknowledgement Form

By signing below, I confirm that I have received, read, and understood the Prompt Integrated Employee Handbook in full, including the sections on the Code of Conduct, Workplace Policies, Compensation and Career Development, Benefits, Leave, Anti-Harassment and Equal Opportunity, and Resignation & Termination.

I understand that this handbook may be updated from time to time, that I am responsible for reviewing any future revisions, and that it does not constitute a contract of employment.

Employer Representative

Full Name

Title / Position

Signature

Date

Employee

Full Name

Title / Position

Signature

Date

Company Notes (e.g. handbook version number, date of issue, department):