

## DEACTIVATION POLICY

### 1. POLICY STATEMENT

- 1.1 Altaira recognises its obligations in managing employees accounts including managing access, work opportunities and deactivating.
- 1.2 Altaira is committed to maintaining professional relationships and safeguarding the trust which is placed in Altaira by employees.
- 1.3 Altaira adheres to the code of conduct policy to ensure deactivations are handled appropriately.

### 2. CONTEXT

Altaira has a digital platform which manages employees and their opportunities for work. This platform is a critical gateway for employees to access employment. Problems can arise when an employee account is deactivated without adequate notice, explanation, or proper closure of outstanding commitments. Altaira's focus is on handling such matters with fairness, transparency and accountability.

### 3. PROCEDURE

- 3.1 Before deactivating an employee's account, we should ensure that:
- The employee should be provided with a valid reason for deactivating their account.
  - The intention to deactivate an employee's account should be clearly communicated.
  - The employee is given reasonable notice of intention to have their account deactivated.
  - The employee should be given an opportunity to respond or correct any issue that may have led to their deactivation.
- 3.2 If employees have been offered specific work opportunities, and these have been discussed with the employee, there must be follow up promptly and the employee must be provided clear communication about the status of those opportunities before any deactivation can occur.
- 3.3 Ensure the deactivation decisions are not made arbitrarily or without proper discussion.
- 3.4 All employees should have access to grievance procedures.
- 3.5 All complaints should be reviewed promptly and take corrective action when necessary.

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