

EMPLOYEE HANDBOOK

January 2023

C (M) SDN. BHD.EMPLOYEE HANDBOOK

TABLE OF CONTENTS

	CONTENTS		PAGE
PART I	PRELIMINARY		
1		A MESSAGE FROM THE MANAGING DIRECTOR	4
2		INTRODUCTION	5
3		ABOUT THE COMPANY	5 - 6
4		DEFINITIONS AND ABBREVIATIONS	6 – 7
PART II	EMPLOYMENT		
1		EMPLOYEE CATEGORIZATION	8
2		APPOINTMENT	8
3		PROBATION	8 – 9
4		CONFIRMATION	9
5		PERFORMANCE REVIEW	9 – 10
6		TRANSFER/RELOCATION	10
7		REDESIGNATION	10
8		TERMINATION OF SERVICE	10 - 13
	8.6	RESIGNATION	11 - 12
	8.7	TERMINATION DURING PROBATION	12
	8.8	TERMINATION UPON CONFIRMATION	12
	8.9	TERMINATION DUE TO RETIREMENT	12 -13
	8.10	TERMINATION DUE TO ABSENCE FROM WORK	13
PART III	EMPLOYMENT CONDITIONS		
1		WORKING HOURS	14 – 15
2		REST DAY	15
3		ATTENDANCE/PUNCTUALITY	15 – 16
PART IV	COMPENSATION AND BENEFITS		
1		SALARY PAYMENT	17
2		DEDUCTION	17-18
3		OVERTIME, WRD & WPH	18 – 20

4		REIMBURSEMENT OF STAFF CLAIMS	20
5		MILEAGE AND TOLL CLAIMS	21
6		DOMESTIC & OVERSEAS TRAVELLING	22 – 24
7		OCCASSION BENEFITS	24 – 25
8		LONG SERVICE BENEFIT	25 – 26
PART V	EMPLOYMENT BENEFITS		
1		PUBLIC HOLIDAYS	27
2		ANNUAL LEAVE	27 – 28
3		EMERGENCY LEAVE	28
4		MEDICAL LEAVE	29
5		MATERNITY LEAVE	29 – 30
6		PATERNITY LEAVE	31
7		MARRIAGE LEAVE	31
8		COMPASSIONATE LEAVE	31 – 32
9		BIRTHDAY LEAVE	32
10		EXAMINATION LEAVE	32
11		UNPAID LEAVE	32 – 33
12		STAFF PURCHASE	33
13		MEDICAL BENEFITS	33 – 34
14		DENTAL & OPTICAL BENEFITS	34
15		GROUP HOSPITALISATION & SURGICAL INSURANCE COVERAGE	34 – 35
16		ANNUAL HEALTH SCREENING	35
17		MEDICAL EXAMINATION	35
PART VI	DISCIPLINE AND GRIEVANCE		
1		DISCIPLINE	36 – 37
2		GRIEVANCE	38
PART VII	TRAINING AND DEVELOPMENT		
1		TRAINING	39
PART VIII	COMPANY POLICY AND CODE OF PRACTICE		
1		DRESS CODE	40
2		IDENTIFICATION TAG	40 – 41
3		USE OF COMPANY PROPERTY	41
4		USE OF TELEPHONE	41
5		E-MAIL AND INTERNET	41
6		SAFETY AND HOUSEKEEPING	42 - 44
7		FOOD CONSUMPTION	44
8		PRAYERS	44
9		OFFICE SECURITY	44-45

10		PERSONAL DATA PROTECTION	45-46
11		CONFLICT OF INTEREST	46-47
12		EMPLOYEE RESPONSIBILITY	47
13		EMPLOYEE FRATERNIZATION POLICY	48
14		CONFIDENTIALITY	48-50
15		NON-COMPETITION	50
16		NON-SOLICITATION OF CUSTOMERS, CUSTOMER PROSPECTS, AND VENDORS	51
17		NON-SOLICITATION OF EMPLOYEES	51
18		REPRESENTATION	51
19		BREACH OF EMPLOYEE'S DUTIES AND RESPONSIBILITIES	51
20		ANTI-HARASSMENT POLICY	51-53
21		EMPLOYEE CODE OF CONDUCT	53
22		BUSINESS ETHICS AND COMPLIANCE HANDBOOK	53-54

PART I PRELIMINARY

1. A MESSAGE FROM THE MANAGING DIRECTOR

Welcome to the C family!

It is the Company's policy to create a healthy and harmonious relationship among all the Company's employees in order to fulfill each other's objectives and achieve goodwill and understanding.

You are important to the Company and we hope you will make use of the numerous opportunities available to build a good future for yourself. We value your talents and abilities and seek to foster an open, co-operative and dynamic environment in which employees and the Company can thrive.

C is an equal opportunity employer. Religion, age, gender, national origin, sexual orientation, race, or colour do not affect hiring, promotion, development opportunities, pay or benefits. We provide for fair treatment of employees based on merit.

This Employee Handbook is to establish policies, procedures, benefits, and working conditions that is to be followed by all C's employees as a condition of their employment at the Company. It is the responsibility of the employee to read, familiarize and comply with all the terms and conditions, policies, and procedures stated herein.

This Handbook replaces all earlier policies, procedures and benefits and takes precedence over all memoranda and both written and oral descriptions of Company policies, practices and procedures.

The following terms and conditions of employment are applicable to all who are engaged in full-time service with the Company. The Company reserves the right to withdraw or change the policies, procedures, benefits, and working conditions described in this Handbook at any time, and for any reason, without prior notice.

The Company will make every effort to notify employees when an official change in policy or procedure has been made but employees are responsible for their own up-to-date knowledge of Company policies, procedures, benefits, and working conditions. Such changes will hence forth form part of the terms and conditions of service.

This Handbook should be treated as a strictly private and confidential document and should not be revealed to any non-employees of the Company.

Please review the policies, procedures, working conditions, and benefits described in this Handbook. You will be asked to affirm that you have received, read, understood and agreed to abide by this Employee Handbook and Employee Code of Conduct.

Let's work together for a better future.



Managing Director

2. INTRODUCTION

- 2.1 The C (M) SDN. BHD. EMPLOYEE HANDBOOK (hereinafter referred to as “the Handbook” provides for the Terms and Conditions of employment applicable to all employees of C (M) SDN. BHD. (hereinafter referred to as “the Company”).
- 2.2 The Management may, at its discretion and at any time, amend, vary, delete, modify, annul or add to any terms and conditions of employment contained in this Handbook as and when it deems necessary.
- 2.3 The Handbook shall be effective from **9th January 2023** and shall supersede other policy, terms and conditions of employment issued by the Company unless otherwise specified in writing.

3. ABOUT THE COMPANY

OUR HISTORY

Advancing wellness since 1989.

Established in 1989, C has been dedicated to researching and developing environmental solutions, particularly in personal health and wellbeing. With the world’s best specialists and scientists working hand-in-hand, we strongly believe that we can achieve our mission and make our vision a reality.

"Being a market leader in both Korea & Malaysia, we strive to expand our knowledge and diversify our expertise globally, with the aim to make the world a cleaner and purer place to live in."

Our unique competitive advantage is that we complement our high-tech products with an innovative and modern design. In today’s world, the design of a product plays a major role in decision-making, thus prompted us to take that extra effort to deliver not just practical, but innovative design touches.

Through the years, we have progressively improved our Research & Development process with new findings and consumer behaviours. Simply said, this is our bread & butter, the fuel to keep us moving forward and dare we say, we will never settle.

OUR PHILOSOPHY

We Believe in Goodness

We believe that the sum of our actions will eventually create a better world to live in.

OUR MISSION

Healthy Environment, Happy People

Together as a team, our journey of unearthing new possibilities, new solutions and new beginnings will continue for generations to come. We simply believe that a better world is possible when actions – of any sizes – are taken.

OUR VISION

The Life Care Company

At C, we strive to make the world a better place, a cleaner place and a safer place. Our future generations deserve the best in everything – clean water, fresh air and a pristine environment. This is our vision. Our dream. Our pledge.

4. DEFINITIONS AND ABBREVIATION

“Company” means C (M) SDN. BHD. or C Malaysia and its subsidiaries, associate companies, existing or to be established in the future, within the C Malaysia Group of Companies.

“Company Panel Doctor” means a registered medical practitioner appointed by the Company as panel of doctors.

“Employee” means any person in the employment of the Company under a contract of service.

“Higher management” means Managing Director, Chief Financial Officer and Chief Operating Officer.

“Middle management” means Head of Division, Senior General Manager and General Manager.

“Reporting Manager” means the Manager an employee is reporting to as a superior.

“DI” means Domestic Inquiry

“EA” means Employment Act 1955

“ESS” means Employee Self Service System

“HOD” means Head of Department

“HRD” means Human Resource Department

“HRM” means Human Resource Manager

“MOD” means Manager of Department

“PIP” means Performance Improvement Plan

“YOS” means Years of Service

GENDER & NUMBER

All references in this Handbook in the masculine gender shall include the feminine gender and words in singular number shall include the plural and vice versa unless stated otherwise.

PART II EMPLOYMENT

1. EMPLOYEE CATEGORIZATION

- 1.1 Employees shall be categorized according to positions, designations and grades as follow:-

Grade		Corporate Title
MD	Managing Director	Managing Director
SGM	Senior General Manager	Senior General Manager
GM	General Manager	General Manager
AGM	Assistant General Manager	Assistant General Manager
SM	Senior Manager	Senior Manager
M	Manager	Executive Manager
AM3	Assistant Manager 3	Manager
AM2	Assistant Manager 2	
AM1	Assistant Manager 1	Assistant Manager
SE	Senior Executive	Senior Lead Executive
E2	Executive 2	Senior Executive
E1	Executive 1	Executive
A3	Assistant 3	Assistant
A2	Assistant 2	
A1	Assistant 1	

2. APPOINTMENT

- 2.1 A letter of appointment shall be issued to all employees.
- 2.2 All employees must acknowledge on the offer letter and return an original signed copy to the Company. It is also the employee's obligation to keep a copy for their own reference purpose.
- 2.3 All employees shall furnish up-to-date personal information to the Human Resources Department from time to time and upon request by the Company, to provide relevant documents for inspection and record.

3. PROBATION

- 3.1 All new employees who are engaged with the view for regular appointment shall serve a probationary period as stipulated in the employee's respective Letter of Appointment during which the suitability of the employee for the job will be determined. The probationary period varies according to the employee's grade as below:

- (a) Below Senior Executive : 3 months
 - (b) Senior Executive and above : 6 months
- 3.2 During the probationary period, the employee's aptitude, ability or adaptability for the job and his/her conduct will be evaluated periodically. If the employee is found to be lacking in any of the attributes, it is advisable for the employee's Reporting Manager to point out his/her shortcomings for further improvement.
- 3.3 At the end of the probationary period, the Company may at its discretion confirm or terminate the employee's employment, or to extend the employee's probationary period.
- 3.4 The Company may at its discretion extend the probationary period by further period not exceeding three (3) months. In such an event, the Company will inform the employee in writing that his/her probation will be extended, and highlight to the employee with warning of non-confirmation of appointment on specific areas where improvement is expected.
- 3.5 If the employee's performance is proven to be unsatisfactory after the extended period, his/her employment may be terminated on non-confirmation of the appointment with written notice.

4. CONFIRMATION

- 4.1 Upon expiry of the probationary period or extended probationary period, as the case may be, unless the Company has terminated the employee's employment, the employee's Reporting Manager shall evaluate the employee's performance and return the Performance Appraisal Form to Human Resources Department, together with a recommendation to either confirm, not confirm or extend the probationary period for the said employee.
- 4.2 An employee shall not assume that his/her employment has been confirmed unless he/she is formally notified so via written notification.

5. PERFORMANCE REVIEW

- 5.1 Performance reviews and planning sessions are designed for Reporting Managers and employees to discuss his/her current job tasks, encourage and recognize attributes, and discuss positive, purposeful approaches for meeting work-related goals.
- 5.2 Together, employees and Reporting Managers are to discuss ways in which the employee can accomplish goals or learn new skills.

- 5.3 The planning sessions are designed for the employee and his/her Reporting Manager to make and agree on new goals, skills and areas of improvement.
- 5.4 Each employee will be reviewed twice annually.
- 5.5 The evaluation will be determined on the basis of performance, adherence to company policies and procedure and ability to meet or exceed duties per job description and achieve performance goals.
- 5.6 New employees will be reviewed periodically and at the end of their probationary periods. After the initial reviews, the employee will be reviewed according to the regular annual schedule.

6. TRANSFER/RELOCATION

- 6.1 The Company may at its discretion transfer an employee to another department, division branch, subsidiary or associate Company within the C group of Companies or from existing location to a new location to be set-up in the future where the employee's service is required and provided such transfer shall not entail changes to the detriment of the employee with regard to any of his/her terms and conditions of employment.
- 6.2 The Company may at its discretion reimburse the employee for expenses incurred for the said transfer.
- 6.3 Should an employee be transferred/relocated, the Company shall issue him/her a written notification stipulating his/her new designation. Both involved Heads of Division shall acknowledge and sign on the said written notification.
- 6.4 An employee who refuses or rejects the transfer/relocation unreasonably shall be deemed to have breached the terms of his/her employment and may be subjected to disciplinary action(s) taken by the Company including dismissal.

7. REDESIGNATION

The Company may at its absolute discretion redesignate an employee from his/her current position to another.

8. TERMINATION OF SERVICE

- 8.1 Either party may terminate the contract of service by providing notice to the other party with notice as follows:

- (a) Below Senior Executive : 1 month
- (b) Senior Executive and above : 3 months

- 8.2 Upon the issuance of termination notice by either the employee or the Company, the Company is entitled to immediately relieve the employee from all his duties and responsibilities as an employee and to appoint any other person to undertake any such duties and responsibilities.
- 8.3 The employee must obey and comply with any instructions or directions pertaining to the relief of such duties and responsibilities issued by the Company and will not be entitled to claim any compensation whatsoever from the Company in respect of such relief.
- 8.4 On termination of service, the employee is required to complete the Employee Clearance / Exit Interview Form, surrender all documents, records, files, keys, vehicle (if any) and any other assets belonging to the Company and settle all outstanding liabilities, loans and other obligations owing to Company.

Otherwise, Company has the right to withhold the employee's salary and any other payment until all Company property is surrendered and all obligations to Company have been settled.

- 8.5 Termination can be categorized in:
- (a) Resignation
 - (b) Termination during Probation
 - (c) Termination upon Confirmation
 - (d) Termination due to retirement
 - (e) Termination Due To Absence from Work

8.6 **Resignation**

- 8.6.1 An employee who intends to resign must submit his/her written notice of resignation as in paragraph 8.1 above to his/her immediate superior or Head of Division. At the same time, a copy of the letter must be forwarded to the Human Resources Department.
- 8.6.2 The effective date of resignation must be clearly stated in the resignation letter and it cannot be backdated.
- 8.6.3 The notice period should not be off-set by maternity leave or annual leave and the Company reserves the right to disallow the employee

from offsetting the notice period with his/her Annual Leave. Staff are advise to utilize leave before last day of working upon supervisor approval.

8.7 Termination During Probation

8.7.1 During the probationary period, either party may terminate the employment by giving a written notice as stipulated in the Letter of Appointment or by providing salary in lieu of notice.

8.7.2 The notice period during the probation varies depending on the employee's grade as below:

- (a) Below Senior Executive : 2 weeks
- (b) Senior Executive and above : 1 month

8.8 Termination Upon Confirmation

(a) Upon confirmation, either party may terminate the employment by giving the appropriate period of notice in writing or salary in lieu of such notice.

(b) The period of notice is as stipulated in the Letter of Appointment. The Company may at its discretion release the employee before such notice ends.

(c) The notice period after confirmation varies depending on the employee's grade as below:

- (i) Below Senior Executive: 1 month
- (ii) Senior Executive and above: 3 months

(d) Resignee will need to fill out the Exit Interview Form and submit to Human Resource Department prior to leaving the Company.

8.9 Termination Due To Retirement

8.9.1 The retirement age for all employees shall be upon attaining sixty (60) years. Human Resource Department may inform the retiring employee and his/her respective superior in writing three (3) months in advance of the retirement date.

8.9.2 If upon retirement, the service of the employee is still required, the employee may be re-employed on a year-to year basis or for such shorter period, subject to mutual agreement.

- 8.9.3 Where a retired employee is re-employed, the terms and conditions of re-employment shall be determined by the Company and shall not be assumed to be the same as those adhered by the employee concerned prior to the retirement.

8.10 Termination Due to Absence from Work

- 8.10.1 An employee who absents himself/herself from work for more than two (2) consecutive working days without prior leave from the Company and who has not provided a reasonable excuse for his absence and informed or attempted to inform the Company of such excuse prior to or at the earliest opportunity during such absence may be considered to have broken his contract of employment with the Company and in such circumstances, the Company may terminate the service of the employee.
- 8.10.2 An employee will be deemed to have broken his/her contract of service where the employee absents on medical leave:
- (a) which is not certified by a registered medical practitioner or a medical officer; or
 - (b) which is certified by such registered medical practitioner or medical officer, but without informing or attempting to inform the employer of such medical leave within forty-eight hours of the commencement thereof.
- 8.10.3 The Company may terminate the service of the employee for breach his/her contract of service after Show Cause Letter is issued to enable the employee to explain the reason for his/her absence.

PART III EMPLOYMENT CONDITIONS

1. WORKING HOURS

- 1.1 The working hours of an employee shall not exceed forty-eight hours per week and is designed to suit the Company's operations.
- 1.2 Hours of work is the period of time during which the employee is at the disposal of the employer and is not free to dispose of his/her own time and movement. Meals and tea breaks are not considered working hours.
- 1.3 The Company's current working hours are as follow:-

Group/Location	Working Days	Working Hours
Headquarters	Monday - Friday	0900 – 1800
Careline		
Cody Branches		
Education Centres		
Homecare		
Sales Offices		
Dream Service Centres	Monday – Friday	0900 – 1800
	Saturday	0900 – 1300
	Sunday/Public Holiday	0900 – 1400
Residence CTs/ Warehouses	Monday – Friday	0800 – 1700
	Saturday	0800 – 1200
	Sunday/Public Holiday	0800 – 1300

*The working day for HDC Langkawi is Sunday – Thursday

**The Rest Day for HDC Langkawi is Friday.

- 1.4 The Company may at its discretion reschedule the working hours of Employees as the Company deems fit and necessary.
- 1.5 Employees are not allowed to alter their working hours without the approval of their Head of Division who should, prior to giving such approval, study the possible effects of such alterations and discuss with the Human Resources Department and the Management.
- 1.6 On Fridays, the lunch break may be extended from 12.30pm to 2.30pm for male Muslims employees only for purposes of performing Friday prayers at the mosque. However, this is subject to the Company's convenience and only male Muslims employees going to the mosque may be granted

this privilege. If an employee found to have abused this privilege, e.g. return late to the office, he may be liable to disciplinary action.

- 1.7 All Muslim employees are allowed to leave work at 5.00pm during the Ramadhan month. However, such Muslim employees will be allowed to take a break for not more than 30 minutes during lunch hour.

2. REST DAY

- 2.1 Every employee shall be allowed in each week a rest day. The Company observed Sundays as the rest day for employees except for employees based in HDC Langkawi and Careline. The rest day for employees in HDC Langkawi is Friday and the rest for Careline to be determined from time to time by reporting manager.
- 2.2 Company may at its discretion vary the weekly rest day of employees.

3. ATTENDANCE/PUNCTUALITY

- 3.1 The Company uses an electronic Time Management System (TMS) to record all employee's attendance and punctuality instead of a conventional punch card system.
- 3.2 Attendance and punctuality are essential for operational efficiency. All employees are required to observe the working hours as determined by the Company and must clock in/out as part of the attendance registration whenever coming in to and/or going out of the office. Employees who fail to do so without a valid reason shall be subjected to disciplinary action.
- 3.3 If for some reasons an employee is unable to be on time for a particular day, he/she must inform his/her Reporting Manager or Human Resources Department by any possible means at the earliest opportunity. This should be followed by a written explanation with supporting document such as medical leave certificate. If the employee does not make any attempt to inform anyone after two (2) hours from the time he/she is supposed to start work, the said employee will then be considered to be absent on the day.
- 3.4 Any employee who, without the permission of his/her Reporting Manager, leaves their work place during working hours will be considered absent. Hence, Reporting Managers are expected to monitor the punctuality of their staff closely and take appropriate actions should any of their staff fall short of the Company's standards.
- 3.5 If the employee reports late for work or leaves his/her duty earlier than the specified time, the reason for delay or leaving early must be applied in the ESS system. Approval of the lateness has to be done by his/her respective Reporting Manager.

- 3.6 Any lateness without approval from Reporting Manager or tardiness without valid reasons will be deemed as not approved and hence shall be subjected to disciplinary action, which will consequently affect the employee's record performance for the purpose of increment, promotion or bonus payout.
- 3.7 Disciplinary action could also be taken against habitual late comers and if the problem persists, the Company has the right to terminate such employees.

PART IV COMPENSATION AND BENEFITS

1. SALARY PAYMENT

- 1.1 All employees shall be paid in accordance with the salary ranges determined by the Company for the respective salary groups. The salary for each employee shall be as stated in the Letter of Appointment and the Company shall be at liberty to vary the salary in accordance with the performance of the employee.
- 1.2 Employees are required to open an account with the bank nominated by the Company. Human Resources Department will issue a letter to employees for this.
- 1.3 Salary pay day varies for each group of the employees as follows:
 - 1.3.1 existing employees may be paid in full (subject to lawful deductions) on or before 25th of each month but subject to change or reschedule based on Company announcement.
 - 1.3.2 new hires who join ON / BEFORE 20th of the month will be paid no later than 7th of the following month.
 - 1.3.3 new hires who join AFTER 20th of the month will be paid on 25th of the following month.
 - 1.3.4 employees who resign with working day falling ON / BEFORE 20th of the said month will be paid on the 25th of the same month or in accordance with EA for employees under the scope of EA.
 - 1.3.5 employees who resign with last working day falling AFTER 20th of the said month will be paid no later than 7th of the following month or in accordance with EA for employees under the scope of EA.

2. DEDUCTIONS

- 2.1 The Company shall be entitled to make deductions from the employees' monthly salary where statutory provisions require such deductions to be made. Details of such lawful deductions are as follows:-
 - 2.1.1 **Employees Provident Fund (EPF)**
The Company shall contribute as required by the EPF Act 1992 at the prescribed rate. Contributions to EPF shall be prescribed by law, from time to time based on the employee's salary/wages and it shall commence from the first month of employment.

2.1.2 Social Security Organization Scheme and Employment Insurance System (SOCSO & EIS)

All employees as defined under the SOCSO Act 1969 & EIS Act 2017 are to be registered with the Social Security Organisation. Both the Company and eligible employees shall contribute based on the SOCSO and EIS contribution schedule. Both rates of contribution shall be based on the monthly salary/wages paid by the Company commencing from the first month of the employment.

2.1.3 Income Tax

The Company shall comply with the Income Tax Act 1967 governing the responsibilities of an employer to make lawful deductions for income tax purposes from the remuneration of its employees.

2.1.4 Staff Purchase

The Company shall have the rights to deduct payments due for any staff purchase from the monthly salary of the employee with written permission from the Director General of Labour in respect of employees under the scope of the Employment Act 1955.

2.1.5 Other Deductions

The Company may make other deductions as authorized by any other written law. The Company may also, at its entire discretion, make deductions based on specific written requests from the employees (e.g. zakat, PTPTN, and etc.) and subject to provisions of the Employment Act 1955.

3. OVERTIME AND WORK ON REST DAYS/PUBLIC HOLIDAYS

- 3.1 Employee from grade Assistant to Assistant Manager except Manager of Department (MOD) are entitled to claim overtime.
- 3.2 All overtime request required to be applied in the system before overtime work done.
- 3.3 Overtime calculation start 1 hour after the official working hour end on normal working day and the working hours shall be in excess of one (1) hour at any one day before being recognized as Overtime (OT). Any OT beyond one (1) hour will be claimable each 15 minutes.
- 3.4 Employees are entitled to a 30 minute paid break after every 5 consecutive hours of work.

3.5 Rates of pay for overtime, rest days / public holidays work for monthly rated employees are as follows:

3.5.1 Category I: Salary RM 4,000 and below

Working Days	Hours	Rate
Normal Working Days	After one (1) hour official working hour end onward to 11:00pm	1.5 x HRP
Off days	As per number of hours worked starts from 9:00am to 11:00pm	1.5 x HRP
Rest Days	More than half but does not exceed the normal hours of work	1.0 x ORP* or min RM 100 per day
	Exceeding normal hours of work starts from 7:00pm to 11:00pm	2.0 x HRP
Public Holidays	Not exceeding normal hours of work	2.0 x ORP*
	Exceeding normal hours of work starts from 7:00pm to 11:00pm	3.0 x HRP

* May request for one (1) day replacement leave

3.5.2 Category II: Salary above RM 4,000

Working Days	Hours	Rate
Normal Working Days*	After one (1) hour official working hour end onward to 11:00pm	1.5 x HRP
Off days*	As per number of hours worked starts from 9:00am to 11:00pm	1.5 x HRP
Rest Day & Public Holiday	Minimum five (5) working hours within normal hours of work	One (1) day Replacement Leave or
		Fixed at RM150 per day (maximum RM300 claim per month)

* Category II employees are eligible for overtime claims up to a maximum of RM600 per month for overtime done on normal working days and off days.

3.6 Overtime rate will be calculated as follows:-

$$\frac{\text{Monthly Rate of Pay}}{26 \times 8} \times \text{Rate Per Hour (1.5)}$$

N.B. Monthly rate of pay shall be monthly basic salary.

Normal hours of work = Eight (8) hours a day

Ordinary Rate of Pay (ORP) = $\frac{\text{Month Rate of Pay}}{26}$

Hourly Rate of Pay (HRP) = $\frac{\text{Ordinary Rate of Pay}}{\text{Normal Hours of Work (8)}}$

4. REIMBURSEMENT OF STAFF CLAIMS

- 4.1 Staff claim forms and mileage claim forms, attached with supporting documents (e.g. invoice, bill and receipt) and Report for Decision ("RFD"), if any, shall be submitted to Human Resources Department for review and approval.
- 4.2 All claim forms should first be approved by Reporting Manager or other authorised persons.
- 4.3 The expense period is from 21st of the preceding month to 20th of the current month. Staff claim forms and mileage claim forms shall be submitted not later than the 24th of the current month. In the event that the 24th of the month falls on a weekend or public holiday, the forms shall be submitted on the last working day before the 24th.
- 4.4 Clear and original supporting documents should be submitted to support travel expenses claims. E-statements, such as Touch n Go statement for toll charges, is an acceptable supporting documents

5. MILEAGE AND TOLL CLAIMS

- 5.1 Employees who are required to use their own vehicle to perform official duties on behalf of the Company are eligible to claim for mileage allowance based on the table below:-

Vehicle	Amount
Car	RM 0.70/KM

- 5.2 The minimum mileage claim is at least 10km per month.
- 5.3 Claimants may refer to the latest Standard Travel Mileage Table for standard mileage if he/she travels to branches, except for the circumstances listed below, in which case the claimant is recommended to use Google Map or other similar navigator to estimate the mileage:
- 5.3.1 Branches not included in the table;
- 5.3.2 The actual location is different from what is stated in the table;
- 5.3.3 Claimant does not travel directly from branch to branch. (e.g. hotel to branch).
- 5.4 For travel from home to a location other than the claimant's permanent workplace, the mileage should be calculated based on the last departure point to the destination. For example,

	Description	Eligible Claim Mileage
Scenario 1	Home → Permanent Workplace → Destination	Permanent Workplace → Destination
Scenario 2	Home → Destination	Home → Destination

- 5.5 Recipients of fixed travelling allowance are not eligible for mileage claim. However, exceptions may be made on special project basis.
- 5.6 All claims submissions shall adhere to the regulations for claims as determined by Human Resources Department.
- 5.7 No toll claims will be allowed from home to work and return, except from home to the place of an officially planned appointment, location or business trip.

6. DOMESTIC & OVERSEAS TRAVELLING

- 6.1 Prior approval (Report For Decision) must be obtained before any travelling is allowed. Tasks that need to be done must be stated clearly as well. The approval from the following :-

Employee Below Manager of Department

– Approved by the respective Manager of Department

Manager of Department and Above

– Approved by the Head of Division/ Managing Director

- 6.2 All claims and reimbursements must be within the maximum amount as set below and must be submitted with original receipts.

6.2.1 Transportation Classification

Travelling to and from your destination point must be in accordance with the table below :-

Category	Domestic				Overseas
	Air	Bus	Train	Ferry	Air
Managing Director	Business	Normal	1 st Class	1 st Class	Business
All employees	Economy		Normal	Normal	Economy

6.2.2 Travel by Air

It is recommended that flight tickets are booked via the designated person (generally the personal assistant to Managing Director)

The following incidental, add-on services are claimable if the conditions are met:

Add on Services	Conditions
Luggage	i) Overseas travel; or ii) Local travel with more than three (3) night stay
Meal	i) Standard Meal; and ii) Flight with more than three (3) hour flight time
Travel insurance	i) Travel insurance cost is embedded as part of the flight ticket cost.

Employees shall bear the full cost on their own for any no-show without acceptable reasons.

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6.2.3 Per Diem Allowance

Per Diem Allowance is only claimable for business trip travelling mileage exceeds 80km per way. The allowance is applicable to employee of all grades except for dispatch management.

Employees who are attending courses/ workshops/ events at the expense of the Company where all meals are provided, the above per diem allowance provision shall not apply and shall not be claimable.

Employees may combine the accommodation budget for room sharing according to the entitlement by position category.

6.2.4 Accomodation

Employees shall bear the full cost on their own for any no-show without acceptable reasons. Any costs incurred for upgrading of hotel rooms made by the employees shall be borne by themselves.

Laundry charge is only claimable if the trip lasts for more than seven (7) nights' stay.

6.2.5 Subsistence Allowance

Employees who are required to travel outstation in Malaysia shall be eligible to the following entitlement:

Category	Domestic	
	Accommodation (RM)	Per Diem Allowance* (RM)
MD	600	80
HOD	500	50
GMOD/MOD	400	40
STAFF	300	30

N.B. "Outstation means a distance exceeding 80km from the Company's location. The Per Diem Allowance is applicable to employee of all grades except for dispatch management.

6.2.6 Overseas Allowance

All employees who are required to travel overseas for Company's business or training purposes are eligible to claim for overseas entitlement as follow:-

Category	Overseas					
	Area A			Area B		
	Accommodation (RM)	Per Diem Allowance (RM)		Accommodation (RM)	Per Diem Allowance (RM)	
		Meal*	Daily		Meal*	Daily
MD	As per receipt	110	165	As per receipt	90	135
HOD	700	90	135	550	70	105
GMOD/MOD	600	80	120	450	60	90
STAFF	500	70	105	350	50	75

Area A :

America, Europe, Japan, Singapore, Hong Kong, Oceania, Republic of Korea

Area B :

All other countries not in Area A

N.B. Dispatch Management is only entitled to Per Diem Allowance (Daily) and the allowance shall not claimable on non-working weekends. The Per Diem Allowance shall not apply and not claimable for incentive trips and extended stay for personal trip of all grades. Employees may combine the accommodation budget for room sharing according to the entitlement by position category.

7. OCCASSION BENEFITS

7.1 Confirmed employees are entitled to claim monetary benefits for the following occasions depending on their years of service with the Company.

Occasion	Details	Amount (RM)			
		≤ 2 years	> 2 – 5 years	> 5 -9 years	> 9 years
Newborn *	Max. 5 Children	300	500	700	2,000
Wedding	Employee	500	1,000	2,000	5,000
	Children	200	500	1,000	2,000
Birthday	Employee	50			
	Spouse				
Wedding Anniversary	Employee	50			
Death	Employee	2,000	5,000	10,000	20,000
	Spouse	1,000	2,500	5,000	10,000
	Parents & Parents-in-law	500	1,000	2,000	5,000
	Children	500	1,000	2,000	5,000
	Brothers & Sisters	200	300	500	1,000
	Grandparents	200	300	500	1,000

* Employee will be entitled one (1) baby gift set from the Company for the birth of newborn.

7.1.2 All claims must be applied in ESS system within six (6) months from the date of the occasion.

7.1.3 The claims must be supported with the necessary documentary evidence as follows:

- (a) Newborn – Birth certificate
- (b) Wedding – Marriage Certificate (Wedding cards are not allowed)
- (c) Spouse's Birthday – Spouse's IC
- (d) Wedding Anniversary – Marriage certificate
- (e) Death – Death certificate

7.1.4 The claims are subject to the following conditions:

- (a) Newborn – Only for a maximum of 5 children
- (b) Wedding – Only valid for 1st legal marriage
- (c) Spouse's birthday – Only valid for 1st legal marriage
- (d) Wedding anniversary – Only valid for 1st legal marriage

7.1.5 The claimed occasion must occur during the period when the employee is employed with the Company.

7.1.6 The cut-off date for the benefit claim submission and reach to Human Resources Department for final approval shall be 15th of the month. Any submission reached Human Resources Department after 15th will be processed by next payroll month. Human Resources Department may exercise its discretion in granting the approval.

8. LONG SERVICE BENEFITS

8.1 The Company recognizes the contributions of employees who have been serving the Company for long period. Recipients will be awarded monetary token according to the table below:

Years of Service	Cash Gift	Other Gift
5	RM 500	Certificate + Gift
10	RM 1,000	Certificate + Gift
15	RM 2,000	Certificate + Gift
20	RM 3,000	Certificate + Gift

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- 8.2 Long Service Award shall only be applicable to permanent employees who achieved the serving years in the Company.
- 8.3 C Technician Manager (“CTM”) are not entitled to this award.
- 8.4 The serving year calculation for rejoined employee shall be recalculated according to rejoined date.
- 8.5 The Company may at its discretion withdraw this benefit or change the token value and collateral gift without prior notice.

PART V EMPLOYMENT BENEFITS

1. PUBLIC HOLIDAYS

- 1.1 Employees are entitled to all public holidays gazetted each year by the Federal Government of Malaysia and the State Government. Should there be any declaration of a public holiday by the State or Federal Government, the Company shall respect and observe the said declaration.

2. ANNUAL LEAVE

- 2.1 All employees may be granted paid annual leave based on years of service (YOS) as follows:-

2.1.1	Up to 2 YOS	14 days
2.1.2	More than 2 and up to 5 YOS	16 days
2.1.3	Above 5 YOS	21 days

- 2.2 Half day leave time structure is as follows:

2.2.1	First half	9AM to 1PM
2.2.2	Second half	2PM to 6PM

Company may vary the time structure for half day leave from time to time as it deems necessary.

- 2.3 New hires under probationary period are not allowed to utilize his/her annual leave until after confirmation. Their leave entitlement will be pro-rated accordingly based on his/her joining date.
- 2.4 All planned leave **MUST** be applied at least five (5) days in advance, except for emergency cases.
- 2.5 The respective Reporting Manager may at his/her discretion approve the leave applications within 5 days of the date for the leave applied. Employees who fail to comply with the above requirements could have his/her leave application considered under Emergency Leave subject to approval by the respective Reporting Manager.
- 2.6 The Company may, at its discretion, require the employee to change or reduce the duration of leave applied or revoke leave approved in order to not affect the operations of the business.

2.7 Unutilized Annual Leave

- 2.7.1 A maximum of seven (7) days of annual leaves are allowed to be carried forward to the following YOS and must be used by April 30th of the following year. Any unutilized days after the said date will be forfeited in accordance with the provisions of EA.

2.8 Settlement of Leave on Resignation / Termination

- 2.8.1 An employee who resigns from the Company will be eligible for pro-rated leave based on the completed months of service.
- 2.8.2 An employee who resigns from the Company but has taken leave in excess of his entitlement (advanced leave) will be required to reimburse the Company for the excess leave taken.
- 2.8.3 An employee shall endeavor to utilize his/her annual leave during the notice period unless the Company is unable to grant the approval, then the Company shall pay such employee in lieu of a proportionate basis calculated up to the date of resignation.

3. EMERGENCY LEAVE

- 3.1 Emergency leave should only be taken for urgent matters resulting from unforeseen circumstances. Should an employee be unable to report to work due to an emergency, he/she must inform his/her Reporting Manager or Human Resources Department at the earliest possible time. This may be recorded as annual leave, or unpaid leave if their leave entitlement is exhausted.
- 3.2 If the employee does not make any attempt to contact his/her Reporting Manager or Human Resources Department after two (2) hours from the time he/she is supposed to start work, then he/she will be considered to have absent himself/herself on the day and disciplinary action may be taken against the employee.
- 3.3 Submission of emergency leave must be made within three (3) days upon returning to work. Late submission of the emergency leave will be considered as unpaid leave or absence.
- 3.4 When the employee applies for emergency leave, he/she MUST provide valid reasons and supporting documents (if any) upon submission. Non-valid emergency leave will be regarded as unpaid leave or absence and will be noted in the staff's record.

4. MEDICAL LEAVE

- 4.1 All employees is eligible to paid medical leave per calendar year as follows:-
- | | | |
|-------|-----------------------------|---------|
| 4.1.1 | Up to 2 YOS | 14 days |
| 4.1.2 | More than 2 and up to 5 YOS | 18 days |
| 4.1.3 | Above 5 YOS | 22 days |
- 4.2 Where hospitalization is necessary, an employee is eligible to medical leave of sixty (60) days irrespective of any sick leave taken above in a calendar year.
- 4.3 In the event where an employee is certified by a Company panel doctor or medical officer to be ill enough to need to be hospitalized but is not hospitalized for any reason whatsoever, the employee may be deemed to be hospitalized for the purposes of this section.
- 4.4 Employees must notify the Company at the earliest possibility for any medical leave application. An employee who is absent on medical leave but did not inform or attempt to inform the Company, and unable to produce medical certificate within forty-eight (48) hours of the commencement thereof shall be deemed to have absent from work without permission or reasonable excuse.
- 4.5 The employee must produce medical certificate from a registered medical practitioner/ Company panel doctor as proof in the ESS system upon returning to work. Medical leave application will not be accepted if the employee fails to produce these records.
- 4.6 If the employee is unable to produce a medical certificate, he/she shall be deemed to have absent from work and employee shall not be entitled to paid medical leave.

N.B. Employees are reminded that producing fake medical certificates amounts to serious misconduct and is a ground for immediate dismissal. The Company reserves the right to do checking on any medical certificate which is doubtful.

5. MATERNITY LEAVE

- 5.1 All female employees may be entitled to paid maternity leave of ninety-eight (98) consecutive days subject to the provisions under Part IX of EA. Female employees on maternity leave are not entitled to any public holidays, Company declared holidays, off days and rest days.
- 5.2 The maternity leave will only be paid if the female employee fulfils all of the conditions as provided under Part IX of E.A. 1955 including the following:

- 5.2.1 She has been employed by the Company for at least 1 day during the 4 months immediately preceding her Confinement and for the period of, or periods amounting in the aggregate to, at least 90 days during the 9 months immediately preceding her Confinement; and
 - 5.2.2 She has no more than 5 surviving children.
- 5.3 The said maternity leave shall not commence earlier than a period of thirty (30) days immediately preceding her Confinement or later than the day immediately following confinement. However, the employee may be required to commence her maternity leave at any time during a period of 14 days preceding the date of her Confinement, if a medical officer or the registered medical practitioner appointed by the Company certifies that the employee is unable to perform her duties satisfactorily because of her advanced state of pregnancy.
- 5.4 Any leave taken outside of the eligible period will have to be applied for as either sick leave or annual leave pursuant to the Company's rules and policies.
- 5.5 All female employees must provide at least two (2) weeks' prior notice before going on maternity leave to enable relief arrangements by the Company, if necessary.
- 5.6 Application for maternity leave shall be supported by a certificate from a Company approved doctor, registered medical practitioner or by a medical officer.
- 5.7 Maternity leave may commence only after completion of at least twenty-two (22) weeks pregnancy but absence from work due to miscarriage or premature birth or for any other illness during the period of less than twenty-two weeks of pregnancy shall not be considered as maternity leave but may be considered as medical leave.
- 5.8 The female employee is required to apply the maternity leave via ESS system and a submission of "Register of Maternity Leave and Allowances" Form as prescribed under Section 44, Employment Act 1955.
- 5.9 The female employee may early return to work during maternity leave provided that she has the employer's consent and is certified fit to return by a medical practitioner, regardless of whether she is entitled to maternity allowance.
- 6.0 A female employee shall be deemed to have received her maternity allowance if she continues to receive her monthly wages during her maternity leave.

6. PATERNITY LEAVE

- 6.1 All male employees may be entitled to paid paternity leave of seven (7) consecutive days subject to the provisions under Part IX. Male employees on paternity leave are not entitled to any public holidays, Company declared holidays, off days and rest days.
- 6.2 The paternity leave will only be paid if the male employee fulfils all of the conditions as provided under Part IX of EA 1955 including the following:
 - 6.2.1 He has been employed by the Company for at least 12-months before the commencement of paternity leave; and
 - 6.2.2 He must be married to the birth mother; and
 - 6.2.3 He has no more than 5 surviving children.
- 6.3 Application for paternity leave shall be made through the ESS system upon his return to work. However, an employee must communicate to Reporting Manager within twenty-four (24) hours of the commencement of such leave; otherwise he shall be considered as absent without leave.
- 6.4 The Company reserves the right to withdraw such benefit if the employee fails to inform his Reporting Manager of the expected confinement of his wife.
- 6.5 Application for paternity leave must be supported by a copy birth certificate or other suitable documents from the hospital.
- 6.6 The Company shall reserve the right to take disciplinary action against any employee who is found to have abused his paternity leave.

7. MARRIAGE LEAVE

- 7.1 Confirmed employees may be granted a maximum of five (5) consecutive days of Marriage Leave on the employee's first legal marriage.
- 7.2 Application for Marriage Leave must be proven by providing a legal Marriage Certificate.
- 7.3 Employee may also be granted for one (1) day leave upon his/her children's marriage.

8. COMPASSIONATE LEAVE

8.1 An employee may be granted paid Compassionate leave not exceeding the following number of working days in the event of the death of the employee's:-

8.1.1 Spouse 5 consecutive days

8.1.2 Immediate family being regarded as parents, parents-in-law and children 3 consecutive days

8.1.3 Brothers, sisters and grandparents 1 day

provided that the total number of days' leave in any one calendar year shall not exceed seven (7) working days.

8.2 Employees are required to obtain prior permission before taking any Compassionate leave. Where Compassionate Leave is requested by an employee, the onus shall be upon the employee to produce evidence (i.e. death certificate) to the satisfaction of the Company in order to qualify for paid Compassionate Leave.

8.3 In the event that it is subsequently found that leave has been obtained through misrepresentation of facts, the employee granted such Compassionate Leave shall be subjected to disciplinary action.

9. BIRTHDAY LEAVE

9.1 Confirmed employees are entitled one (1) day of paid birthday leave which MUST be applied at least three (3) days in advance.

9.2 Employees under probationary period are not eligible to this paid Birthday Leave.

9.3 Birthday leave must be utilized in the employee's birthday month or else it will be forfeited.

10. EXAMINATION LEAVE

10.1 Confirmed employees are entitled to five (5) days of paid Examination Leave. This leave is applicable to actual examination day only.

10.2 Only the followings are included under the examination leave application:-

10.2.1 Tertiary education

10.2.2 Professional examination

- 10.3 Other types of examination are subject to approval from Human Resources Department.

11. UNPAID LEAVE

- 11.1 Unpaid leave is subject to the approval of Reporting Manager.
- 11.2 Any requests for unpaid leave (leave of absence without pay) for more than ten (10) consecutive days must be presented in writing to the respective Reporting Manager and Head of Division, and subsequently forwarded to Human Resources Department, with strong justification for such absence.
- 11.3 The approved leave of absence without pay for more than four consecutive working days shall include weekends and public holidays.
- 11.4 Any employee whose request for unpaid leave has been rejected but remain absent including after the approved period is considered a misconduct and may result in the termination of an employee from service.

12. STAFF PURCHASE

- 12.1 All confirmed employees who have served the Company for at least six (6) months may be entitled to purchase the Company's products as per announcement by Company from time to time.
- 12.2 All staff purchase payment shall be paid through salary deduction.
- 12.3 The staff purchase benefits are valid during the time the employee is still employed with the Company. Should the employee resign from the Company, the benefit will be revoked after his/her last working day.

13. MEDICAL BENEFITS

- 13.1 The Company may at its discretion provide medical benefits to employees subject to a maximum amount based on employee category as per the table below. Any excess shall be borne by the employee concerned. No balance will be allowed to be carried forward to the following calendar year:

GP = General Practitioner SP = Specialist PM = Prescribed Medication

Grades		Clinic Per Visit Limit (RM)	Annual Limit (RM)	Coverage
Management	Employee	As per	3,500	GP, SP,

(including HOD*, GMOD, MOD and RM)	Spouse / Child	receipt		PM
Executive & above	Employee	200	2,000	GP, SP
	Spouse	200	1,000	
Assistant	Employee	200	1,000	
	Spouse	200	1,000	

*exclude Dispatch Management

- 13.2 The medical benefit for spouse is only claimable after the respective employee's confirmation.
- 13.3 All claims for medical reimbursements must be presented with the original receipts from the clinic or hospital. The Company has the right to reject any reimbursement claims from non-panel clinics or hospitals.
- 13.4 Traditional medical reimbursements are subject to Management's approval.
- 13.5 The following are excluded from the medical benefits scheme:-
- 13.5.1 Medical treatment arising out of self-inflicted injury and illness or disease cause directly or indirectly by misconduct.
 - 13.5.2 Medical treatment in respect of illness or injury arising from any unlawful act, exposure to any unjustifiable hazards, drugs addiction, disorderly conduct in public and activities not connected with one's normal duties.
 - 13.5.3 Any expenses in respect of fertility, abortion, confinement.
 - 13.5.4 Expenses for treatment of mental illness or psychological problems.
 - 13.5.5 Expenses for medical checkup and health improvement treatments.
 - 13.5.6 Any beautification and cosmetic treatment.

14. DENTAL & OPTICAL BENEFITS

- 14.1 Confirmed employees may be entitled for dental and optical reimbursements from the Company at a combined limit of no more than RM 300 per year. Dental claims cover extraction, filling and scaling, whereas optical claim covers eye examinations and prescription eyewear only.

14.2 Any excess shall be borne by the employee concerned. No balance will be allowed to be carried forward to the following calendar year.

14.3 The dental and optical claim must be submitted with itemized receipts.

15. GROUP HOSPITALISATION & SURGICAL INSURANCE COVERAGE

15.1 The Company may provide insurance coverage to confirmed employees.

15.2 The Company reserves the right to withdraw or change the insurance coverage based on market practices and business needs.

15.3 Please refer to the Insurance Coverage table as follows to check your entitlement accordingly:

Category	Room & Board	Hospital Misc.	Anestheti c	Operating Theatre	Surgical	Special Major Medical	Funeral Expenses
Management (including HOD*, MOD and RM)	350	3,500	2,450	2,450	7,000	50,000	10,000
Executive and above	200	2,500	1,750	1,750	5,000	40,000	10,000
Assistant	100	2,000	1,400	1,400	4,000	30,000	10,000

* *Exclude Dispatch Management*

16. ANNUAL HEALTH SCREENING

16.1 Confirmed employees who have served the Company for more than two (2) years consecutively may be eligible for annual health screening as per the categorization below.

Category		Amount (RM)	Frequency
Management (including HOD*, MOD and RM)	Employee	1,000	Once per year
	Spouse/ Parent	1,000	Once per year
Assistant Manager & CT Manager	age 40 & above	1,000	Once per year
	age below 40	1,000	Once in 2 years
Senior Executive & below	age 40 & above	500	Once per year
	age below 40	500	Once in 2 years

* *Exclude Dispatch Management*

16.2 The eligibility is claimable through staff claim no later than 2 months from the date of the screening.

17. MEDICAL EXAMINATION

- 17.1 During the employment, the Company may request employees to undergo medical examination if deemed necessary. Such examination will be conducted by an appointed medical practitioner/Company panel doctor and will be at the Company's expenses.
- 17.2 The examination records will be kept in your personnel file and be treated in strictest confidence.
- 17.3 The Company reserves the right to terminate an employee if he/she is certified unfit to work by the registered medical practitioner or if they fail to disclose their sickness/illness.

PART VI DISCIPLINE AND GRIEVANCE

1. DISCIPLINE

- 1.1 Discipline is a process to ensure an employee's compliance with the standard of conduct in employment.
- 1.2 Employee is expected to conduct himself using his common sense, goodwill and good judgement at all times which brings credit to himself and the Company.
- 1.3 All breaches of the Company's Code of Conduct by the employee shall be reported to the Company by his/her Head of Department or immediate superior for any disciplinary action to be taken, as the Company may deem fit.
- 1.4 Company may take appropriate disciplinary action against the employee, depending on the nature of inefficiency, misconduct, indiscipline, negligence or other misconducts as follows:
 - 1.4.1 All incident of misconduct must be recorded in Incident form before further action taken.
 - 1.4.2 To give the employee a counselling, verbal warning or a written warning including stern warning; or
 - 1.4.3 After due inquiry:
 - (a) To suspend the employee without pay for a period not exceeding two (2) weeks;
 - (b) To demote or downgrade the employee;

- (c) To dismiss the employee without notice;
- (d) To impose other punishment, e.g. salary reduction.

1.5 Misconduct

1.5.1 There are Three (3) categories of misconduct:

- (a) **Minor misconduct**
A minor misconduct is not punishable with dismissal. Employee alleged to be involved in a minor misconduct will normally be allowed to stay in his job while action or disciplinary proceeding is taken against him including counselling session, verbal warning, written warning or suspension without pay for not exceeding two (2) weeks.
- (b) **Major misconduct**
A Major misconduct is punishable with Stern Warning, suspension without pay for not exceeding two (2) weeks or may subject for dismissal if found the misconduct enough weightage that jeopardize company operation and process.
- (c) **Gross misconduct**
A Gross misconduct is punishable with dismissal. Employee involved will be suspended from work with half (1/2) pay for a maximum period of two (2) weeks for purposes of domestic inquiry. Repetition of Minor/Major misconducts could lead to major misconduct that warrant more serious disciplinary action including downgrading or dismissal without notice.

1.6 Domestic Inquiry (DI)

- 1.6.1 For the purpose of a domestic inquiry, Company may suspend the employee (including employees not under the scope of EA) from work for a period not exceeding two (2) weeks with half pay. The period of suspension may be extended with full pay, if necessary.
- 1.6.2 The Panel of Inquiry shall comprise of a Chairman and another two (2) other members who shall be appointed by the Company to decide on a charge/charges against an accused employee in accordance with the rules of natural justice.
- 1.6.3 Employee shall be present during the inquiry and shall be allowed to make representations on his own behalf, to produce witnesses and to cross-examine the witnesses for the Company and also to be cross-examined by the Prosecuting Officer of the Company.

- 1.6.4 The Chairman of the Panel of Inquiry shall record and forward the findings of the Panel to the Human Resource Department for appropriate action including punishment, where appropriate, to be decided by the Management.

2. GRIEVANCE

- 2.1 Any complaint or dispute which may arise from an employee with respect to the work environment except in the case of disciplinary action shall entitle the employee the right to appeal in accordance with the Grievance Procedure set in this handbook.
- 2.2 In recognizing the value and importance of full discussions in clearing up misunderstanding and preserving harmonious employer-employee relations, every possible effort shall be made by both the Company and the employee to dispose of and settle any complaint/grievance as equitably and as quickly at the lowest level.
- 2.3 The following step by step procedure shall be applied in dealing with complaints and grievances:-
- Step 1: Employee raises grievance or complaint (within 5 working days of the problem arising) with his/her Reporting Manager.
- Step 2: If a satisfactory settlement is not reached within the next 5 working days, the matter may be referred in writing to the Head of Division.
- Step 3: If the Head of Division is unable to resolve the matter within the following 7 working days, the matter may be referred in writing to the Head of Human Resources Department via email to yourvoice@C.com.my.
- Step 4: If no solution is reached (within the following 15 working days after the matter is referred to the Head of the Human Resources Department), the matter may be referred to the Managing Director. The decision of the Managing Director within the following 15 working days shall be final for the purpose of such grievance.

PART VII TRAINING AND DEVELOPMENT

1. TRAINING

- 1.1. The Company is committed to train its' employees in order to help expand their skills, increase knowledge and subsequently productivity, as well as professional excellence. This may include In-House training (induction, briefings/workshop, training by internal/external trainers, implementation of new systems etc.) and external training (public courses).
- 1.2 Employee may submit an application to Reporting Manager or HOD to attend a training course. Approval for in-house and external training courses is at the sole discretion of the Company.
- 1.3 Employees returning from training courses / conferences / seminars / workshops etc. are required to submit a training report. The purpose of the report is to assess whether the employee is able to benefit from the training and if the same training is suitable for other employee to attend in the future. The report must be submitted to their respective Manager of Department within one (1) week after the training. Subsequently, the report together with the original training material (if any) and a copy of the Certificate of Attendance (if any) are to be submitted to the Human Resources Department.
- 1.4 Those who fail to submit the report shall be barred from attending further training courses and the like. They will also be required to pay back all expenses covered by the Company for the said training.
- 1.5 Employee attending a training programme shall complete all the modules of the programme.
- 1.6 It is compulsory for employees to attend and complete all the compliance trainings that is arranged by the Company within a specific time given. Employees who are in their probationary period, or those who are unable to attend due to special circumstances, shall complete it within the specific time period given to them.
- 1.7 Failure to complete the mandatory training may result in receiving demerit actions that is deemed appropriate by the Management which includes disciplinary action.

PART VIII COMPANY POLICY AND CODE OF PRACTICE

1. DRESS CODE

- 1.1 As a representative of the Company, a professional appearance is essential. All employees are required to practice good grooming and personal hygiene.
- 1.2 Male employees are expected to be in proper attire that is neat, clean and be smartly dressed. Executive male employees are required to wear business shirts. Male employees are not permitted to have their hair length lower than the top of their collar. Hair must at all times be well-groomed.
- 1.3 The acceptable dress code for female employees will, to some degree, be in accordance with current fashion trends that are respectable. Long trousers are permissible.
- 1.4 For departments which practice casual Fridays, employees are allowed to wear jeans and smart casual attire. Sleeveless shirts, caps, short pants, singlet and slippers are strictly not allowed.
- 1.5 Employees who are provided with uniforms must ensure that the uniforms are clean, ironed and well-maintained.
- 1.6 Employees who breach these rules will receive a verbal advice and following failure to comply with the verbal advice, will receive an advice in writing.

2. IDENTIFICATION TAG

- 2.1 An identification card will be provided to employees. The card shall be displayed and worn in plain view at all times upon entering the premise.
- 2.2 Loss of the identification cards should be reported immediately to the Human Resources Department and a penalty shall be imposed for any replacements. The penalty is as follows:-

Loss of ID Tag	: RM 20.00 each
Loss of Lanyard	: RM 5.00 each
Loss of Tag Holder	: RM 5.00 each
Loss of Key card	: RM 20.00 each
Loss of Building Access Card	: RM 100.00 each
Loss of ID Tag, Key card, Lanyard & Tag Holder	: RM 50.00

Should the employee's card or lanyard be worn out, he/she can seek a replacement from Human Resources Department by presenting their current card or lanyard (one to one exchange).

3. USE OF COMPANY PROPERTY

- 3.1 The Company will provide employees with the necessary equipment to perform his/her duty. None of the equipment provided should be used for personal use, nor removed from the physical confines of the Company premises, unless it is approved and the job specifically requires the use of the Company equipment outside the physical facility of the Company.
- 3.2 Computer equipment, including laptops, should not be used for personal purpose. It is forbidden to install or use any illegal / unlicensed software in the Company's computer systems. The employee must use all precautions to prevent loss, theft or damage to the computer equipment. In the event of loss and/or theft or damage to the computer equipment, the employee must immediately notify the Management.
- 3.3 All Company's properties entrusted to the employee must be returned to the Company before the employee leaves the employment of the Company. Failure to do so, shall allow the Company the right to recover the cost of such Company property from the employee. Any employee found guilty of damaging Company property will be liable to pay for the damages.

4. USE OF TELEPHONE

- 4.1 The telephone lines at the Company must remain open for business calls and to service our customers. Employees are requested to discourage any personal calls, with the exception of emergency calls.
- 4.2 The Company reserves the right to charge the telephone expenses to employees who are found to have misused the Company's telephone.

5. E-MAIL AND INTERNET

- 5.1 The use of a connection to email or to the Internet is for use in business on behalf of the Company. All employees are expected to conduct themselves in such a manner that is consistent with the Company's guidelines regarding confidentiality business ethics, security and professional standards.
- 5.2 Improper use of email and/or Internet access will result in stern disciplinary action. Defamatory emails can result in legal action against the employee as well as the Company.

6. SAFETY AND HOUSEKEEPING

6.1 In adopting the principles under OSHA 1944, section 15, The Company acknowledges its responsibility for the safety and health of its employees and as such endeavors to provide a safe and healthy workplace for employees by:

6.1.1 Establish safety and health policy and requirement.

6.1.2 Compliance of safety and health statutory laws, rules and regulations.

6.1.3 Regularly review and update of safety and health rules and regulation to adapt with any current situation and/or condition that may affect the safety and health of employees.

6.2 The Company will further endeavor to ensure that all work carried out by its employees will not adversely affect and/or jeopardies the safety and health of anyone else, including clients, customers, intermediaries, suppliers or members of the public.

6.3 According to the OSHA 1944, section 24, it carries the principle that employees are expected to take personal responsibility for their own safety and health and to further observe the safety and health regulations at all times as implemented by the Company.

6.4 As such in view of the foregoing, any unsafe acts which contrary to any part of and/or failure to abide by any part of the Company's Rules and Regulations will result in stern disciplinary action. In the event where accidents and/or non-compliance of the Company's Rules and Regulations do happen, it should be reported to the Reporting Manager and/or the next immediate superior as soon as possible, regardless of the seriousness of the said accident and/or non-compliance. Any deliberate refusal and/or failure to report will also result in stern disciplinary action. For avoidance of doubt, a stern disciplinary action shall include the termination of the employee's employment.

6.5 Workplace Safety

6.5.1 Each employee is responsible for keeping his/her own workplace clean, tidy and not exposing it to any risk of spreading infection of any virus and/or disease. For all intent and purposes of this paragraph 6.5 herein, '*workplace*' shall mean any premises and/or any area where person(s) work and/or performing his/her duties and responsibilities (except for private and/or personal premises belongs to and/or occupied by the employee in performing his/her duties and responsibilities such as personal home, etc.). This will help to avoid any untoward incident from happening and also make work more methodical. Every reasonable precaution should be reasonably foreseen and taken by each employee to avoid the occurrence of any untoward incident. For this purpose, each

employee shall observe and perform, but not limited to, the following:-

- a. Electrical wiring connected to electrical equipment and/or device and/or tools and/or appliance shall be kept out of the passage ways. The last employee using such electrical equipment and/or device and/or tools and/or appliance at the workplace shall ensure that the electrical connections are switched off before leaving the workplace.
- b. Smoking is not permitted in the office / workplace, except for designated smoking areas only.
- c. Valuable and/or confidential documents shall be deposited and/or kept in the fire-resistant safe(s) and/or in any designated place as implemented by the Company.
- d. The washroom is a common facility used by all employees of the Company. It is expected of each employee to be considerate and to refrain from doing anything that may deteriorate the cleanliness of the washroom when using the facility.
- e. To abide by any Rules and Regulations implemented by the Company as precautionary measures against the spread of any virus and/or disease.

6.6 Covid-19 Precautionary Measures

6.6.1 Due to the high risk and impact of Covid-19 towards the safety and health of employees, Company decided to imposed requirement below before entering the company premises and/or before performing any task/duty that would involve direct contact with any individual(s):

- a. Compulsory wearing of mask at all time
- b. Covid-19 test (subject to requirement)
- c. No-hand shake policy
- d. No Covid-19 symptom (Fever, Flu, Cough and any other related symptoms) via symptomatic screening
- e. Vaccination Covid-19
 - All employees are required to take Covid-19 vaccination
 - For employee unable to take vaccination due to medical reason justified by medical practitioner (certified by KKM), employees are advice to consult and/or inform reporting manager and/or HR department as soon as possible for other additional safety and health requirement.

6.6.2 The Company shall have the absolute discretion to alter any current safety and health Rules and Regulation and/or to implement any other precautionary measures in response to the Covid-19 situation from time to time.

6.6.3 All employees are required to abide by the Company's Rules and Regulations with regards to the safety and health measure implemented by the Company against Covid-19. Any failure and/or unreasonable refusal of the employee to abide by the same shall result in stern disciplinary action.

7. FOOD CONSUMPTION

7.1 The working area should be kept clean and free from strong food odour at all times after food consumption. Food wastes/ expired food shall be disposed of at designated waste bins and not in the work area. **ONLY** simple food can be cooked at the pantry to avoid from food odour at the office, and sink have to keep clean after used.

8. PRAYERS

8.1 Muslim employees are allowed to fulfil their religious obligations, namely daily prayers.

8.2 A Muslim employee who wishes to perform his/her prayers must obtain his/her Reporting Manager's permission to leave his/her work area. His/her Reporting Manager may grant permission to allow the employee to complete prayer rituals and return to his/her work area within 15 minutes for a male Muslim employee and 20 minutes for a female Muslim employee.

8.3 The Reporting Manager reserves the right to schedule the "Prayer time" on the basis that only one Muslim employee leaves his/her work area at any one time.

9. OFFICE SECURITY

9.1 It is the responsibility of all employees to comply with all the security measures to prevent unauthorized access to the office / workplace.

9.2 For effective maintenance of office / workplace security, keys or access cards to the main entrance in the possession of the employees should not be passed to any other person.

- 9.3 The last person who leaves the premises must ensure that everything is checked, all lights are switched off and the office properly locked before leaving.

10. PERSONAL DATA PROTECTION (PDP)

- 10.1 Under Section 7(1) of the Personal Data Protection Act 2010 (PDPA), a data user shall by written notice inform an employee (a data subject) under the Notice and Choice Principle –
- 10.1.1 that the personal data of the data subject is being processed and shall provide to the data subject a description of that personal data;
 - 10.1.2 the purposes for which the personal data is being or is to be collected and further processed;
 - 10.1.3 of any information available to the data user as to the source of that personal data;
 - 10.1.4 of the data subject's right to request access to and to request correction of the personal data and how to contact the data user with any inquiries or complaints in respect of the personal data;
 - 10.1.5 of the class of third parties to whom the data user discloses or may disclose the personal data;
 - 10.1.6 of the choices and means the data user offers the data subject for limiting the processing of the personal data, including personal data relating to other persons who may be identified from that personal data;
 - 10.1.7 whether it is obligatory or voluntary for data subject to supply the personal data; and
 - 10.1.8 where it is obligatory for data subject to supply the personal data, the consequences for the data subject if he fails to supply the personal data.
- 10.2 The Company may use and disclose the personal data of employees (the data subjects) to third parties such as the insurers for purposes of the employees' insurance coverage under a Group Term Life and Personal Accident Insurance Scheme, if any, from time to time. The Company, being a data user of the employee's personal data, hereby gives the required written notice to the employees to bring to the employees' attention the following:

- 10.2.1 The data provided by an employee in his/her application form for employment as well as other documents that he/she has submitted upon his/her appointment with the Company would be used to comply with statutory requirements like EPF, SOCSO, EIS, HRDF, Income Tax etc.
- 10.2.2 The data would also be used for purposes of preparation of payroll and other employment matters.
- 10.2.3 In the event of any change to any data previously provided by the employee to the Company, kindly inform the HRD so that the Company can make arrangements for the employee to do the necessary to update his/her data.
- 10.2.4 The data provided by the employee shall only be used for any purpose for which the Company shall undertake to inform him/her.
- 10.2.5 In the event further data is needed by the Company in relation to his/her employment with the Company, the employee would be required to provide such data to the Company, failing which disciplinary action may be instituted against the employee.

11. CONFLICT OF INTEREST

- 11.1 All employees must act in the best interests of the Company and must avoid conduct(s) and relationships that could be detrimental to the Company. If there's a question about whether or not the employees have conflict of interest, the employee shall bring it to the attention of the Reporting Manager.
- 11.2 The employee must avoid any activity, agreement, business investment, or interest that could be in conflict with the Company's interests or that may interfere with his/her duty and ability to best serve the Company. Prohibited activities include, but are not limited to:
 - 11.2.1 Owning, operating, or being employed as an employee or consultant by any business that competes, directly or indirectly with the Company;
 - 11.2.2 Engaging in any other employment or personal activity during your working hours;
 - 11.2.3 Using the Company's name, logo, office supplies, equipment, or other property for personal purposes, unless you have been granted approval in advance for that use. This includes but is not limited to, the personal use of company computers, telephones, fax machines, postage, vehicles, and office machines;

- 11.2.4 Soliciting the Company's employees, suppliers or customers to purchase goods or services of any kind for non-Company purposes, or to make contributions to any organization or in support of any causes, unless you have been granted permission to do so in advance;
- 11.2.5 Financial interests in suppliers; business partners, and others seeking or doing business with the Company.
- 11.3 All employees are expected to act in the best interest of the Company, without any consideration of or opportunity for personal gain. All employees shall not:
 - 11.3.1 Permit themselves to come under any personal obligation that may tend to cause them to use their position and influence within the Company for personal gain or for the personal benefit of others including that of their relatives, friends or associates rather than solely for the benefit of the Company;
 - 11.3.2 Have directly or indirectly, a financial interest in any of the Company's suppliers, dealers, working or business partners unless disclosed and approved by the Company as not having the potential of being at variance with the best interest of the Company;
 - 11.3.3 Seek or accept, directly or indirectly, any gratuities, courtesies, or gifts in any form from any person(s), corporations, or associations doing business with or seeking to do business with the Company that seeks to use the connection thus formed for securing favourable comment or consideration on any commercial commodity, process or undertaking; and
 - 11.3.4 Misuse or improperly reveal or share with others any confidential, proprietary, or otherwise "inside" information of the Company, whether consciously or unconsciously.
- 11.4 Adherence to the policy is the responsibility of each employee. Any violation can result in disciplinary action, up to and including dismissal. Because elements of the policy are structured around legal requirements, any violation of the policy might also be a violation of law.

12. EMPLOYEE RESPONSIBILITY

- 12.1 Employees must carry out their respective job responsibility with full dedication, competence and efficiency. Employees are also required to strictly follow the Company's Rules and Regulations or any other instructions given by their Reporting Manager/ Head of Division etc.

13. EMPLOYEE FRATERNIZATION POLICY

- 13.1 The Company wants to preserve a working environment that has clear boundaries between personal and professional relationships. This is believed to be the best practice for conducting business in a professional manner. This policy establishes clear boundaries with regard to how relationships develop at work and within the confines of the work area.
- 13.2 During working hours and in work areas, employees are expected to keep all personal interactions limited and at a professional level to avoid distracting or offending others.
- 13.3 Employees are prohibited from engaging in any physical interactions that would be seen as inappropriate in the work area. What constitutes inappropriate conduct is in the discretion of the Company.
- 13.4 Employees who engage in personal relationships with others and allow these relationships to negatively affect the working environment may be subject to disciplinary action. If said employees fail to change their behavior after disciplinary action takes place, they may be subject to termination.
- 13.5 Romantic relationships between supervising, managing or executive employees and subordinates are strictly prohibited. If a relationship does develop between a supervising employee and his or her subordinate, Management should be notified immediately so that a department transfer may be considered.

14. CONFIDENTIALITY

- 14.1 During the course of employment, employees will come into possession of trade secrets or confidential information that belongs to the Company. This information includes, but is not limited to customer lists and information, financial information, leases, licenses, agreements, sales figures, business plans, vendor information, business methods and other proprietary information. All of this information is strictly confidential and must not be disclosed to anyone, including family members, outside the Company, or to any Company employee who is not entitled to the information, either during or after employment.
- 14.2 With respect to the Company's business plans, analyses of the market, forms, list of customers and all of the information in relation to the distribution of products, you acknowledge that all of such information:-
 - 14.2.1 belongs to the Company only; and
 - 14.2.2 are highly confidential information which are not publicly available.

- 14.3 In connection with the performance of this contract, certain information, data and material of a proprietary nature (whether such information is of a technical, financial, business, or other nature) may be transmitted from one party to the other. For purposes of this Handbook, any such information, data and material disclosed by one Party to the other, which is in writing and appropriately marked as being confidential and/or proprietary, or which by its nature is clearly intended to be confidential and/or proprietary (or which is communicated orally as being confidential and/or proprietary and is presented in a tangible form to the recipient party within a period of not more than 30 (thirty) days following such communication), will be deemed to be proprietary and confidential information of the disclosing party ("Confidential Information").
- 14.4 For clarity, Confidential Information would be deemed as information (whether or not recorded in documentary form, or stored on any magnetic or optical disk or memory) relating to the business, products, affairs and finances of the Company or its Associate Companies, and trade secrets including, without limitation, technical data and know-how relating to the business of the Company or any Associate Companies or any of their business contacts, including in particular (by way of illustration only and without limitation) proprietary methodologies, branded solutions, research approaches, software, technical information and know-how, information relating to current, future and potential business operations, client offerings, marketing and business plans and strategies, pricing information, research and development projects, product formulae, processes, inventions, designs or discoveries, sales statistics, marketing surveys and plans, costs, profit or loss, names and contact details of customers and potential customers or supplier and potential suppliers, as well as Company policies and practices.
- 14.5 As a recipient of Confidential Information, you agree that:-
- 14.5.1 You will treat such information as proprietary and confidential and will use at least the same degree of care that it would use in protecting such its own Confidential Information of a similar nature;
 - 14.5.2 You agree not to use or disclose (or allow the use or disclosure of) Confidential Information for any purposes whatever to any third party at any material time, without the prior permission of the Company and shall treat the Confidential Information as secret and in strict confidence;
 - 14.5.3 You will not directly or indirectly cause the Confidential Information to be reproduced, distributed, disclosed and/or imparted to any third party and in particular, any future employer;

- 14.5.4 You will not use the Confidential Information to solicit or enter into any business transactions or any undertaking which will be adverse to the business of the Company;
- 14.5.5 You will not use, implement or modify any such of the Confidential Information for any benefit to yourself or to your future employers;
- 14.5.6 In the event that you have knowledge of such Confidential Information of the Company being distributed and/or divulged in the public domain or to any other persons, you undertake and agree to immediately notify the Company and cooperate with the Company to ensure that such divulgence of Confidential Information is immediately contained and stopped; and
- 14.5.7 You undertake to indemnify the Company for any breach of confidence caused by you, including without limitation to, claims by third parties as well as any legal costs incurred as a consequence.
- 14.6 Your confidentiality obligation in the above item shall be applicable during the tenure of your contract and will survive after the expiry or termination of this contract for whatever reasons.
- 14.7 An employee is also required to preserve the confidentiality of his/her personal earnings information such as salary, allowances, increment and bonus. The information must not be revealed to his/her peers, subordinates or make known to the public without prior approval from the Management.
- 14.8 In the event of a breach of this obligation, the Company reserves its rights to commence legal proceedings against you and to obtain any Court relief including without limitation to injunctive and equitable reliefs against you and such remedies to prevent any breach or potential breaches of confidence by you, including seeking for damages for any such acts of breach of confidence by you.

15. NON-COMPETITION

- 15.1 You covenant and agree that, during the term of your employment with the Company and for twelve (12) months after the termination thereof, regardless of the reason for the employment termination, you will not, directly or indirectly, anywhere in the Territory, on behalf of any competitive business perform the same or substantially the same Job Duties.

16. NON-SOLICITATION OF CUSTOMERS, CUSTOMER PROSPECTS, AND VENDORS

16.1 You also covenant and agree that during the term of your employment with the Company and for twelve (12) months after the termination thereof, regardless of the reason for the employment termination, you will not, directly or indirectly, solicit or attempt to solicit any business from any of the Company's Customers, Customer Prospects, or Vendors with whom you had Material Contact during the last two (2) years of your employment with the Company.

17. NON-SOLICITATION OF EMPLOYEES

17.1 You also covenant and agree that during the term of your employment with the Company and for twelve (12) months after the termination thereof, regardless of the reason for the employment termination, you will not, directly or indirectly, on your own behalf or on behalf of or in conjunction with any person or legal entity, recruit, solicit, or induce, or attempt to recruit, solicit, or induce, any non-clerical employee of the Company with whom you had personal contact or supervised while performing your Job Duties, to terminate their employment relationship with the Company.

18. REPRESENTATION

18.1 You hereby represent and warrant to Company that you are not party to any written or oral agreement with any third party that would restrict your ability to enter into this Agreement or the Confidentiality and Proprietary Information Agreement or to perform your obligations hereunder and that you will not, by joining Company, breach any non-disclosure, proprietary rights, non-competition, non-solicitation or other covenant in favour of any third party.

19. BREACH OF EMPLOYEE'S DUTIES AND RESPONSIBILITIES

19.1 In case of employees breaching their duties and responsibilities, appropriate disciplinary action could be taken according to the charges and the degree of the impact brought by the employees' wrongdoing(s).

20. ANTI-HARASSMENT POLICY

20.1 The Company also prohibits harassment of any employee based on an individual's age, gender, race, religion, color, national origin, sexual orientation, citizenship, physical or mental disability, marital status, ethnicity, ancestry, or any other personal attributes. Managers,

Supervisors, coworkers, and third parties with whom employees come into contact are prohibited from engaging in harassment.

- 20.2 Examples of harassment include verbal, such as improper joking or teasing, and physical conduct that shows hostility towards an employee. An employee may be disciplined for violating this policy, regardless of whether it rises to the level of creating an intimidating, hostile or offensive work environment.
- 20.3 You should take the following steps if you are being harassed at your workplace:
 - 21.3.1 Raise the matter directly with the harasser, and ask him/her to stop behaving in this manner. It is possible that the alleged harasser may not realize that their behaviour is unwelcome or offensive. Inform them with as much seriousness as possible.
 - 20.3.2 Inform immediately to your Reporting Manager or Head of Division to informally approach the alleged harasser on your behalf.
 - 20.3.3 Report the matter to Human Resources Department for further assistance. Do not hesitate to ask for assistance to identify the situation.
 - 20.3.4 If you are not comfortable with any of the above routes, or that if any of the persons above are the subject of your complaint, raise the matter with the Managing Director instead.
 - 20.3.5 Please do not try to handle the situation alone, always seek help from your friends or colleague.
- 20.4 An investigation will be carried out discreetly to resolve your complaint as quickly as possible. You and the alleged harasser will be interviewed. Your complaint and any such information will be kept confidential. Upon completion of the investigation, the outcome will be made known to you. Please take note that if you do not report such conduct, Company may not become aware of possible violations of these policies and may not be able to take appropriate corrective action.
- 20.5 If an employee is found guilty of performing any forms of harassment, he or she will after due inquiry, be subject to the following disciplinary action:
 - 21.5.1 Suspension without wages not exceeding a period of two weeks
 - 21.5.2 Rank demotion
 - 21.5.3 Termination of employment with immediate effect

21.5.4 Any other punishment as Management deems just and fit

20.6 No employee will be subject to, and C prohibits any form of retaliation for, reporting violations of C's policies, including reporting incidents of harassment or discrimination in violation of policies. Retaliation is a serious violation of these policies and should be reported immediately. Any person found to have retaliated against another individual for reporting discrimination or harassment will be subject to appropriate disciplinary action, up to and including termination.

21. EMPLOYEE CODE OF CONDUCT

21.1 Employee Code of Conduct is the road map that helps all employees to stay on course with those values.

21.2 All employee is responsible:

21.2.1 To fulfil Company Philosophy responsibilities, and maintain and enhance Company culture and reputation.

21.2.2 To help Company enforce the Code by speaking up if you think there is a violation of the Code, or if you if you are aware of an activity or behaviour that could lead to a violation. Whether you report anonymously or give your name, you should provide as many details as possible, so the issue can be addressed thoroughly and promptly. In addition, you have a responsibility to cooperate in an investigation.

21.2.3 Company does not tolerate retaliation against anyone who raises a concern under this Code or assists with an investigation. Any Employee who engages in retaliation will face serious consequences, which could include dismissal from employment.

21.3 Please [click here](#) to view the latest updated Code of Conduct.

21.4 Any inquiry related Code of Conduct, employee is advise to seek clarification from Manager or HOD.

22. BUSINESS ETHICS AND COMPLIANCE HANDBOOK

22.1 Business Ethics and Compliance Handbook is guidance in handling business ethics and compliance issues.

22.2 All employee is responsible:

22.2.1 To act in accordance with the same compliance standards.

- 22.2.2 To comply with all the company policies and procedures.
- 22.2.3 To ensure the business activities of C are conducted on the basis of high ethical standards and transparency and in compliance with all the relevant rules and regulations.
- 22.3 Please [click here](#) to view the latest updated Business Ethics and Compliance Handbook.
- 22.4 Any inquiry related Business Ethics and Compliance Handbook, employee is advise to seek clarification from Compliance Department (compliance@C.com.my)