



AMZIBEE

Employee Handbook

July 2024

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1. Introduction

Welcome Message

Welcome to AMZIBEE! We are delighted to have you join our team. This handbook is designed to provide you with important information about our company policies, procedures, and your rights and responsibilities as an employee.

Company Overview

AMZIBEE is a [brief description of the company, its industry, and its mission]. Founded in [year], we have grown to [brief description of company's current status and achievements]. Our core values are [list core values].

Purpose of the Handbook

This handbook serves as a guide to help you understand our company policies and procedures. It also outlines your rights and benefits as per Singapore's Employment Act. While comprehensive, this handbook is not an exhaustive list of all policies and may be subject to change. We encourage you to familiarize yourself with its contents and refer to it whenever you have questions about your employment.

2. Employment Policies

Employment Contracts

- All employees will receive a written employment contract outlining the terms and conditions of their employment.
- The contract will include details such as job title, duties, salary, working hours, and notice period.
- Any changes to the employment terms will be communicated in writing.

Probation Period

- New employees are typically subject to a probationary period of [X] months.
- During this period, either party may terminate the employment with [X] days' notice.
- Performance will be reviewed at the end of the probation period to determine confirmation of employment.

Working Hours and Rest Days

- Standard working hours are [e.g., Monday to Friday, 9am to 6pm], totaling 44 hours per week as per the Employment Act.
- Employees are entitled to at least one rest day per week, typically on Sunday.
- Lunch break is [e.g., 1 hour] and is not counted as part of working hours.

Overtime

- Overtime may be required based on business needs and must be approved by the supervisor in advance.
- Overtime pay for non-exempt employees will be calculated at 1.5 times the hourly basic rate of pay.
- Employees are not permitted to work more than 72 overtime hours per month.

Public Holidays

- Employees are entitled to paid public holidays as gazetted by the Ministry of Manpower.
- If a public holiday falls on a rest day or non-working day, the next working day will be a paid holiday.
- Employees who are required to work on a public holiday will be entitled to an extra day's salary or a day off in lieu.

3. Compensation and Benefits

Salary Structure

- Salaries are determined based on job responsibilities, experience, and market rates.
- The company conducts annual salary reviews, typically in [month].
- Salary adjustments, if any, will be communicated in writing.

Payment of Salary

- Salaries are paid monthly, no later than the [e.g., 27th] day of each month.
- Payment is made via direct bank transfer to the employee's designated account.
- Employees will receive a detailed pay slip each month.

Annual Wage Supplements (AWS)

- The company may provide an AWS, commonly known as the "13th month bonus", subject to company performance and board approval.
- Eligibility and amount of AWS will be communicated annually.

Bonuses

- Performance-based bonuses may be awarded annually, subject to individual and company performance.

- Bonus criteria and payment terms will be clearly communicated to all eligible employees.

Central Provident Fund (CPF) Contributions

- The company and employees will make CPF contributions in accordance with prevailing CPF rates and regulations.
- CPF contributions will be reflected in the monthly payslip.
- Foreign employees may be exempt from CPF contributions as per Singapore law.

4. Leave Entitlements

Annual Leave

You will earn leave time on a monthly basis. The leave time can be used at your discretion and with the approval of your manager. AMZIBEE encourages you to use your annual leave time, as it is an opportunity to rest and rejuvenate. Our program allows you to accrue annual leave under the following terms:

- Accrue 10 hours a month or 15 days a year for years 1 through 3 of service.
- Increase by (1) day each year thereafter up to a maximum of 22 days at 10 years of service.
- You cannot borrow and use the annual leave that has not accrued yet.
- The accrual of annual leave will cap at 240 hours, or 30 days of accrued time. Once you use some of your annual leave, you will accrue hours once again. Unconsumed leave from the previous calendar year can be carried over.
- There may be cases where business reasons do not allow you to take annual leave time and your cap may be extended above 30 days. Prior approval is required by the Vice President of the division and the Human Resource Manager.
- If you leave your employment with AMZIBEE for any reason, your unused accrued leave will be adjusted and converted to cash proportionately, in accordance with your base salary pay and will be credited to your final paycheck. You cannot extend your last day at AMZIBEE by the amount of annual leave time you have remaining.
- AMZIBEE will not pay out your annual leave time except in cases of resignation and termination. AMZIBEE believes that annual leave is a benefit to be used, and that annual leave is not part of your cash compensation package.
- You must schedule your annual leave time in advance with your manager.
- To schedule your annual leave, please complete an annual leave form, obtain your managers approval and send the form to your Human Resources Manager.

Sick Leave

- Employees are entitled to 14 days of paid outpatient sick leave and 60 days of paid hospitalization leave per year.
- For outpatient sick leave, a medical certificate from a registered medical practitioner is required.
- Employees must notify their immediate supervisor as soon as possible if they are unable to report to work due to illness.

Hospitalization Leave

- Hospitalization leave is inclusive of the 14 days outpatient sick leave entitlement.

- A hospital discharge summary or medical certificate is required to support hospitalization leave.

Maternity Leave

- Female employees are entitled to 16 weeks of paid maternity leave if:
 - The child is a Singapore citizen
 - The employee has been employed for at least 3 months before the birth
- For non-citizen children, 12 weeks of maternity leave apply (the last 4 weeks are unpaid).
- Employees should inform HR of their pregnancy and intended maternity leave dates as early as possible.

Paternity Leave

- Eligible male employees are entitled to 2 weeks of paid paternity leave if:
 - The child is a Singapore citizen
 - The employee has been employed for at least 3 months before the birth
 - The employee is or has been lawfully married to the child's mother

Childcare Leave

- Employees with children under 7 years old are entitled to 6 days of paid childcare leave per year.
- Employees with children aged 7-12 years are entitled to 2 days of paid extended childcare leave per year.
- Childcare leave is to be taken on a calendar year basis and any unused leave will be forfeited at the end of the year.

Unpaid Leave

- Unpaid leave may be granted at the discretion of the company.
- Employees must exhaust all paid leave entitlements before applying for unpaid leave.
- Approval for unpaid leave is subject to business needs and is at the discretion of management.

Public Holidays

Singapore will observe 11 public holidays. Generally, the office will be closed on these days and you will receive full base salary pay for the public holiday. If a public holiday falls on a Saturday or Sunday, the immediate following Monday will be a day off.

The following are the public holidays that AMZIBEE Singapore will observe:

- New Year's Day
- Hari Raya Haji
- Chinese New Year (2 days)
- Good Friday
- Labour Day
- Vesak Day
- National Day
- Deepavali
- Hari Raya Puasa
- Christmas Day

5. Performance Management

Performance Review Process

- AMZIBEE conducts formal performance reviews [frequency, e.g., annually/bi-annually].
- The review process includes:
 1. Self-assessment by the employee
 2. Manager's evaluation
 3. Face-to-face discussion
 4. Setting of goals and objectives for the next period
- 2. Performance is evaluated based on:
 - Achievement of set goals and objectives
 - Job knowledge and skills
 - Quality and quantity of work
 - Teamwork and interpersonal skills
 - Initiative and innovation
- The review outcomes may influence decisions on promotions, salary adjustments, and bonuses.

Training and Development

- AMZIBEE is committed to the continuous development of our employees.
- Employees are encouraged to discuss their career aspirations and development needs with their managers.
- The company may provide:
 - In-house training programs
 - External courses and workshops
 - Online learning resources
 - Mentoring programs
- Employees may request training by submitting a Training Request Form to their manager and HR.
- Approval for training is subject to relevance to the employee's role and business needs.

- Employees who receive company-sponsored training may be required to sign a training bond.

6. Code of Conduct

Professional Behavior

- Employees are expected to conduct themselves professionally at all times, both within and outside the workplace.
- This includes:
 - Treating colleagues, clients, and stakeholders with respect and courtesy
 - Maintaining honesty and integrity in all business dealings
 - Adhering to all company policies and procedures
 - Representing the company positively in external interactions

Dress Code

- Employees are expected to dress in a manner appropriate to their job function and work environment.
- General guidelines:
 - Business attire is required for client-facing roles and formal meetings
 - Smart casual is acceptable for non-client-facing roles
 - Regardless of role, attire should be clean, neat, and professional
- Specific dress code requirements for different departments or roles may be communicated separately.

Confidentiality

- Employees must maintain the confidentiality of all proprietary or sensitive information encountered in the course of their work.
- This includes, but is not limited to:
 - Client information
 - Financial data
 - Business strategies
 - Intellectual property
- Confidentiality obligations continue even after employment with AMZIBEE ends.
- Breaches of confidentiality may result in disciplinary action and legal consequences.

Conflict of Interest

- Employees must avoid situations where personal interests conflict, or appear to conflict, with the interests of AMZIBEE.
- Potential conflicts of interest include:
 - Having a financial interest in a competitor, supplier, or client
 - Engaging in outside employment that interferes with job performance
 - Using company resources or position for personal gain
- Employees must disclose any potential conflicts of interest to their manager or HR immediately.
- Failure to disclose conflicts of interest may result in disciplinary action.

Use of Company Resources

- Company resources, including time, materials, equipment, and information, are to be used for company business only.
- Limited personal use of communication systems (e.g., email, phone) is permitted, provided it does not interfere with work duties.
- Employees are responsible for protecting company resources from theft, damage, or misuse.

Reporting Violations

- Employees have a responsibility to report any violations of this Code of Conduct.
- Reports can be made to:
 - Immediate supervisor
 - HR department
 - Anonymous whistleblowing hotline: [provide contact information]
- AMZIBEE prohibits retaliation against any employee who reports violations in good faith.

7. Disciplinary Procedures

Types of Misconduct

Misconduct can be classified into minor and major categories. Examples include, but are not limited to:

Minor Misconduct:

- Repeated tardiness
- Unauthorized absences
- Neglect of duties
- Minor insubordination

Major Misconduct:

- Theft or fraud
- Violence or threats of violence
- Serious breach of confidentiality
- Gross insubordination
- Falsification of company records

Disciplinary Actions

The company follows a progressive disciplinary process, which may include:

1. Verbal warning
2. Written warning
3. Final written warning
4. Suspension
5. Termination of employment

The specific action taken will depend on the nature and severity of the misconduct, as well as any previous disciplinary history.

Disciplinary Process

1. Investigation: HR will conduct a thorough investigation of any reported misconduct.
2. Notification: The employee will be informed of the allegations and given an opportunity to respond.

3. Disciplinary meeting: A formal meeting will be held to discuss the issue and potential consequences.
4. Decision: The outcome of the disciplinary process will be communicated in writing.
5. Appeal: Employees have the right to appeal disciplinary decisions within [e.g., 5] working days.

Grievance Procedures

1. Employees are encouraged to first discuss any workplace concerns with their immediate supervisor.
2. If the issue remains unresolved, employees should submit a written grievance to HR.
3. HR will investigate the grievance and respond within [e.g., 10] working days.
4. If the employee is unsatisfied with the outcome, they may appeal to senior management.
5. The decision of senior management will be final.

8. Termination of Employment

Notice Periods

Notice periods for termination of employment are as follows:

- During probation: [e.g., 1 week] by either party
- Post-probation:
 - Less than 26 weeks of service: 1 day
 - 26 weeks to less than 2 years: 1 week
 - 2 years to less than 5 years: 2 weeks
 - 5 years and above: 4 weeks

The company reserves the right to provide payment in lieu of notice.

Resignation Procedures

1. Employees must submit a written resignation letter to their immediate supervisor and HR.
2. The notice period begins from the day after the resignation is received.
3. Employees are expected to work through their notice period unless otherwise agreed.
4. A exit interview will be conducted before the last day of employment.
5. All company property must be returned before the last day of work.

Dismissal Procedures

1. Dismissals will only be carried out after careful consideration and following the disciplinary process.
2. Employees will be informed of the reasons for dismissal in writing.
3. Summary dismissal (without notice) may occur in cases of gross misconduct.
4. Final payments, including any accrued leave, will be processed in accordance with labor laws.

Retirement

- The retirement age in Singapore is 63 years old.
- AMZIBEE may offer re-employment opportunities to eligible employees up to the age of 68, in line with the Retirement and Re-employment Act.
- Discussions about retirement plans should begin at least 6 months before the retirement age.

Retrenchment

In the event that retrenchment becomes necessary:

1. The company will provide as much advance notice as possible.
2. Selection for retrenchment will be based on objective criteria.
3. The company will assist affected employees in finding alternative employment where possible.
4. Retrenchment benefits will be paid in accordance with prevailing guidelines from the Ministry of Manpower.

Exit Procedures

1. Return of all company property (e.g., access cards, laptops, uniforms)
2. Completion of exit clearance form
3. Exit interview with HR
4. Final settlement of any outstanding payments or deductions
5. Issuance of certificate of service

9. Workplace Safety and Health

Safety Policies

AMZIBEE is committed to providing a safe and healthy work environment for all employees, in compliance with the Workplace Safety and Health Act of Singapore.

General Safety Guidelines:

1. Familiarize yourself with emergency procedures and exit routes.
2. Report any unsafe conditions or practices to your supervisor immediately.
3. Use appropriate personal protective equipment when required.
4. Maintain a clean and orderly workspace.
5. Observe all safety signs and instructions.

Specific Safety Measures:

- Ergonomics: Ensure your workstation is set up correctly to prevent strain injuries.
- Fire Safety: Know the location of fire extinguishers and participate in fire drills.
- Electrical Safety: Do not overload power outlets or use damaged electrical equipment.
- [Add any industry-specific safety measures relevant to your company]

Reporting of Accidents and Injuries

1. All work-related accidents, injuries, or near-misses must be reported immediately to your supervisor and the Safety Officer.
2. An incident report must be completed within 24 hours of the occurrence.
3. For serious injuries requiring immediate medical attention, call for an ambulance (995) first before reporting.
4. The company will investigate all reported incidents to identify root causes and implement preventive measures.

Emergency Procedures

- In case of fire: Activate the nearest fire alarm, evacuate the building using designated routes, and assemble at the designated meeting point.
- In case of medical emergency: Call for an ambulance (995) and administer first aid if trained to do so.
- [Add any other relevant emergency procedures]

Health and Wellness

- The company provides annual health screenings for all employees.
- Employees are encouraged to participate in company-sponsored wellness programs and activities.
- Smoking is prohibited in all indoor areas of the company premises.

10. Anti-Discrimination and Harassment

Equal Opportunity Policy

AMZIBEE is committed to providing equal employment opportunities to all individuals regardless of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

This policy applies to all aspects of employment, including:

- Recruitment and selection
- Training and development
- Performance evaluation
- Promotion and transfer
- Compensation and benefits

Anti-Discrimination Practices

1. All employment decisions will be based on merit, qualifications, and abilities.
2. The company will make reasonable accommodations for qualified individuals with disabilities.
3. Employees with questions or concerns about equal employment opportunities should contact HR without fear of retaliation.

Sexual Harassment Policy

AMZIBEE has a zero-tolerance policy for sexual harassment. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made a term or condition of employment
- Submission to or rejection of such conduct is used as the basis for employment decisions
- Such conduct has the purpose or effect of unreasonably interfering with work performance or creating an intimidating, hostile, or offensive working environment

Other Forms of Harassment

The company also prohibits harassment based on race, color, religion, national origin, age, disability, or any other characteristic protected by law. Harassment can include, but is not limited to:

- Offensive jokes, slurs, epithets, or name-calling

- Physical assaults or threats
- Intimidation, ridicule, or mockery
- Insults or put-downs
- Offensive objects or pictures
- Interference with work performance

Reporting Discrimination or Harassment

1. Any employee who believes they have been subjected to discrimination or harassment should report the incident immediately to their supervisor or HR.
2. All complaints will be promptly investigated in a confidential manner.
3. Retaliation against an individual for reporting harassment or discrimination is strictly prohibited.

Consequences

Employees found to have engaged in discriminatory practices or harassment will be subject to disciplinary action, up to and including termination of employment.

Training

The company will provide regular training to all employees on anti-discrimination and anti-harassment policies and practices.

11. IT and Social Media Policy

Use of Company Equipment

- Company-provided IT equipment (computers, laptops, mobile devices, etc.) is primarily for business use.
- Limited personal use is permitted, provided it does not interfere with work duties or violate any company policies.
- Employees are responsible for the proper use and care of company equipment.
- All company equipment must be returned upon termination of employment.

Software and Applications

- Only authorized and properly licensed software may be installed on company equipment.
- Employees must not disable or interfere with company-installed security software.
- Regular software updates and patches should be applied promptly.

Internet Usage

- Internet access is provided for business purposes.
- Occasional personal use is permitted, provided it does not interfere with work responsibilities or network performance.
- The following activities are strictly prohibited:
 - Accessing, downloading, or distributing inappropriate or offensive material
 - Engaging in illegal activities
 - Violating copyright laws
 - Using peer-to-peer file-sharing programs
- The company reserves the right to monitor internet usage.

Email Usage

- Company email accounts should be used primarily for business communications.
- Personal use of company email should be minimal and not interfere with work duties.
- Employees must not use company email for:

- Sending or forwarding chain letters
- Distributing offensive or inappropriate material
- Conducting personal business
- Sending confidential information to unauthorized recipients
- Employees should exercise caution when opening attachments or links from unknown sources.

Data Protection

- Employees must comply with the Personal Data Protection Act (PDPA) of Singapore.
- Confidential company information and personal data must be protected at all times.
- Use strong, unique passwords and change them regularly.
- Do not share passwords or allow others to use your company accounts.
- Be cautious when accessing company data on public Wi-Fi networks.
- Report any suspected data breaches or security incidents immediately to the IT department.

Remote Work and BYOD (Bring Your Own Device)

- When working remotely, ensure a secure connection (e.g., VPN) when accessing company resources.
- If using personal devices for work:
 - Keep the device's operating system and security software up to date
 - Use company-approved security measures (e.g., encryption, remote wipe capabilities)
 - Do not store company data on personal cloud storage services

Social Media Guidelines

- Be respectful and professional when posting on social media, especially if you can be identified as an employee of AMZIBEE.
- Do not share confidential company information on social media.
- Clearly state that your views are your own and do not represent those of the company when discussing work-related matters.
- Do not use social media for excessive personal activity during work hours.

- Be aware that the company may monitor public social media posts.

Official Company Social Media

- Only authorized employees may post on official company social media accounts.
- All posts must comply with company guidelines and relevant laws.
- Respond to customer inquiries promptly and professionally.

Violations

- Violations of this IT and Social Media Policy may result in disciplinary action, up to and including termination of employment.
- In cases of illegal activity, the company may involve law enforcement agencies.

IT Support

- For IT-related issues or support, contact the IT Help Desk at [provide contact information].
- Report any suspected security breaches or unusual system behavior immediately.

12. Appendices

Appendix A: Important Contact Information

Department/Service	Contact Details
Human Resources	hr@amzibee.sg / +65 1234 5678
IT Help Desk	itsupport@amzibee.sg / +65 1234 2222
Facilities Management	facilities@amzibee.sg / +65 1234 3333
Security Office	security@amzibee.sg / +65 1234 4444
Anonymous Whistleblowing Hotline	+65 1234 5555

Emergency Numbers:

- Police: 999
- Fire and Ambulance: 995
- Non-Emergency Ambulance: 1777

Appendix B: Forms and Templates

The following forms and templates are available on the company intranet or from the HR department:

1. Leave Application Form
2. Expense Claim Form
3. Training Request Form
4. Performance Review Template
5. Grievance Reporting Form
6. IT Equipment Request Form

Please ensure you are using the most current version of these forms.

13. Employee Acknowledgment Form

I, _____, acknowledge that I have received and read the AMZIBEE Employee Handbook. I understand that this handbook outlines the company's policies, procedures, and my benefits as an employee.

I agree to comply with the policies and procedures outlined in this handbook. I understand that:

1. This handbook is not a contract of employment and does not guarantee my employment for any specific duration.
2. AMZIBEE reserves the right to modify, revoke, suspend, terminate, or change any or all policies and procedures, in whole or in part, at any time, with or without notice.
3. In case of any conflict between this handbook and applicable laws, the laws of Singapore will prevail.
4. If I have questions about any policies or procedures, it is my responsibility to seek clarification from my supervisor or the Human Resources department.

I understand that my signature below indicates that I have read and understood this statement and have received a copy of the AMZIBEE Employee Handbook.

Employee Signature: _____

Date: _____

Please sign and return this form to the Human Resources department within five (5) working days of receiving the handbook.