

# **Employee Handbook**

HyperGAI Pte. Ltd.

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## INTRODUCTION

This policy outlines the policies and procedures relevant to your employment with HyperGAI Pte. Ltd. (refer to in this Handbook as “HyperGAI” or “the Company”). It has been developed to provide you with information regarding your terms and conditions of employment, as well as general company policies and benefits. You should familiarise yourself with the Handbook’s contents.

Please note that the specific terms of your individual employment are set out in your Offer Letter. In the event that there is any conflict between the terms of your Offer Letter and this Handbook, the terms of your Offer Letter will prevail.

The Company reserves the right to change, in whole or in part, the contents of the Employee Handbook. Any major change, in whole or in part, to the contents of the Employee Handbook shall be valid and effective upon notice to you.

You are expected to read through this Handbook and comply with it. A breach of the policies in this Handbook is a serious matter and may result in disciplinary action.

## PART ONE – TERMS AND CONDITIONS OF EMPLOYMENT

### 1. Travel

You may be required in the course of your employment to travel, either locally or overseas on HyperGAI business. Any such travel must be carried out in accordance with any relevant HyperGAI policies governing travel, personal conduct and expense claims procedures. For further information on this, please refer to: ***Travel and Expenses Reimbursement Policy***.

Employees needing to travel should obtain approval in advance from their manager for all business travel.

### 2. Expenses

The Employer will reimburse you for all reasonable business expenses properly incurred by you in the course of the performance of your duties. This is subject to you providing the proper receipts or other evidence of expenditures in accordance with the Company’s prevailing procedure.

For further information on this, please refer to: ***Travel and Expenses Reimbursement Policy***.

### **3. Probation, Transfer, Promotion and Performance Policy**

#### **3.1. Probation and Confirmation**

For new employees, you will be under probation for a period as stated in your employment agreement, unless special circumstances determine a probationary period unnecessary. The purpose of the probation is for us to assess your suitability for the job.

You will be eligible for confirmation at the end of the probationary period on the basis that your work performance and conduct have been entirely satisfactory.

Upon completion of your probation, we shall either issue a Letter of Confirmation or verbal confirmed you as a permanent employee.

You will be fully entitled to the benefits of the employment as listed in our Employee Handbook.

Probationary periods can be extended at the discretion of the Management but any such extension shall not exceed the duration of the original probationary period. The purpose of the extension is solely to give us more time to assess your suitability for the job.

You will be informed of the extensions and the reasons thereof in writing.

Extension of the probation period can only be done once if you fail to show any improvement at the end of the extended period of probation, your services will be terminated.

#### **3.2. Promotion**

We maintain a policy that nurtures and develops the potential of our employees. Promotion will depend largely on the employee's work performance, qualifications, experience and growth in the capacity as well as the availability of vacancies at a higher level, be it a newly created vacancy or a position vacated by a leaving employee.

#### **3.3. Performance Appraisal, Salary Increment and Performance Bonus**

We provide timely and objective feedback through a formal performance appraisal system, where positive performance is not only reinforced but serves as a guide for our reward system and where problem areas are identified and corrected.

You will participate in the performance appraisal process, where you will plan and set targets for performance measurement, identify areas that need improvements, set training and development plans and provide feedback for further improvement.

Supervisors have the responsibility for managing and participating in the performance appraisal process; proposing and prioritising key job performance expectations; identifying areas for improvement; identifying training and development needs; providing feedback and coaching; obtaining, monitoring and recording performance results; and forwarding recommendations for increments and promotions to the next level of supervision for review. All supervisors are appointed as mentors for their new employees.

The recommended salary increment, proposed performance bonus and promotion will be approved by the Chief Executive Officer.

Performance appraisals are conducted once a year. The month of December will be considered as appraisal month. The specific date of submission of self-appraisal forms and team evaluation form will be informed by the HR or management.

We reserve the right to award a Performance Bonus based on year-end performance rating and, if awarded, will be paid by the first quarter of the following year.

Performance bonus shall be prorated if employees have less than 12 months of continuous service in the year of assessment and the employee must be a confirmed staff member.

Employees recruited on a part-time or temporary basis are not entitled to any bonuses or increments, subject to their employment agreement terms.

Employees shall not be entitled to Performance Bonus for the year when serving notice during the month when bonuses are to be paid.

## **PART TWO – BENEFITS**

### **1. LEAVE POLICY**

#### **1.1. Annual Leave**

Our calendar year runs from 1st January to 31st December each year.

Save as otherwise specified in your employment agreement, you will be entitled to 16 days of paid annual leave after 3 months of service.

You are entitled to annual leave in your first year of service or pro-rata thereof for service less than 12 months.

You will be entitled to an additional two days leave for each year of service after completion of your first year up to a maximum of 20 days leave entitlement per annum.

Employees work for less than 3 months from the Employment Start Date with the company may take advance annual leave(s) during this period. However, upon resignation/termination of your employment within 3 months from the Employment Start Date, any annual leave(s) taken within these 3 months will be considered as unpaid leave(s) which will be deducted from your final salary.

Annual leave not taken within the relevant year of service shall be carried over to the following year in accordance with the Workplace Policies. If the Workplace Policies does not address this issue, then annual leave not taken within the relevant year of services shall be forfeited.

To progressively reward service tenure, you will be entitled to an increase in annual leave each year from the 2nd employment year onwards, up to a cap of 20 days, as set out below:

<b>Years of Service</b>	<b>Annual Leave entitlement</b>
First	16
Second	18
Third	20

Annual leave may be applied on a half day basis following the official working hours. Employees on morning leave shall report to work at 2.00pm and employees on afternoon leave shall leave the office at 1.00pm.

Annual leave is generally not encashable, except in cases of termination, either voluntary or involuntary, where it is at our discretion.

Employees can carry forward a maximum of 5 days of leave entitlement, which must be cleared by 31st March the following year. Any remaining balance leave shall automatically lapse beyond these timing thresholds.

Annual leave entitlement is calculated on a pro rata basis for the first and final years of employment.

Any urgent leave requests must be made immediately on the same day or earlier to the supervisor and supported by a reasonable explanation. Disciplinary action may be taken if you are absent from the workplace without authorisation.

## 1.2. Sick Leave and Hospitalisation Leave

After you have been employed for a period of 3 months, you will be entitled to paid outpatient sick leave and hospitalisation leave subject to you providing the Company with a certificate from a registered medical practitioner or other satisfactory evidence as determined by the Company.

Employees may take sick leave of up to the following limits in each calendar year:

- Without hospitalisation — 14 working days per calendar year
- With hospitalisation — up to 60 working days including any sick leave (without hospitalisation) consumed.

You are deemed to be hospitalised if you are certified by a doctor to be in need of hospitalisation, even if you are not hospitalised.

Unused outpatient sick leave and hospitalisation leave will not accumulate from year to year. Unused outpatient sick leave and hospitalisation leave will not be paid out on termination.

You must inform the Company as soon as reasonably practicable in the event you are taking outpatient sick leave and hospitalisation leave.

Time-off may be granted to you if you need to attend medical appointments such as follow up on personal health issues, gynaecology check-up, x-ray, or dental appointment. A time-chit certified by a registered medical practitioner shall prove the medical appointment.

## 1.3. Other Types of Leave

Employees may be absent from work during scheduled working time for reasons of illness or domestic responsibility, or other reasons.

Other various leave benefits are summarised in the table below:

Type of Leave	Entitlement
Maternity	Up to 16 weeks of paid maternity leave
Paternity	4 weeks
Shared Parental	Up to 4 weeks
Matrimonial	3 days for first legal marriage for employees with at least 3 months' service
Compassionate	3 days for death of any member of their immediate family (i.e. spouse, children, parents, siblings, grandparents or parents-in-law)



Childcare	6 days for employees who have completed at least 3 months of service and have a child who is under the age of seven.
Extended Childcare	4 days for employees who have completed at least 3 months of service and their youngest child is aged between 7 to 12 years old.
National Service	Male employee attends National Service
No Pay	Approval shall be on a case-by-case basis
Off-in-Lieu	Approval shall be on a case-by-case basis

#### 1.4. Maternity Leave

You will be entitled to a total of paid 16 weeks' maternity leave if below requirements are met:

- (a) You worked with us for at least 3 consecutive months before the birth of the child; and
- (b) You have given us at least 1 weeks' notice before going on maternity leave, and informed us as soon as possible of your delivery. Otherwise, you are only entitled to half the payment during your maternity leave, unless you have a good reason for not giving the notice.

If you are not married to the child's father at the time of delivery, but meets the above criteria within 12 months of the child's birth, you will be eligible for the remaining maternity leave from the date you meet all criteria. The remaining maternity leave entitlement must be taken before the child becomes 12 months old. You will not be eligible for the maternity leave that has lapsed.

The period of absence may commence no earlier than 4 weeks preceding the day of delivery of later than that day and shall continue for a period of 8 weeks, and for such period you will be entitled to receive payment from us at your gross rate of pay. The remaining eight weeks of paid maternity leave may be taken flexibly over a 12 months' period commencing on the day of delivery.

Maternity leave benefits do not apply to abortions or miscarriage. However, you will be entitled to paid medical leave.

You are not entitled to medical leave while on maternity leave. You are not eligible to claim for medical expenses incurred in connection with the delivery of your child.

### **1.5. Paternity Leave**

Married male employee who has served at least 3 months with us shall be entitled to 4 weeks paternity leave if below requirements are met:

- (a) You are lawfully married to the child's mother between conception and birth; and
- (b) You have worked with us for at least 3 consecutive months before the birth of your child.

The paternity leave is to be taken continuously for 4 weeks within 16 weeks after the birth of your child or taken flexibly within 12 months after the birth of the child.

The actual leave days are calculated as 4 weeks multiplied by the number of working days in a week, up to a cap of 6 working days per week.

### **1.6. Shared Parental Leave**

A male employee is entitled to shared paternity leave if below requirements are met:

- (a) You are lawfully married to the child's mother.

If your child is born, you are entitled to 4 weeks of shared parental leave. The leave can be taken in a continuous stretch within 12 months from the birth of your child and can be taken in blocks of weeks or working days.

The actual leave days are calculated as the number of weeks multiplied by the number of working days in a week, up to a cap of 6 working days per week.

### **1.7. Matrimonial leave**

If you have served at least 3 months of service you are entitled to 3 days of matrimonial leave for your first legal marriage. Such leave must be taken consecutively.

Marriage leave must be taken either during registration of marriage or during the customary marriage ceremony, failing which it shall be forfeited.

### **1.8. Compassionate Leave**

You will be granted up to 3 days of compassionate leave where there is a demise of your immediate family (i.e. Spouse, Parents, Children, Siblings, Grandparents or Parents-in-laws.)

You must notify your supervisor and provide supporting documents for the application of your leave.

### **1.9. Child Care Leave**

You will be entitled to 6 days childcare leave if below requirements are met:

- (a) Your child is below 7 years old; and
- (b) You have worked with us for at least 3 consecutive months.

Child care leave is limited to 6 days per calendar year regardless of the number of children you have and it must be utilised within the year and cannot be carried forward to the following year.

Child care leave is to be prorated to a minimum of 4 days for the following category of employees:

- (a) Part-time employee;
- (b) Temporary employee;
- (c) Contract employee; or
- (d) Employee who has worked with us for at least 3 consecutive months

### **1.10. Extended Child Care Leave**

You will be entitled to 4 days of childcare leave if below requirements are met:

- (a) Your youngest child is between the age of 7 and 12 years old (inclusive);  
and
- (b) You have worked with us for at least 3 consecutive months

If your children are in both age groups i.e. below 7 years old, as well as between 7 and 12 years old, your total childcare leave entitlement up to a cap of 6 days per calendar year.

### **1.11. National Service Leave**

Male employees shall be granted national service leave accordingly if required to go for reservist training under the Enlistment Act.

You must inform your supervisor upon receipt of enlistment notification and forward a copy of the notification to the HR Department for claim submission purpose.

### **1.12. No Pay Leave**

No pay leave may be granted on a case by case basis when the employees' annual leave entitlement has been fully consumed, for special situations or when the employee is still under probation.

### **1.13. Off-In-Lieu**

Any time off-in-lieu granted to you must be consumed within the year. It cannot be credited to your annual leave's entitlement.

Time off-in-lieu not utilised within the year shall lapse and cannot be encashed or carry forward.

### **1.14. Public Holidays**

We observe the following Public Holidays and any other holidays are granted by the Ministry of Manpower, with pay. They are stipulated as follows:

New Year's Day	Hari Raya Haji
Chinese New Year	National Day
Good Friday	Deepavali
Hari Raya Puasa	Vesak Day
Labour Day	Christmas Day

In the spirit of family, the Chief Executive Officer may grant half day leave or time-off in the eve of Christmas, New Year and Chinese New Year to enable you to spend time with your family. This will be reviewed and will depend on operational requirements.

## **2. MEDICAL AND FLEXI BENEFITS**

### **2.1. Group General Practitioner Benefits**

All employees are covered with Group General Practitioner (GGP) policy. This plan covers:

- (a) Group Outpatient General Practitioners at panel and non-panel clinics;
- (b) Traditional Chinese Medicine Practitioner; and
- (c) Basic Diagnostic test, X-ray & Laboratory test, physiotherapy (subject to referral by GP or SP).

### **2.2. Group Specialist Practitioner Benefits**

In addition to GGP, you are covered with Group Specialist Practitioner (GSP) Policy.

### **2.3. Group Term Life Benefits**

All employees up to age of 70 shall be insured under Group Term Life Insurance Policy which provides you or your immediate family members with a replacement income should you be unfortunate enough to be out of work due to permanent disablement or death.

You will be entitled to the Term Life Benefits after 3 months of service.

### **2.4. Group Personal Accident Benefits**

You will be entitled to the Personal Accident Benefits after 3 months of service.

The Personal Accident Benefits cover death and permanent disability arising out of any form of accidents.

### **2.5. Group Hospitalisation & Surgical Benefits**

We insure all our employees under Group Hospitalisation & Surgical Insurance to help meet medical expenses incurred by employees for hospitalisation and/or surgical treatment as a result of illness or injury.

## **PART THREE – COMPANY POLICIES**

### **1. Equal Opportunities and Harassment Prevention**

#### **Purpose**

HyperGAI is an equal employment opportunity employer and will not tolerate unlawful discrimination or harassment in its workplace. Equal employment opportunity (EEO) means the systems and policies put in place to prevent discrimination in the workplace. HyperGAI aims to provide equal employment opportunities for all applicants and advancement opportunities to all employees. Employment decisions will be based on merit, qualifications and abilities. HyperGAI does not discriminate in employment opportunities or practices on the basis of race, colour, religion, sex, sexuality, national origin, age, disability, marital status or any other characteristics protected by law.

HyperGAI's goal is to promote a workplace that is free from harassment and strongly disapproves of and will not tolerate harassment. The policy for Equal Opportunities and Harassment Prevention applies to all persons involved in the operation and prohibits unlawful harassment by any employee, including management, as well as by any person doing business with or for HyperGAI. HyperGAI will take all appropriate steps within its control to prevent the occurrence of harassment.

## **Scope**

This policy applies to all employees and contractors of HyperGAI. This policy applies in the workplace and to all work related off site events, including business trips, social events, business meetings and training programs within and outside normal office hours. It is the responsibility of every employee and contractor to comply with this policy.

### **1.1 Discrimination**

Discrimination is any negative action or attitude directed toward someone because of protected characteristics, like race and gender. Other protected characteristics are:

- Age
- Religion
- Ethnicity/ nationality
- Disability/ medical history
- Marriage / civil partnership
- Pregnancy / maternity/ paternity
- Gender identity/ sexual orientation
- Discrimination and harassment
- Our anti-discrimination and anti-harassment policies go hand-in-hand. We will not tolerate any kind of discrimination that creates a hostile and unpleasant environment for employees, interns or volunteers.

HyperGAI does not permit any employee to treat a person less favourably because they have a personal association with someone who has one or more of the above attributes.

### **1.2 Vilification**

It is against HyperGAI's policy to do any public act which vilifies a person on the basis of their race or sexual preference. Vilification means any public act which could encourage hatred, contempt or ridicule of a person because of their race or sexual preference. Examples of vilification include publicly making speeches or statements or wearing clothing with slogans that vilify others.

### **1.3 Harassment**

It is against HyperGAI's policy to harass any other person at work. Harassment includes any type of unwelcome behaviour that is based on one of the attributes listed above (for example, sex, race, disability etc) which offends, humiliates or intimidates the person being harassed. The fact that the behaviour complained of may not have been intended to humiliate or intimidate another person will not prevent the behaviour being discrimination and/or harassment.

Employees should be particularly aware of the suitability or otherwise of proposed social events, including the possibility that social behavior which they personally find acceptable may be found upsetting, intimidating or experienced as harassment by their colleagues. Disciplinary action will be taken against any person found responsible for harassment on such occasions.

## **1.4 Sexual Harassment**

Sexual harassment means any unwelcome behaviour of a sexual nature which a reasonable person in the circumstances would find offensive, humiliating or intimidating. Examples of sexual harassment include:

- Inappropriate physical contact, verbal comments, offensive jokes and sexual propositions;
- Communications displaying offensive material (for example, posters and/or calendars);
- Offensive emails (including jokes);
- Requests for sex or other unwelcome sexual advances;
- Unwelcome questions about a person's private life.

## **2. Computer and Use of Technology Policy**

The purpose of this policy is to protect both the organisation's assets and the privacy of its employees. It aims to promote productivity, maintain employee privacy, and prevent unauthorised access to company devices and networks.

### **Acceptable uses**

- Employees are allowed to use company devices and networks for work-related purposes only.
- Internet access is permitted for work-related activities, but employees must avoid excessive personal use.
- Email communication should be used primarily for work-related messages. Personal emails should be kept to a minimum.
- Employees can install software that is approved by the IT department.

### **Our general expectations**

No matter how you use your corporate email, we expect you to avoid:

- Signing up for illegal, unreliable, disreputable or suspect websites and services.
- Sending unauthorized marketing content or emails.
- Registering for a competitor's services, unless authorized.
- Sending insulting or discriminatory messages and content.
- Spamming other people's emails, including your coworkers.

In general, use strong passwords and be vigilant in catching emails that carry malware or phishing attempts.

### **3. Intellectual Property**

In consideration of employment as a full-time or part-time position with the Company, the employee agrees, and covenants as follows:

The employee acknowledges that all Intellectual Property Rights in any material created, generated or contributed to by the employee in connection with the employment or which relates to or is capable of being used in the business of the Company is the absolute property of the Company.

The employee assigns to the Company all existing and future Intellectual Property Rights in any material created, generated or contributed to by the employee in connection with the employment or which relates to or is capable of being used in the business of the Company.

The employee must do all things reasonably requested by the Company to enable the Company to perfect the assignment of the Intellectual Property Rights. At the request of the Company, the employee must give and supply all information, data, drawings and assistance as may be requisite to enable the Company to exploit the Intellectual Property Rights to its best advantage and shall execute all documents and do all things which may be necessary or desirable for obtaining patent, trademark, copyright or other protection for the Intellectual Property Rights in such parts of the world as may be specified by the Company and for vesting the same in the Company or as it may direct.

The employee irrevocably authorises the Company to sign or execute any such instrument or thing in the employee's name and on the employee's behalf and generally to use the employee's name for the purpose of giving to the Company (or its nominee) the full benefit of these provisions relating to the Intellectual Property Rights only.

Insofar as permitted by applicable law, the employee waives any and all of employee's rights in relation to the Intellectual Property Rights and shall not assert any right or to institute, support, maintain or permit any action or claim based on or in connection with the infringement or the alleged infringement of employee's rights.

Shall the Intellectual Property be indirectly or directly related to the Company's business scope or industry scope, the nature of which could lead to a conflict of interests between the Company and the employee, the employees claim to any Intellectual Property Rights shall exist only with the prior written consent of the Company.

### **4. Social Media Policy**

Our social media company policy provides a framework for using social media. Social media is a place where people exchange information, opinions and experiences to learn, develop and have fun. Whether you're handling a corporate account or using one of your own, you should remain productive and avoid damaging our organization in any way. This policy provides practical advice to avoid issues that might arise by careless use of social media in the workplace.



## **Using personal social media**

We allow our employees to access their personal accounts at work. But we expect you to act responsibly and ensure your productivity isn't affected.

Whether you're using your accounts for business or personal purposes, you may easily get sidetracked by the vast amount of available content. So, please restrict your use to a few minutes per workday.

We ask you to be careful when posting on social media, too. We can't restrict what you post there, but we always expect you to adhere to our confidentiality policies. We also caution you to avoid violating our anti-harassment policies or posting something that might make your collaboration with your colleagues more difficult (e.g. hate speech against groups where colleagues belong to). In general, please:

We advise our employees to:

- Ensure others know that your personal account or statements don't represent our company. You shouldn't state or imply that your personal opinions and content are authorised or endorsed by our company. We advise using a disclaimer such as "opinions are my own" to avoid misunderstandings.
- Avoid sharing intellectual property like trademarks on a personal account without approval. Confidentiality policies and laws always apply.
- Avoid any defamatory, offensive or derogatory content. It may be considered as a violation of our company's anti-harassment policy, if directed towards colleagues, clients or partners.

## **Representing our company**

Some employees represent our company by handling corporate social media accounts or speak on our company's behalf. When you're sitting behind a corporate social media account, we expect you to act carefully and responsibly to protect our company's image and reputation. You should:

- Be respectful, polite and patient, when engaging in conversations on our company's behalf. You should be extra careful when making declarations or promises towards customers and stakeholders.
- Avoid speaking on matters outside your field of expertise when possible. Everyone should be careful not to answer questions or make statements that fall under somebody else's responsibility.
- Follow our confidentiality policy and data protection policy and observe laws on copyright, trademarks, plagiarism and fair use.
- Inform our PR/Marketing department when you're about to share any major-impact content.
- Avoid deleting or ignoring comments for no reason. They should listen and reply to criticism.
- Never post discriminatory, offensive or libellous content and commentary.
- Correct or remove any misleading or false content as quickly as possible.

### **Disciplinary Consequences**

We'll monitor all social media postings on our corporate account.

We may have to take disciplinary action leading up to and including termination if employees do not follow this policy's guidelines. Examples of non-conformity with the employee social media policy include but are not limited to:

- Disregarding job responsibilities and deadlines to use social media at work.
- Disclosing confidential information through personal or corporate accounts.
- Directing offensive comments towards other members of the online community.

## **PART FOUR – PERSONAL CONDUCT**

### **1. Personal Information**

You must immediately inform HR of any change in your personal information, such as address, telephone number, name, marital status or dependants. The Company maintains a personnel file on each employee. It includes such information as the employee's Curriculum Vitae, employment contract, records of training, copies of agreements in relation to Company funded training, copies of performance reviews, salary reviews and other employment records.

Personal information about employees, including residential addresses, personal telephone numbers and details of next of kin, is treated as strictly confidential. Such information will not be released outside the Company, other than to Company advisers or as required by law, unless prior authorisation has been received from the employee concerned.

### **2. Dress Code**

All employees are required to be neat and tidy in appearance. Without prejudice to HyperGAI's equal opportunities policy, whenever there is any possibility that they will have direct contact with customers they must look smart and well-groomed and conform to appropriate standards of business attire. Business attire must be smart, and must be suitable for the general office. All employees are required to avoid clothing that too revealing, attire with offensive or inappropriate drawings or sayings.

### **3. Security of Personal Property**

HyperGAI does not accept any liability for any damage to, or any loss or theft of, any personal property on the Company's premises. Money or valuables should not be left on Company premises. Security passes must be carried at all times. HyperGAI reserves the right to refuse entry to Employees who are unable to produce a valid security pass on request.

### **4. Drug and Alcohol Free Workplace**

All employees must present for work sober and not under the influence of alcohol or non-prescription drugs.

The consumption, use, possession, sale or transfer of alcohol, illegal or non-prescription drugs or any prohibited substance at work or during work hours (including during meal breaks) is strictly forbidden.

Moderate alcohol consumption is permitted at HyperGAI sponsored or approved business or social functions. Intoxication at such events is prohibited. Employees are expected to maintain the highest standard of conduct and behaviour at such events and must conduct themselves in a professional manner at all times.

Failure to comply with this policy may result in disciplinary action including but not limited to summary termination.