

# Employee Handbook

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## 1. Company Overview

### 1.1. Company Information

iZeno was founded in 2003 to provide enterprises with custom-built technology solutions they need to keep their business running seamlessly. With a team of 70+ in-house innovators, we have delivered over 500 Enterprise Solutions, implemented and optimized to enable smarter insights. Our team draws on industry experiences in accomplishing a portfolio of mission-critical applications, integrating Cloud, CRM, Data Analytics, and other leading technologies with our clients' existing IT frameworks. With leading presence in the region, headquartered in Singapore and operation in Malaysia, Indonesia, Thailand and Philippines, no project is too complex for us, and our team is always ready for a new challenge.

### 1.2. Vision

To be the leading regional technology services company, enabling our clients to become high-performance businesses.

### 1.3. Mission

Harness technology to create solutions for smarter business insights.

### 1.4. Core Values: F.O.C.U.S

F: Foster a mindset of continuous improvement to deliver greater value

O: Overcome any challenges with the power of teamwork

C: Communicate openly and respectfully to strengthen relationships

U: Uphold integrity and hold ourselves accountable to earn trust and respect

S: Strive for the highest standards and top quality in our work to achieve best-in-class

### 1.5. Milestones

<b>2003</b>	iZeno Pte Ltd was founded
<b>2009</b>	iZeno Sdn Bhd was founded Top JBoss Partner Revenue Performer in ASEAN
<b>2010</b>	2 x Partner of Month for SugarCRM SugarCRM Top New Business for APAC SugarCRM MVP
<b>2011</b>	1 x Partner of Month for SugarCRM
<b>2013</b>	Top VAR Revenue Achievement for Tibco Jaspersoft
<b>2014</b>	Top Revenue Producing Partner of the year Tibco Jaspersoft Top Partner of the year APAC for Tibco Jaspersoft
<b>2015</b>	Advanced Partner of the Year for Red Hat Regional Channel Leader for SugarCRM
<b>2017</b>	PT iZeno Teknologi was founded iZeno Inc (Philippines) was founded Advanced Partner of the Year for Red Hat
<b>2018</b>	Advanced Partner of the Year for Red Hat APAC Reseller of the Year for SugarCRM iZeno Group rebranding
<b>2019</b>	Tech Data Red Hat Top Partner 2019 Red Hat Partner Synergy Singapore Commercial Partner 2019 Red Hat Malaysia FY19 Ready Partner of the Year SugarCRM Regional Reseller of the Year Award APAC

- > FY20 Commercial Partner of the Year, iZeno Pte Ltd (Singapore)
- > FY20 Commercial Partner of the Year, iZeno Sdn Bhd (Malaysia)
- Atlassian Partner of the Year 2019: Rising Star APAC
- SugarCRM Regional Reseller of the Year APAC

## 2. Employment

### 2.1. Employee Record

- It is the employee's responsibility to update the HR department immediately to any changes to their own particulars, which may include but not limited to citizenship status, bank details, contact details, family details

### 2.2. Accuracy of Information

- Employees are employed subject to the accuracy and truth of the information given in your application for employment.
- The Company reserves the right to terminate an employee immediately or at any time during the employment if it is satisfied or proven that an employee have given false information or intentionally omitted relevant information to gain employment in the Company.

### 2.3. Confidentiality and Disclosure of Information

- Employees expected to treat all matters in connection with the business of the Company as confidential and any breach of this rule will be considered a serious form of misconduct and may be subject to dismissal without notice.
- Employee shall not divulge directly or indirectly to anyone any confidential or secret information which comes to the knowledge in the course of the employment in the Company except strictly in the proper performance of duties.
- Employees are required to sign the Employee Confidentiality Agreement upon joining the company.
- Upon breach of this term, employees be charged under the law of Singapore.

### 2.4. Outside Activities

- Employees are strictly prohibited from engaging in any other business or employment whether directly or indirectly without the prior written consent of the Company.
- All employees must declare and seek consent from the Company for any outside activities
- Foreign employees holding on to work pass are strictly prohibited from engaging other business or activity outside activities of company
- Employees are strictly prohibited to take up a job or project
  - With our competitors
  - If it's working hours overlap with those of their main job
  - That is so demanding it interferes with main job duties
  - That could create a conflict of interest. Employees should not work for or with company's clients, vendors or contractors outside his/her main job. This includes starting a business that competes with the company
- Employees suspected of being involved in outside activities shall be investigated. Any violations of the above shall be subject to disciplinary actions or dismissal

### 2.5. Inventions and Intellectual Property

- Any invention, discovery, process, improvement in procedure and intellectual property rights invented, created, first reduced to practice (to understand this clause first), made or discovered by the employee solely or in collaboration with others during employment arising from, in connection with, funded (directly or indirectly) by the company, or with the substantial use of company's resources or in any way connected to the activities of company or capable of being used or adopted for use by company shall belong to and be the absolute property of company or its nominee.
- The employee shall not, in the course of your employment, infringe or carry out or omit to do any act for which the company or its related corporations would be held liable for infringement of third party intellectual property rights of which the employee aware of.

### 2.6. Confirmation of Probation

- A new employee shall undergo a probationary period of 3 months
- If an employee is deemed not suitable for confirmation, the HR may, after discussion with the BU Head concerned, take one of the following actions:
  - Terminate the service of the employee.
  - Extend the probationary period for a duration not exceeding 6 months.
- The Company will extend the employee's probation or confirm the employee of employment in writing.
- In the event that employee have not received letter on or before the due date, probation is deemed to be extended. However, HR will notify employee on outcome of probation within one week from the due date.

### 2.7. Office Presence

- In the event that employee is not required to be at client's site or for meeting, employee is required to be physically working at the office
- Currently, iZeno does not have work from home policy, except for countries without physical office (Philippines and Thailand)

### 2.8. Working Hours

- The normal office hours are Monday to Friday, 9.00am to 6.00pm, inclusive of 1 hour lunch time.
- You may be required to work longer hours as may be required to complete tasks falling within your scope of work.
- Employees are not entitled to additional remuneration in respect of time served in excess of your normal working hours.

## 2.9. Transfer of Employee

- The Company may at its discretion transfer any employee to another section, department, division and location
- Employee shall perform such services for and accept offices in any company or entity within the Group and shall perform such duties and undertake such assignment as iZeno may from time to time assign or require of you, including but not limited to an employee's secondment to any company or entity with the iZeno Group
- iZeno Group comprises iZeno and its entities and business in which iZeno has a controlling interest or is represented on the board of directors.

## 2.10. Rights of the Company

- The Company will have the rights to change any of the rules and regulations indicated in this handbook at any time when necessary

## 3. Leave

### 3.1. Annual Leave

#### 3.1.1. Eligibility

- All confirmed employees are eligible to annual leave.
- Entitlement shall be based on length of service as per table below:

Length of Service	Entitlement
Less than 4 years	14 days
4 years and up to less than 8 years	16 days
8 years	18 days

- An employee who has not completed 12 months of continuous service in any year shall be entitled to pro-rated Annual leave, in proportion to the number of days of service in that year. Annual Leave must be applied in the system and obtain approval 2 weeks in advance
- Annual Leave can be brought forward to the following calendar year, capped at a maximum of 7 days. Any unconsumed leave exceeding 7 days will be forfeited.
- The Company will not consider any payment in lieu of annual leave that cannot be cleared and therefore forfeited by the Company.

#### 3.1.2. Scheduling of Annual Leave

- An employee's annual leave shall be scheduled at a time convenient to the Company. However, due consideration will be given to the employee's preferences provided such preferences can be accommodated based on the Company's requirements.
- All superiors have the right to approve and disapprove the taking of annual leave according to the demands of the workload so as not to affect the business
- All scheduling of leave shall be done in a manner without affecting adversely the standard of work and service of the Company.

#### 3.1.3. Forfeiting of Annual Leave

- Carried forward leave must be consumed within 12 months, failing which, leave will be forfeited.
- An employee shall forfeit his/her annual leave entitlement if he/she is being dismissed due to misconduct.

#### 3.1.4. Settlement of Leave on Cessation of Employment

- The employee must serve the required notice period as stipulated in the contract of service in the event of cessation of employment.
- It is the Management's sole discretion to decide the use of annual leave balance in offsetting the required notice period.
- Approval of annual leave during the notice period is subject to the Management's sole discretion.

### 3.2. Sick Leave

- An employee with 3 months of service is eligible in each calendar year paid sick leave of not more than:
  - 14 days if no hospitalization is needed; and
  - 60 days (inclusive of medical leave taken) if hospitalisation is needed.
- An employee who has not completed 12 months of continuous service in any year shall be entitled to pro-rated Sick Leave as per below:

No. of months of service completed	Paid outpatient no hospitalisation leave (Days)	Paid Hospitalisation Leave (days)
3	5	15
4	8	30
5	11	45
6 and thereafter	14	60

- The amount of paid outpatient and hospitalisation sick leave you can take is capped at your sick leave entitlement.
- If you have already taken 14 days of outpatient sick leave in a year, the number of days of hospitalisation sick leave that you can take is 46 days (60 - 14 = 46).
- If an employee who has less than 3 months of continuous service falls sick, he/she is not entitled to paid sick leave and the sick leave will be treated as no pay leave.
- The employee must ensure that Sick Leave is applied through the system within 3 days, and hard/soft copy of the medical certificate issued by the registered practitioners (TCM inclusive) must be submitted to the HR department.
- Should an employee fall sick during Annual Leave day, he/she will not be eligible for paid sick leave.

- The approval of Annual Leave during a particular period will be subject to operational or project urgencies in the particular BU and embargo periods (refer to section 3.12 of this policy)

### 3.3. Public Holiday

- Employees are entitled to paid salary for the gazetted public holidays in the respective countries
- If there are any special holiday announced by the Government (E.g. Election Day), the Company will arrange accordingly.
- Should a Public Holiday fall on rest day(s), employees will be entitled to off in lieu, which has to be consumed by within 2 months. (Not applicable for employees of PT IZeno Teknologi Indonesia)
- For employees employed in Indonesia, Annual Leave will be deducted for all Cuti Bersama leave.

### 3.4. Off-in-lieu

- Employees can be considered to be entitled under following circumstances
  - Working on a rest day for more than 4 hours
  - Working on public holiday for more than 4 hours
  - Additional hours after 10 pm on weekdays
- OIL is not necessary based on 1 to 1
- All employees except Senior Management level are eligible for Off in Lieu.
- Senior Management level includes but not limited to the following roles:
  - Deputy Director
  - Director
- Advance notice is required from Project Manager/BU Head, to HR
- After completion of task, Team Lead/Project Manager/BU Head to verify work done and final approval has to be sought by BU Head, before HR proceed with crediting of OIL
- Off-in-lieu has to be consumed within 2 months from date of work done

### 3.5. Marriage Leave

- The Company shall grant a confirmed employee 3 working days of paid marriage leave on occasion of his/her legal marriage either during the Registration of Marriage (ROM) or Customary Wedding ceremony.
- Employee is required to submit marriage certificate and/or wedding invitation

### 3.6. Compassionate Leave

- The Company shall grant a confirmed employee 3 working days of paid compassionate leave on the passing of direct family members (Grandparents, parents, child, grand-child, siblings, spouse/partner, parents-in-law)
- Employee is required to submit Death Certificate and proof of relationship.

### 3.7. Maternity Leave

- A female employee is eligible for paid maternity leave under the regulations in the respective country that they are employed in.
- You are required to inform at least 1 month in advance before going on maternity leave, and inform the Company as soon as possible of your delivery.
- Employee is required to submit child's birth certificate to HR.
- Employee is not allowed to terminate her service while on maternity leave and using the benefits period as notice of termination.

### 3.8. Paternity Leave

- The Company shall grant a confirmed employee 2 working days of paid paternity leave for the birth of his child.
- Any additional paternity leave shall follow the regulations in the respective country that they are employed in.
- Employee is required to submit child's birth certificate to HR.

### 3.9. Child Care Leave

- A employee is entitled to Child Care Leave under the regulations in the respective country that they are employed in
- Applicant should produce child's birth certificate to be entitled.
- Leave must be utilized before the end of the calendar year, failing which the unutilized leave will be deemed to have lapsed and encashment is strictly not allowed.

### 3.10. National Service Leave/Time Off

- Employees who received call back for NS Reservist are required to submit the letter from government bodies immediately upon receiving notification
- Employees are required to apply for reservist leave in the system
- An employee should not use his NS leave to offset the notice period required for resignation.

### 3.11. No Pay Leave

- Any absence during probation period shall be considered as No Pay Leave
- In the event that employee has finished utilised his annual leave, then all subsequent leave will be considered No Pay Leave

### 3.12. Embargo Periods

- Leave may not normally be approved during an embargo period(s). An embargo period may apply when there are operational requirements identified by the Company or BU Head.
- This should include company critical events such as team building, Dinner & Dance events etc.
- Employees should be advised of such embargo periods normally two (2) months in advance with 1 month's notice given of any variations.

## 4. Medical and Hospitalisation

- Upon confirmation of probation, employee will be entitled to the medical and hospitalization benefit, covered under the group medical insurance plan in the respective country
- Employee must produce proof of eligibility of medical coverage to the clinics at the point of registration.
- Exclusion
  - Pre-existing illness sustained before employment
  - Suicide or attempted suicide, or intentional self-injury related injuries
  - Alcoholism or drug addiction related issues
  - Genetic defects, treatment relating to pregnancy, birth control, infertility, etc
  - Health check-up
  - Others as listed in the medical plan purchased by company
- For specific coverage, kindly refer to: <https://drive.google.com/open?id=16qg0vbqZ2iN9CHPzvCxYCnYZQ2pmLrlz>.

## 5. Salary & Compensation

### 5.1. Salary Payment

- An employee shall receive his/her salary and allowance payment once a month.
- All remuneration will be credited to his/her saving or current account
- Cheque payment is possible only for off-cycle salary payments
- Employees will receive salary on 1<sup>st</sup> of every month (value date), for the previous month
- If 1<sup>st</sup> (value date) falls on Sat or Sun, will receive salary on next business day
- Example:
  - If employee's bank account is OCBC for Singapore office or Maybank for Malaysia office, salary credit date to employee bank account will be on value date
  - If employee's bank account is non-OCBC for Singapore office or non-Maybank for Malaysia office, salary credit date to employee bank account: 2nd business day of the value date
  - Value date for Jan 2018 salary is on 1st of Feb 2018. Thus, salary for Jan 2018 will be credited to your bank account on 1st Feb 2018 (for OCBC and Maybank account holder) or 2nd Feb 2018 (for non-OCBC and non-Maybank account holder)
  - If the value date is on Friday, OCBC and Maybank account holder will receive the salary on the 1st day of the value date (Friday) but non-OCBC and non-Maybank will only receive it on the next following business day (Monday).
  - If 1st of the month is on Saturday, value date of your salary will be on the next business day - 3rd of the month (Monday). Thus, salary will be credited to your bank account on 3rd - Monday (for OCBC and Maybank account holder) or 4th - Tuesday (for non-OCBC and non-Maybank account holder)
  - If 1st of the month is on Sunday, value date of your salary will be on the next business day - 2nd of the month (Monday). Thus, salary will be credited to your bank account on 2nd - Monday (for OCBC and Maybank account holder) or 3<sup>rd</sup> - Tuesday (for non-OCBC and non-Maybank account holder)
- Pay-slip is available to employees via the HR system or email
- According to tax regulations in respective country, the Company may be required to withhold all remuneration due to a non-local employee who has given notice to cease employment. The employee shall receive his/her last drawn salary upon tax clearance.

### 5.2. Salary Increment

- Salary increments and/or adjustments of employees shall be based on the employee's merit of performance and are normally carried out in March of each year, after completion of annual appraisal exercise
- Employee must be confirmed in their employment to be eligible
- Employee who has left the Company, dismissed, resigned to avoid dismissal, or is serving notice as of increment date will not be entitled
- All salary changes including promotion and adjustment shall be approved by the MD, BU Heads, and HR Department.
- Company reserves the right to finalize all salary adjustments

### 5.3. Bonus

- Bonus shall be distributed on discretionary basis, depending on the Company and BU's financial standing, and individual employees' performance, conduct and attendance.
- Employee must be confirmed in their employment to be eligible.
- An employee who has not completed 12 months of continuous service in any year shall be entitled to pro-rated bonus, where applicable
- Employees who have left the Company, dismissed, resigned to avoid dismissal, or is serving notice as of payout date will not be entitled.
- Bonus for the financial year (1st March to 28/29th February) is computed based on an employee's basic salary at 28/29th February and it is normally payable together with March's salary of each year through the employee's bank account.
- The Company may at any time withdraw or modify the bonus scheme.
- It is expressly agreed that the fact that employees may have received a bonus at any time does not give rise to any expectation or entitlement to receive any bonus in the future, or as to the size of any future bonus.

## 6. Termination of Employment

### 6.1. Notice Period

- Termination of employment by either the Company or the employee must be effected in email or writing.

- During the probationary period, either party may for any reason whatsoever terminate the employment by giving the other notice required as stated in the letter of employment in writing/email or Compensation in lieu of the notice.
- Upon confirmation of employment, either party may for any reason whatsoever terminate the employment by giving the other party the notice required as stated in the letter of employment in writing/email or Compensation in lieu of the notice.
- Compensation in lieu of notice is money equivalent to the salary that you would have earned during the required notice period.
- An employee is NOT allowed to use any accumulated annual leave or any other category of leave (E.g. NS leave, sick leave, maternity leave) to offset the required notice period as stipulated in the contract of service. However, Management may at its sole discretion approve such leave to offset the notice period provided the handing and taking over of duties have been conducted satisfactorily.
- In the case of dismissal on the ground of misconduct inconsistent with any express or implied condition of the contract of service, no notice or salary in lieu of notice is required.
- Refer to Clause 3.1.4 for settlement of leave upon termination of employment.
- After the termination of employment, the employee is not permitted to become an employee of the Company's current and past customers. This restriction is enforced for a period of six (6) months following resignation or termination of service.

## 6.2. Misconduct

- The Company reserves the right to terminate an employee with immediate effect on the grounds of gross misconduct or behaviour which undermines the integrity and professionalism of iZeno.
- Employee who shall be dismissed by the Company without notice and salary in-lieu of notice will not be paid.
- Termination or Dismissal can be initiated by the BU Heads and/or HR Department.

## 7. Disciplinary

- The following list of unacceptable deviations shall warrant disciplinary action. The list is not intended to be exhaustive or to imply that there are no other cases of unacceptable behaviour, conduct, or work performance, which can warrant disciplinary action and may lead negative outcomes such as termination/dismissal, demotion, detracting of benefits.
- The company may issue verbal or written warning depending on the severity of each case.
- All warnings will be recorded and shall be considered as part of the assessment for performance appraisal, which will affect their performance bonus

### Examples of Misconduct

- Poor attendance, including absenteeism
- Intentionally give false or misleading information when applying for employment.
- Release any information or publication or offer any comments relating to the affairs of our Group to the press or other public media without the specific authority of the Management.
- Display acts of insubordination, rudeness, disrespect, threatening and defamation towards colleagues, superiors or customers.
- Make false, vicious or malicious statements about another employee of the Company or about the Group.
- Fight or attempt bodily injury to another person or engage in disorderly conduct on the Company's premises.
- Gamble in any form on the Company's premises.

### Examples of Job Non-Compliance

- Consistently fail to perform the job satisfactorily.
- Fail to perform up to standards, resulting in customers' dissatisfaction (E.g., received complaints)
- Fail to devote the whole of his/her time, attention and abilities exclusively to the business of the Company during working hours or engage in any other employment or business without the prior written consent of the Company.

### Examples of Situation that Warrants Immediate Dismissal

- Engaging in any outside activities, businesses or employment, that is in competition with the Company's business, whether directly or indirectly without the prior written consent of the Company.
- Intentionally violate Confidentiality and Data Protection obligations, and other policies E.g. security policy
- Fighting
- Theft of company properties
- Bribery

### Process

1. Employee who has any misconduct or any unacceptable behavior, shall be raised to HR Department
2. Employee who is involved in misconduct may be placed on suspension while pending investigation
3. After all investigations conducted, HR will propose to Management on actions to be taken against the employee
4. HR and Managers/BU Heads involved, will inform the employee on the outcome

## 8. Non-Competition

- Employee shall not at any time during the continuance of or within twelve (12) months from the date of the termination of employment or the expiry of employment contract, directly or indirectly, entice or divert away any of the existing or potential clients or business contracts or employees of the Company.

## 9. Retirement

- The retirement age of an employee shall be in accordance with the regulations in the respective country, which may be subject to changes from time to time.
- An employee may be re-employed in service after retirement. Terms of employment may be changed, and subject to mutual agreement between the Company and the employee, provided such employee has been certified medically fit for continued service.

## 10. IT and Computer Use

- It is the responsibility of employees to comply with the **IT and Computer Use Policy** at all times.
- Any wilful and/or negligent act on the part of the employee in breach of the Rules and Regulations may be the subject of disciplinary action.
- The policy may be updated from time to time to take account of changes in technology, Company practice and/or to ensure compliance with any legislative changes
- Please refer to [Policy - IT and Computer Use](#)

## 11. Data Protection Privacy Notice for Employees

This notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share information about you during your employment iZeno Group and after it ends ("employment" here includes internships, consulting and other similar arrangements). We are required to notify you of this information under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

### 11.1 Who collects the information

iZeno Group trading as iZeno Pte Ltd, iZeno Sdn Bhd, PT iZeno Teknologi Indonesia, iZeno Inc ('Company') is a 'data controller' and gathers and uses certain information about you.

### 11.2 Data protection principles

We will comply with the data protection legislation when gathering and using personal information, as set out in our Data Privacy Policy.

### 11.3 About the information we collect and hold

#### 11.3.1 What information

We may collect the following information during your employment:

- Your name, contact details (i.e. address, home and mobile phone numbers, email address), proof of address (where required) and emergency contacts (i.e. name, relationship and home and mobile phone numbers);
- Information collected during the recruitment process that we retain during your employment;
- Employment contract information;
- Details of salary and benefits, bank/building society, National Insurance and tax information, your age;
- Details of your spouse/partner and any dependants;
- Your nationality and immigration status and information from related documents, such as your passport or other identification and immigration information;
- A copy of your driving licence;
- Details of your pension arrangements, and all information included in these and necessary to implement and administer them;
- Information in your sickness and absence records (including sensitive personal information regarding your physical and/or mental health);
- Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs;
- Criminal records information, including the results of Disclosure and Barring Service (DBS) checks, where these have been obtained as part of employee background checks;
- Your trade union membership;
- Information on grievances raised by or involving you;
- Information on conduct and/or other disciplinary issues involving you;
- Details of your appraisals and performance reviews;
- Details of your performance management/improvement plans (if any);
- Details of your time and attendance records;
- Information in applications you make for other positions within our organisation;
- Information about your use of our IT, communication and other systems, and other monitoring information;
- Your image, in photographic and video form;
- Details of your use of business-related social media, such as LinkedIn;
- Your use of public social media (only in very limited circumstances, to check specific risks for specific functions within our organisation; you will be notified separately if this is to occur); and
- Details in references about you that we give to others.

Certain of the categories above may not apply to you if you are a consultant, apprentice, agency worker, independent contractor, freelancer, volunteer or intern.

#### 11.3.2 How we collect the information

We may collect this information from you, your personnel records, central or local government sources, pension administrators, your doctors, medical and occupational health professionals we engage, our insurance benefit administrators, your trade union, other employees, consultants and other professionals we may engage, to advise us generally and/or in relation to any grievance, conduct appraisal or performance review procedure. We may also collect information through the HR system (SmarTHRMS, Kakitangan, HR Easily), SAP (our performance management system), Tempo, automated monitoring of our websites and other technical systems, such as our computer networks and connections, CCTV and access control systems, communications systems, remote access systems, email and instant messaging systems, intranet and Internet facilities, telephones, voicemail, mobile phone records, mobile device management systems, and any other relevant systems or applications used by the Company from time to time.

#### 11.3.3 Why we collect the information and how we use it

We will typically collect and use this information for the following purposes (other purposes that may also apply are explained in our Data Privacy Policy):

- for the performance of a contract with you, or to take steps to enter into a contract;
- for compliance with a legal obligation (e.g. our obligations to you as your employer under employment protection and health safety legislation, and under statutory codes of practice);



- for the purposes of our legitimate interests or those of a third party (such as a benefits provider), but only if these are not overridden by your interests, rights or freedoms;
- because it is necessary for carrying out obligations or exercising rights in employment law. and
- for reasons of substantial public interest (only in the rarest of circumstances).

Further information on the monitoring we undertake in the workplace and how we do this is available in our Data Privacy Policy and other related documents, available from the staff intranet and the HR team.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any material changes to information we collect or to the purposes for which we collect and process it.

We do not envisage that any decisions will be taken about you using automated means, however we will notify you in writing if this position changes.

#### 11.3.4 How we may share the information

We may also need to share some of the above categories of personal information with other parties, such as external contractors and our professional advisers and with potential purchasers of some or all of our business or on a re-structuring. We may also share personal information with HR departments of other companies that seek references for you after you have left iZeno's employment. Usually, information will be anonymised, but this may not always be possible. The recipient of the information will be bound by confidentiality obligations and required to take appropriate security measures. They will only be allowed to process your personal data in accordance with our instructions and in compliance with data protection legislation.

We may also be required to share some personal information with our regulators or as required to comply with the law.

#### 11.4 Where information may be held

Information may be held at our offices and those of our group companies, and third-party agencies, service providers, representatives and agents as described above. Information may be transferred internationally to other countries around the world, including countries that do not have data protection laws equivalent to those in the Singapore. We have security measures in place to seek to ensure that there is appropriate security for information we hold including those measures detailed in our Data Privacy Policy.

#### 11.5 How long we keep your information

We keep your information during and after your employment for no longer than is necessary for the purposes for which the personal information is processed. In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you. Once you are no longer in the employment of the company we will retain and securely destroy your personal information in accordance with our data retention policy and/or any applicable laws and regulations.

#### 11.6 Your right to object to us processing your information

Where our processing of your information is based solely on our legitimate interests (or those of a third party), you have the right to object to that processing if you give us specific reasons why you are objecting, which are based on your particular situation. If you object, we can no longer process your information unless we can demonstrate legitimate grounds for the processing, which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

Please contact the HR team, by email at [yittek.lee@izeno.com](mailto:yittek.lee@izeno.com), or [kaiyin.chua@izeno.com](mailto:kaiyin.chua@izeno.com), if you wish to object in this way.

#### 11.7 Your rights to correct and access your information and to ask for it to be erased

Please contact the HR team by email at [yittek.lee@izeno.com](mailto:yittek.lee@izeno.com) or [kaiyin.chua@izeno.com](mailto:kaiyin.chua@izeno.com) if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask the HR team for information we hold and process to be erased (the 'right to be forgotten') where there is no good reason for us to continue to process it.

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us. You are able to update your personal information on Cascade directly.

#### 11.8 Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who need to access it for the purposes stated above. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

#### 11.9 How to complain

We hope that our iZeno Group data protection team who can be contacted by email at [yittek.lee@izeno.com](mailto:yittek.lee@izeno.com) or [kaiyin.chua@izeno.com](mailto:kaiyin.chua@izeno.com) can resolve any query or concern you raise about our use of your information. If not, you can contact the Personal Data Protection Commission at <https://www.pdpc.gov.sg/Contact-Us> or telephone: +65 6377 3131 for further information about your rights and how to make a formal complaint.

Updates:

- 19 Dec 18: Public Holidays: For employees employed in Indonesia, Annual Leave will be deducted for all Cuti Bersama leave.
- 17 Mar 21: Addition of Data Protection Privacy Notice for Employees
- 13 Jan 22: Update FY

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Do not amend or change any part of the document. For any doubts or queries, kindly contact the Company Headquarters for clarifications.

In the event of a conflict between this Employee Handbook and respective countries' employment regulations, the terms of the regulations will govern.

Confidential Document.

External circulation or disclosure is strictly forbidden.