



EMPLOYEE HANDBOOK

(19th Edition – 2023)

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INTRODUCTION

Welcome to **Strateq**.

If you are reading this **Employee Handbook** that means you have made the decision to be part of the **Strateq** family.

This **Employee Handbook** is specially prepared for your benefit as an employee of the Company.

The aim of this **Employee Handbook** is to provide you with the knowledge and guidance of the Company's vision, mission, values and its policies as well as your terms & conditions of employment and most importantly your career development and benefits entitlement.

In other words, this **Employee Handbook** helps you to have a better picture of what you can generally expect from the Company and what is expected of you.

As such, it is important that you spend some time to familiarise yourself with the contents of this **Employee Handbook** in order to understand your roles and responsibilities; and by the same token, get to know your entitlements that the Company provides towards ensuring your welfare and employment security as you develop and grow with the Company.

Once again, welcome to the **Strateq** family and we look forward to your valuable contributions to the Company.



MESSAGE FROM THE GROUP MANAGING DIRECTOR

The **Strateq** family welcomes you into its embrace. As such, it imparts you the privileges and responsibilities that each and every one of us shares.

We are bonded by a firm belief that human resources are our greatest asset and strength. It is this belief that has ensured **Strateq's** growth from strength to strength. A precious resource, indeed, our people are the ones who fuel the pursuit of greater success.

Our strength lies not in the number of our workforce but rather, in its quality. We value and seek your loyalty, commitment and productivity and the resultant growth of **Strateq** will itself bear testimony to your contribution.

In return, **Strateq** assures you that your efforts will be rightfully recognised and justly rewarded.

In line with this, I draw your attention to this **Employee Handbook**. Its contents will help you to smoothly and effectively join the team of hundreds who work towards the common good of all who belong to **Strateq**.

I look forward to leading you in the days ahead as we work together towards achieving excellence.

Thank you.

Datuk Tan Seng Kit
Group Managing Director



OUR DNA

Strateq is a global technology enabler providing innovative customer-centric solutions and services.

OUR VISION

Building our business through creating mutual success with our customers and partners.

OUR MISSION

We provide strategic technology, customer-centric solutions and services that will create value to our customers.

We will continuously innovate, commit to operational excellence and consistently deliver value to our customers.

We will continue to focus on the growth and development of our people to lead our company forward.



OUR VALUES

Resourceful & Flexible

We are resourceful and flexible in delivering customer-centric solutions to our customers.

Teamwork & Diversity

All of our people are key to the success of our company.
We are respectful and caring in our interactions.
We embrace diversity of cultures and perspectives.

Responsible

We take responsibility in shaping our future.
We have a duty to care for our people and community.
We strive to impart our knowledge and learning and serve with humility.

Customer Obsession

We work vigorously to earn and keep customer trust.

Ownership

We never say "that's not my job."
We embrace challenges and strive to deliver optimum results.

Innovation

We expect and require innovation from our people and always aim to deliver the best for our customers.
We are externally aware and open to new ideas from everywhere.

Insist on Highest Standards

Our people continuously strive to deliver the best quality products, services and processes.
We think long term and will not sacrifice long-term results for short-term gain.

APPLICATION

- This **Employee Handbook** applies to all **Strateq's** employees stationed in Malaysia.
- However, some of the terms & conditions and benefits stated in this **Employee Handbook** may not apply to all the employees. If you have any doubts/enquiries, please refer to your Reporting Officer (RO) or the Human Resource (HR) Department.

INTERPRETATION

- All companies, subsidiaries and associate companies under the **Strateq Group** shall be collectively known as the **Company** throughout this **Employee Handbook**.
- The terms **Company** and **Management** are interchangeable where applicable throughout this **Employee Handbook**.
- The term Top Management refers to the Group Managing Director and Group Executive Directors respectively.
- The term Senior Management refers to Business Unit Head.
- The terms "employees" or "staff" as used throughout this **Employee Handbook** refers to the employees of **Strateq**.
- Where the context so admits, words imparting any singular number shall include the plural number and vice-versa.

1. GENERAL TERMS & CONDITIONS

1.1 Letter of Employment

- You shall be employed under a formal **Letter of Employment** issued by the HR Department.
- The term **Letter of Employment** refers to both permanent employment and fixed term contract employment throughout this **Employee Handbook**.
- Your acceptance of the **Letter of Employment** means you have entered into a contract of employment with the Company. As such, you shall abide by the terms and conditions stated in your **Letter of Employment** (which includes the **Employee Secrecy Agreement, Employee Privacy Policy, Employee Consent & Letter of Indemnity**) and the **Employee Handbook**.
- If you are a sales-based employee, you shall abide by the terms and conditions stated in the **Commission Scheme Letter**.
- In the course of your employment with the Company, you shall also abide by the terms and conditions stated in any agreements or contracts that you may sign with the Company.

1.2 Job Grade

- The Company utilises a Job Grading Structure to assign employees a **Job Grade** based on their respective designation and job function.
- Currently, the Company has 7 levels of **Job Grade** (Grade 3 – 9) with grade 9 being the most senior position.
- Your benefit entitlements shall commensurate with the **Job Grade** you are in.

1.3 Personal Particulars

- It is essential that the Company has accurate and up-to-date information about yourself for administrative purposes.
- You are to furnish up-to-date **personal particulars** and present photocopies of your identity card, original academic and other relevant certificates, Income Tax, EPF and SOSCO respective numbers, Maybank account number and passport sized photograph to the HR Department for record purpose.
- During your employment with the Company, you are required to notify the HR Department of any changes in your **personal particulars** such as the followings:
 - a) marital status and particulars of spouse
 - b) residential address and telephone/hand-phone
 - c) birth or death in immediate family
 - d) acquisition of new academic qualifications
 - e) status for non-citizens
- Relevant documents should be furnished where applicable in order to support the said changes.

1.4 Personal Declarations

- You must declare your fitness for employment and to disclose any illness, medical or physical disability, which you have suffered or are suffering now, which could affect your fitness for employment. Similarly, you must also declare any criminal or bankruptcy record you may have.
- Should it be later discovered that you have misrepresented or failed to disclose any facts regarding your illness, medical or physical disability or criminal or bankruptcy matters, this shall be deemed sufficient cause for the Company to terminate your service of employment without notice and the Company shall not be held liable for any claims whatsoever.

1.5 Medical Examination

- The Company reserves the right to request you to undergo **medical examination** anytime during your service of employment to ensure your fitness for employment at all times.
- The Company shall undertake to bear the expenses arising out of such examination.
- The Company reserves the right at all times to terminate your service of employment without notice if you are found to be medically unfit to work.

1.6 Probation Period

- As a new employee, you shall undergo a **probation period** of six (6) months, during which the Company will evaluate your performance and suitability for the job.
- At the end of the **probation period**, your Reporting Officer (immediate superior) will make a decision whether you will be confirmed in your employment.
- Your Reporting Officer may confirm you earlier before the six (6) months period ends if your job performance exceeds expectation, however, you still must complete a minimum of three (3) months probation before you can be confirmed in your employment.
- If your performance is found not up to the standard required by the Company, the Company reserves the right to extend your **probation period** or terminate your service of employment.
- If your **probation period** is been extended, your Reporting Officer will evaluate your performance again at the end of the extended period in order to decide on your employment status.

1.7 Confirmation

- If you have been **confirmed** in your employment, you will be notified in writing by the HR Department.

1.8 Redesignation

- Depending on the Company's operations, you are liable to be **redesignated** to a more appropriate designation in order to be in line with your job scope/responsibilities without any loss of service or seniority or reduction in remuneration and benefits subject to the Company's policies and regulations.

1.9 Reassignment

- Depending on the Company's operations, you are liable to be **reassigned** to different job scope/responsibilities without any loss of service or seniority or reduction in remuneration and benefits subject to the Company's policies.

1.10 Transfer/Secondment

- At the discretion of the Company, you are liable to be **transferred/seconded** to any divisions/departments/branches/facilities of the Company and/or subsidiaries/associate companies within the **Strateq Group** and/or client/project sites located in any part of the world without any loss of service or seniority or reduction in remuneration and benefits subject to the Company's policies.

1.11 Termination Notice

- During the probation period or any extended period thereof, either party may **terminate** the service of employment by giving to the other party one (1) month's notice in writing or payment of a sum equivalent to one (1) month's salary in lieu of notice or as stipulated in the terms and conditions of your Letter of Employment.
- After confirmation, either party may **terminate** the service of employment by giving to the other party two (2) months' notice in writing or payment of a sum equivalent to two (2) months' salary in lieu of notice or as stipulated in the terms and conditions of your Letter of Employment.
- Notwithstanding the conditions mentioned above, the Company reserves the right at all times to **terminate** your service of employment without notice if you are found guilty of misdemeanour, misconduct, negligence or breach of any of the terms and conditions stated in your Letter of Employment and the Employee Handbook.

1.12 Resignation

- When you have intention to resign, you must serve the Company a written notice in advance or payment of a sum equivalent to the notice period's salary in lieu of notice as per the terms and conditions of your Letter of Employment.
- During the notice of **resignation** period, you must do the followings:
 - a) A proper handover of all your current and future task/assignment and the relevant documents/items to your Reporting Officer.
 - b) Return all Company's property/equipment issued to you to your Reporting Officer and the relevant personnel before you leave the Company.
- The Company reserves the right not to offset your leave balance during the notice of **resignation** period in order for you to complete your work and do a proper handover.

- The Company reserves the right to withhold your pay in order to pay for any damages/loss of Company's property/equipment caused by you or any monies owing the Company.
- Although it is your right as an employee to resign, you are strongly advised to discuss this matter over with your Reporting Officer. Sometimes such discussion could be helpful in solving the issue surrounding your intention to resign.

1.13 Undertaking

- Upon your resignation/termination of employment with the Company, you shall not enter into service/business with any companies with whom you have performed work or provided services in the normal course of performing your official duties during the last two (2) years of your service with the Company

1.14 Retirement Age

- The **retirement age** shall be sixty (60) years old.
- In the absence of a birth certificate, the date of birth as shown in your identity card shall be deemed to be the date of birth for the purpose of determining the **retirement age**.
- Your service of employment shall automatically cease when you reach the **retirement age**.
- However, the Company has the option to offer re-employment to you on a yearly contract basis subject to (but not limited to) availability of position and satisfactory work performance.

1.15 Working Hours

- As **Strateq Group** consists of a few companies and in various locations, the **working hours** vary among employees. Employees in certain companies are required to work on shift and/or have rotating off/rest days in order to meet the Company's operation needs. Employees working at a client site or attached to the facility management or project site are expected to adhere to the **working hours** of the client.

- In general, the **working hours** are as follows:

Monday – Thursday	: 8.30 am – 6.00 pm
Friday	: 8.30 am – 5.30 pm
Lunch Break	: 12.00 pm – 1.00 pm
- Your actual **working hours** are stipulated in your Letter of Employment.
- The Company reserves the right to change your **working hours**, working days and work week depending on the Company's operational and business needs.
- If you need to leave the office during **working hours** other than your lunch break, you **MUST** get approval from your Reporting Officer.

1.16 Punctuality

- You are expected to be at work on time at your scheduled working hours.
- **Punctuality** should not be limited to just coming to work on time only. You should also be punctual when attending meetings, functions, meeting deadlines, or returning from lunch, etc.
- However, the Company recognises that there are times due to unavoidable circumstances; you are unable to come to work on time.
- If you are going to be late, you must inform your Reporting Officer within one-half (1/2) hour of your reporting time or earlier as required by your Reporting Officer.
- If your reason for being late is not acceptable by the Company, you are liable for disciplinary action.
- Continuously coming to work late will also result in disciplinary actions taken against you including dismissal.

1.17 Attendance

- You are expected to be present at work with consistency at your scheduled working days.



1.18 Absenteeism

- The Company recognizes that there are times due to unavoidable circumstances; you are unable to show up for work.
- If you are unable to come to work, you must inform your Reporting Officer within one-half (1/2) hour of your reporting time or earlier as required by your Reporting Officer.
- If your reason for not showing up for work is not acceptable by the Company, you are considered **absent** from work and disciplinary actions will be taken against you including termination.
- If your reason for not showing up for work is acceptable by the Company, you will need to apply for leave for the day(s) you were away from work.
- For all intended purposes, the Company's definition of **absent** is as follows:

You shall be considered **absent** from work if:

- a) you fail to notify your Reporting Officer at all for not showing up for work or within forty eight (48) hours of the commencement of your medical leave.
 - b) your reason for not showing up for work is not acceptable by the Company.
- Your pay for the day(s) you were **absent** shall be deducted accordingly.
 - You cannot apply for annual leave to cover your **absence(s)**.

1.19 Outside Employment

- You shall devote the whole of your working time, knowledge, skills and attention to the performance of your duties with the Company.
- You shall not at anytime take up **outside employment** or engage in any business or private practice without the prior written approval of the Company.
- If approval is obtained, you shall not conduct such practices during your official working hours or on the Company's premises or use Company's equipment such as fax machine, photocopy machine, telephone, computer, printer, etc for such purposes.
- In addition, you shall not in any way:
 - a) Interfere or disrupt official duties, whether yours or that of other employees.
 - b) Act in conflict of interest of the Company.
 - c) Create a negative image of the Company.
 - d) Offend the sensitivities of the employees.

1.20 Dress Code

- In general, the Company dress code is casual. However, you are required to maintain a degree of appropriateness in your personal appearance and dressing at all times when attending official business functions or visiting customers.

1.21 Company's Property/Equipment

- In the course of your work you may be issued Company's property /equipment such as keys, handphone, laptop, etc.
- You are required to return these items in good condition to the Company when requested to do so or upon your resignation/termination.

- If the Company requires you to wear/use safety equipments when performing your job, those items will be provided to you. However, if the said items are not provided to you, you may purchase the items on your own and claim the amount on the receipt up to a maximum limit as stated in **APPENDIX A**.
- The Company reserves the right to demand you to pay for any repairs/damages/loss of Company's property/equipment caused by you.

1.22 Hand Phone Allowance

- If you are required to use hand phone for work purpose, you will be eligible for a monthly **Hand Phone Allowance** as follows:
 - a) RM85.00 if you are required to use hand phone with data plan for work.
 - b) RM10.00 if you are required to use hand phone without data plan for work.
- With this allowance, you are no longer able to claim for your official business calls, data plan usage and hand phone subsidy like in previous arrangement.
- The Company reserves the right at all times to revise the said allowance in order to suit its operational requirements and/or withdraw the said allowance when you are no longer eligible for it.

2. CAREER ADVANCEMENT

- Apart from ensuring that you are recognised and rewarded accordingly for your dedication, contribution and achievement for the Company, the Company also strives hard to ensure you have the opportunity to advance in the Company.
- The Company views career development and planning essential in order to provide you the opportunity to grow and advance in your career. This will also include the availability of training that will enhance your knowledge and skills in your job.
- You are encouraged to discuss your career objective with your Reporting Officer. Likewise, if you are a Reporting Officer, you should discuss with your subordinate regarding his/her career objective and training & development plans.

2.1 Performance Appraisal

- Apart from your first **performance appraisal** after the probation period, you will have a minimum of one (1) **performance appraisal** per year conducted by your Reporting Officer.
- The purpose of the **performance appraisal** is to highlight to you your overall job performance, strengths & weaknesses and areas for improvement.
- The purpose of the appraisal is also to assist the Company in deciding your salary increment, bonus, promotion as well as any training that you may require for your improvement and development.
- The **performance appraisal** will be based on but not limited to the following main criteria:
 - a) Job knowledge
 - b) Work performance
 - c) Work attitude
 - d) Leadership skills

- e) Management skills
- f) Teamwork
- g) Achievement and contribution to the Company
- h) Sales quota (applicable to sales based employees)

2.2 Special Review

- In addition to the normal performance appraisal, **special review** can be carried out at the end of every quarterly period for those employees who have excelled in their performance or have taken the “extra mile” in carrying out their work.
- The purpose of the **special review** is to recognise and reward the above-mentioned employees through salary increment or promotion.
- Only confirmed employees are eligible for the **special review**.

2.3 Promotion

- The Company practises **promotion** from within and encourages employees to excel and aim for higher responsibilities.
- If you have proven yourself to the Company and are ready to assume more responsibilities and meet new challenges, you will be a likely candidate for **promotion**.
- **Promotion** from within shall be based on but not limited to the following main criteria:
 - a) Qualifications
 - b) Job knowledge
 - c) Work performance
 - d) Work attitude
 - e) Leadership skills

- f) Management skills
- e) Commitment
- f) Length of service
- Upon **promotion**, your salary and benefits shall be adjusted accordingly to commensurate with your new designation and job grade.

2.4 Training & Career Development

- **Training & career development** are integral parts of your growth in the Company and it is the responsibility of both you and your Reporting Officer.
- You are encouraged to discuss with your Reporting Officer any trainings you feel will help you to develop & grow in the Company. Likewise, if you are a Reporting Officer, you need to assess your subordinate's training needs for job improvement and career development.
- Training/certifications needs of employees shall be identified through proper training needs analysis, performance management process and subject to the approval from the respective Business Unit Head.
- If you are selected for training and you did not show up for the said training without reasonable cause, you will be subjected to disciplinary actions.
- If you failed an examination on your 1st attempt and you are required to take the said examination again, any examination fee incurred for the 2nd attempt shall be paid by you first and will be reimbursed back to you if you passed the said examination.

3. COMPENSATIONS & BENEFITS

- The Company strongly believes that people are the most valuable asset in the organisation and is committed to foster a culture that exhibits this value.
- As such, the Company works hard to ensure that all the employees are taken care off and great work is recognised and rewarded. The Company's philosophy on **compensations & benefits** is that when excellent performance is acknowledged and rewarded, employees are more motivated to work and have a sense of belonging in the Company.
- In return, the employees will feel proud and happy coming to work and look forward to contribute, learn, grow and build a career in the Company.

3.1 Remuneration Policy

- The Company aims to maintain its competitive remuneration package by taking into consideration changing market conditions and prevailing market wage rates.

3.2 Salary Scheme

- There are 2 basic **salary schemes** as follows:

<u>Salary Scheme</u>	<u>Description</u>
Non-sales employee	Basic salary plus one (1) month contractual bonus.
Sales-based employee	Basic salary plus commission earned from sales.

3.3 Salary Payment

- Your **salary** shall be paid to you once a month through your Maybank account.
- If you do not have a Maybank account, the Company will issue you a letter to open an account with Maybank.
- The Company reserves the right to deduct or withhold your salary if you have monies owing the Company.
- If you join the Company after the 15th of the month, you shall be paid the pro-rated salary in the following month.

3.4 Contractual Bonus

- You shall be entitled to a **contractual bonus** provided that:
 - a) you have commenced service on or before 1st December of that calendar year,
 - and
 - b) you are still in service at the end of that calendar year.
- The **contractual bonus** shall be equivalent to one (1) month of your last drawn salary for every twelve (12) complete months of service or pro-rated according to the number of complete months you have served in that particular year.
- If you commence service after 1st December of that year, you shall NOT be entitled to any **contractual bonus** for that year.
- If you are a sales-based employee, you are NOT entitled to **contractual bonus**.

3.5 Discretionary Bonus

- It is strictly the sole discretion of the Company to declare **discretionary bonus** payment at the end of the calendar year subject to the Company's profit standing and other relevant factors.
- You shall only be eligible for **discretionary bonus** if you have been confirmed in your employment and you are still in service with the Company as on the date of bonus payment.
- If you have not completed one (1) full year of continued service, your **discretionary bonus** shall be paid on a pro-rated basis.
- If you are a sales-based employee or you are entitled to incentives, then you are not entitled to **discretionary bonus**.

3.6 Commission Scheme

- The **Commission Scheme** is applicable to sales-based employees only.
- If you are a sales-based employee, you shall be entitled to commission claim on sales secured by you and such claim shall be based on the sales claim policy, of which may change from time to time to suit the Company's business operations requirement.
- Relevant details regarding the commission are stated in the **Commission Scheme** Letter that will be issued to you on a yearly basis.

3.7 Statutory Contributions/Payments

- The Company shall make **statutory contributions/payments** on your behalf in accordance to the respective Statutory Acts.

a) Income Tax

If your income falls within the taxable bracket, the Company shall deduct the relevant amount from your pay in accordance to the current **Income Tax Act 1967**.

b) Employees' Provident Fund (EPF)

The purpose of the **EPF** scheme is to provide for a pension during retirement. The Company shall contribute to **EPF** in accordance to the current **EPF Act 1991**.

c) Social Security Organisation (SOCSO)

SOC SO provides certain benefits to contributors in case of invalidity and employment injury. The Company shall contribute to **SOC SO** in accordance to the current **Social Security Act 1969**.

3.8 Salary Increment

- **Salary increment** is subject (but not limited) to your overall performance, achievement and contribution to the Company.
- **Salary increment** is at the sole discretion of the Company.
- You shall **ONLY** be eligible for **salary increment** if you have been confirmed in your employment.

3.9 Special Salary Increment

- If you have been given a **special review** that is carried out for those employees who have excelled in their performance or have taken the “extra mile” in carrying out their work, you may be considered for **special salary increment**.
- You shall only be eligible for **special salary increment** if you have been confirmed in your employment.

3.10 Claim Submission

- The Company makes every effort to ensure your claim is paid in a timely manner together with your monthly salary payment. However, in order to achieve this, you must adhere to the deadlines mentioned below.
- You must submit the completed required claim forms with all the respective supporting documents such as receipts, etc to your Reporting Officer for verification no later than **25th of each month**.
- The deadline for claim submission to the HR Department is on the **5th of the following month**.
- Your claim will not be processed if your claim is submitted to the HR Department after the said deadline. Your said claim will only be processed in the next month.
- Please take note that claims that are older than three (3) months will not be processed, unless otherwise approved by the Business Unit Head.
- Please take note that falsifying claims is a serious misconduct and you will be subjected to disciplinary actions including dismissal.

3.11 Shift Allowance

- If you are a Service Desk staff and you work afternoon or night shift, you are entitled for **Shift Allowance** as follows:

<u>Afternoon Shift</u>	<u>Shift Allowance (RM)</u>
10.30am – 8.00pm	5.00
1.30pm – 11.00pm	10.00
3.00pm – 12.00 midnight	10.00

<u>Night Shift</u>	<u>Shift Allowance (RM)</u>
7.00pm – 7.00am	20.00
11.00pm – 8.30am	20.00

- You must complete a full shift in order to receive the said allowance.

3.12 Standby Allowance

- If you are assigned to be on standby to attend to customers, you are eligible for a weekly **Standby Allowance**.
- If you are designated as the Primary Line Standby Personnel for the week, you will be eligible for a **Standby Allowance** of RM200.00 per week.
- If you are designated as the Secondary Line Standby Personnel for the week, you will be eligible for a **Standby Allowance** of RM150.00 per week.
- If you failed to respond to the customers at anytime during the week you are on standby, you will not get the said allowance.
- Please take note that if you are claiming **Standby Allowance** you are not eligible to claim for **Hardship Allowance**.

3.13 Hardship Allowance

- **Hardship Allowance** is claimable only for work performed after the normal/required working hours that is approved by the Company and verified by the customers where applicable.
- **Hardship Allowance** is paid as follows:
 - a) RM17.00 per hour on Normal Day and 1st Off Day.
 - b) RM23.00 per hour on Public Holiday and 2nd Off Day.
- The first two (2) hours after your normal/required working hours will not be eligible for **Hardship Allowance**.
- Breakfast/lunch/dinner breaks should not be included in the calculation of the number of hours worked.
- If you work after your normal/required working hours on your own accord to complete your task, you shall not be entitled to claim any **Hardship Allowance**.
- Please take note that if your job grade is 6 and above, you are not eligible to claim for **Hardship Allowance**.
- Please take note that if you are claiming **Standby Allowance** you are not eligible to claim for **Hardship Allowance**.

3.14 Attendance Performance Reward (APR)

- You shall be entitled to an **Attendance Performance Reward (APR)** of RM200.00 per month if you fulfil the following requirements:
 - a) you work in Service Desk or Field Support,
and
 - b) you work on shift basis/standby.
- You shall not be entitled to any **APR** if you have one (1) emergency leave/unpaid leave/absence or two (2) medical leaves for that said month.

3.15 Mileage Claim

- If you travel in your own vehicle for Company's business, you are entitled to claim for **mileage** as follows:

<u>Type Of Vehicle</u>	<u>Claim Per KM</u>
Car	0.60 sen flat rate
Motorcycle	0.30 sen flat rate

- The **mileage claim** from office to destination will be strictly based on the **Mileage Guide** as shown in **APPENDIX B**
- You will not be paid for the mileage that is more than what is stated in the said guide.
- If you travel to more than one (1) destination from office, the first designation and last destination travelled will be based on the **Mileage Guide** respectively. All travels in between will be based on actual mileage.
- Please take note that the **mileage claim** is also subjected to the following criteria:
 - If you drive from your home to the destination and the distance from home to the destination is nearer than the distance from home to office, no **mileage claim** is allowed.
 - If you drive from your home to the destination and the distance from home to the destination is further than the distance from home to office, the difference in distance between the two will be the basis for your **mileage claim** calculation.
(You must indicate your home address in order for the Company to verify the distance.)
- For outstation assignment, the maximum claimable mileage from place of accommodation to customer's office/event's venue is 30km one way.

3.16 Toll Claim

- If you travel in your own vehicle for Company's business, you are entitled to claim for **toll** as per receipt.

3.17 Parking Claim

- If you travel in your own vehicle for Company's business, you are entitled to claim for **parking** as per receipt.

3.18 Public Transport Claim

- If you do not have your own vehicle and you need to travel for Company's business, you are entitled to claim for **public transport** as per receipt.
- **Public transport** may include taxi, bus, train or plane (for overseas business trip).
- When it is deemed necessary for you to travel by air, it must be economic fare.

3.19 Transportation Claim on Off Day/Public Holiday

- If you are instructed by the Company to work on your off day or public holiday, you are entitled to claim for the followings (where applicable) when you travel from home to your place of work and vice versa:
 - a) Mileage
 - b) Toll
 - c) Parking
 - d) Public transport

3.20 Transport Allowance

- If you are given a fixed monthly **transport allowance**, you can still claim for toll and parking but not mileage.
- However, if you are required by the Company to travel beyond 30km radius from the office you are based in, you can claim for the mileage for the difference from the 30km radius onwards.

3.21 Business Entertainment Claim

- Should you be required to entertain Company's clients and guests, **entertainment** expenses incurred shall be reimbursed to you upon proof of receipts.
- The Company reserves the right to decide what is to be approved as appropriate **entertainment claim**.

3.22 Accommodation Claim

- You shall be paid the cost of hotel or alternative accommodation when your work requires you to stay overnight at a place outside the city/town/state/country of your normal workplace and when such accommodation is not been provided by the Company.
- You shall be paid the **accommodation claim** based on the amount on the receipt up to the limit as shown in **APPENDIX C**.
- If you have valid reason to go beyond the limit shown in **APPENDIX C**, you must get prior approval from the Head of Business Unit.
- All accommodation must be twin sharing.
- If you failed to produce a receipt for the accommodation claim, you may claim for **accommodation allowance** as shown in **APPENDIX D**.
- You will not be able to claim for accommodation if you choose to stay in a hotel of your choice or with friends/relatives when accommodation is already been provided by the Company.

3.23 Subsistence Allowance

- If you are required to travel outstation/overseas for Company's business, you are entitled for a daily **Subsistence Allowance** as follows:

<u>Country</u>	<u>Subsistence Allowance (RM)</u>	<u>SA/Meal (RM)</u>
West Malaysia	54.00	18.00
East Malaysia	60.00	20.00
Thailand, Philippines, Indo-China	150.00	NA
China, India, Korea, Japan, Taiwan	200.00	NA
Hong Kong, Singapore, Australia, New Zealand	220.00	NA
USA, Europe	250.00	NA
Other Countries	200.00	NA

- For travel within east and west Malaysia, the below shall apply:
 - If you travel in the morning, you can claim for breakfast if you start your journey two (2) or more hours before the beginning of your normal/required working hours. (You must have official proof such as toll/taxi/air ticket receipt, etc to verify your travel time)
 - You can claim for dinner if you arrive home two (2) or more hours after the end of your normal/required working hours. (You must have official proof such as toll/taxi/air ticket receipt, etc to verify your travel time)



- You may still claim for **Subsistence Allowance** under the followings:
 - a) When meals are catered/provided during the trip.
 - b) When you entertain a client with breakfast, lunch or dinner and claim for reimbursement as entertainment expenses.
 - c) When you are being entertained whereby you do not have to pay for the meals.
- The **Subsistence Allowance** includes laundry expenses. As such, you may not claim for laundry expenses separately.
- If you travel during winter season, you may claim up to RM1,000.00 as per receipt for winter clothings. You are allowed to claim for this again (if required) after a duration of three (3) years.

3.24 Relocation Benefit

- If you are instructed by the Company to relocate to another state or country, the Company shall pay for the followings:
 - a) Full shifting cost.
 - b) Any rental penalty that you may have to bear for moving out of your current place (if applicable).
 - c) Two (2) months of your housing rental at the new location (if applicable).
 - d) A one time off additional half (1/2) month salary based on your current salary before relocation.
- Please take note that the Company will not pay for any of the above-mentioned if the relocation is requested by you.

3.25 Clinic Medical Benefit

- Your **clinic medical benefit** covers medical consultation and treatment for minor ailments such as cough, flu and fever, etc.
- All medical expenses for the above-mentioned ailments will be fully borne by the Company except but not limited to the followings:
 - a) All optical and other appliances such as spectacles, contact lenses, ankle weights, etc.
 - b) Any expenses for treatment of chronic illnesses such as cancer, etc.
 - c) Any expenses for treatment of all types of diseases.
 - d) Any expenses for long term treatment and medication such as hypertension, diabetes, etc.
 - e) Any expenses for preventive treatment such as. regular anti-hepatitis inoculations, etc.
 - f) Any expenses for treatment of drug additions and alcoholism.
 - g) Any expenses for treatment of mental illness, suicide, self inflicted injuries and self caused sickness.
 - h) Any expenses for treatment for infertility, birth control, abortion, treatment due to pregnancy which includes but not limited to childbirth, miscarriage, confinement or any complications resulting from pregnancy.
 - i) Any expenses for treatment for illness or disablement caused by unlawful acts, exposure to any unjustifiable hazards, breach of peace and disorderly behaviour.
 - j) Any expenses arising from misconduct or negligence on your part or your refusal to undergo treatment as prescribed by the Company Doctor.
 - k) All periodical and follow up check ups, consultations and treatments.

- The Company shall not be liable for expenses incurred for any pre-existing medical conditions/treatments. Hence, you may have to sign a disclaimer for any pre-existing medical conditions/treatments.
- The **clinic medical benefit** is confined to you only and not to your immediate family members.
- You must go to the Company approved **panel clinics** to seek medical consultation or treatment. Please remember to bring along your employee Access Card as prove of identification.
- The Company approved **panel clinics** are listed in the Human Resource Department SharePoint under Clinic Visitation.
- There will be situations where it might not be possible for you to seek medical consultation and treatment from panel clinics. Reimbursement of medical fee as per receipt amount will only be approved based on the following conditions:
 - a) An emergency or accident case where there aren't any panel clinics nearby.
 - b) You require medical attention and panel clinics nearby are not opened or you are outstation where there is no panel clinic appointed.
- Medical expenses from the followings are not claimable:
 - a) Traditional medical establishments (Chinese physician, sinseh, acupuncturist, bomoh, dukun or the like).
 - b) Medical establishments (clinic, hospital or the like) outside of Malaysia.
- Please take note that due to the nature and complexity of medical cases, the Company reserves the right to disapprove any medical claims accordingly.

3.26 Specialist Medical Benefit

- You must first go to the Company approved panel clinics to seek medical consultation or treatment.
- The Company panel doctor will determine whether your medical condition requires the attention of a medical specialist.
- The Company has no intention to infringe the right of the employees in getting referral to see a specialist. However, the Company reserves the rights to determine if the said referral falls within the scope of medical benefit coverage as stated in the **Clinic Medical Benefit** Section in its decision to approve **specialist medical** claims.
- Currently, the Company maintains credit facilities with the following private hospitals (panel hospitals) located in the Klang Valley:
 - a) Assunta Hospital, Petaling Jaya
 - b) Pantai Hospital Kuala Lumpur, Bangsar
 - c) Subang Jaya Medical Centre, Subang Jaya
 - d) Sunway Medical Centre, Sunway
- This arrangement enables the Company to pay the employees medical expenses directly to the above-mentioned panel hospitals.
- If you have been referred to a specialist that is a non panel hospital, you will have to pay the medical expenses first and claim for reimbursement.
- The Company shall not bear any cost for follow up check ups, consultations and treatments by specialist.
- Please take note that due to the nature and complexity of medical cases, the Company reserves the right to disapprove any medical claims accordingly.

3.27 Medical Expenses Entitlement

- Your **medical expenses entitlement** is based on the job grade you are in as stated below:

Job Grade Medical Expenses Entitlement Per Year (RM)

8 - 9	600.00
6 – 7	500.00
4 – 5	400.00
3	300.00

- The **medical expenses entitlement** stated above include all approved medical expenses for visitations to panel and non-panel clinics and panel doctor referred specialists.
- Any medical expenses that exceed your entitlement limit or not approved by the Company shall be paid by you and in the case where the Company pays your medical expenses directly to the medical establishments; the said amount shall be deducted from your pay.

3.28 Dental & Optical Benefit

- If you seek medical consultation and treatment from a registered dental doctor and or visit a registered Optometrist/Optician, you are entitled to a combined maximum reimbursement fee of RM250.00 per year.
- **Dental benefit** excludes treatment for beautification purposes and dental related products.
- **Optical benefit** includes eye examination and prescription glasses/contact lenses but excludes any non prescription optical related products such as sun glasses.

3.29 Hospitalisation & Surgical (H & S) Insurance Coverage

- Upon commencement of service, you, your legal spouse and legal children are eligible for a 24-hour worldwide **Hospitalisation & Surgical (H & S) Insurance Coverage** at government or private hospitals subject to the following eligibility:
 - a) You are below sixty five (65) years of age.
 - b) Your legal spouse is below sixty five (65) years of age.
 - c) Your legal children are unmarried and over thirty (30) days old but below nineteen (19) years of age or below twenty four (24) years of age if still on full-time higher education, and who are not gainfully employed.
- The sum insured for your **H & S Insurance Coverage** is based on the job grade you are in as shown below:

<u>Job Grade</u>	<u>H & S Sum Insured Per Disability (RM)</u>
8 - 9	50,000.00 (Room & Board = RM250.00)
6 - 7	40,000.00 (Room & Board = RM200.00)
3 – 5	30,000.00 (Room & Board = RM150.00)

- The schedule of benefits and the terms & conditions of the **H & S Insurance Coverage** can be obtained from the Human Resource SharePoint under Hospitalisation & Surgical.
- All expenses arising from the **H & S Insurance Coverage** from the followings shall be paid by you:
 - a) Expenses that have exceeded your sum insured.
 - b) Amount that has exceeded the payable benefits stated in the schedule of benefits.
 - c) Expenses that are not claimable from the **H & S Insurance**.
 - d) Replacement fee for lost medical card.

3.30 Term Life & Personal Accident Insurance Coverage

- If you are below seventy (70) years of age upon commencement of service, you are eligible for the following **insurance coverage**:
 - a) **Term Life**
 - b) **Personal Accident**
- Under the above-mentioned **coverage**, you shall be insured on a 24-hour worldwide basis against death, total & permanent disability and disablement arising from accident, disease or illness.
- The sum insured for your **Term Life & Personal Accident Insurance Coverage** respectively is based on the job grade you are in as shown below:

<u>Job Grade</u>	<u>Term Life Sum Insured</u>
8 – 9	60 x Monthly Basic Salary (MBS)
6 - 7	48 x Monthly Basic Salary (MBS)
4 – 5	48 x Monthly Basic Salary (MBS)
3	36 x Monthly Basic Salary (MBS)

<u>Job Grade</u>	<u>Personal Accident Sum Insured</u>
8 - 9	60 x Monthly Basic Salary (MBS)
6 – 7	48 x Monthly Basic Salary (MBS)
4 – 5	48 x Monthly Basic Salary (MBS)
3	36 x Monthly Basic Salary (MBS)

- The schedule of benefits and the terms & conditions of the **Term Life & Personal Accident Insurance Coverage** can be obtained from the Human Resource SharePoint under Term Life & Personal Accident.

3.31 Certificate Allowance

- You may be eligible to claim for **certificate allowance** subject to the below terms & conditions.
- You need to check with your Reporting Officer/Business Unit Head for your eligibility

CERTIFICATE	Claim Amount (RM) (One Off)
PMI	
PMP Certification	500
AWS	
AWS Solution Architect Professional (AWS-CSAP)	500
AWS Certified Big Data Speciality	500
AWS Certified Machine Learning Speciality	500
AWS Certified Data Analytics Speciality	500
AWS DevOps Engineer – Professional	500
AZURE	
Azure Solutions Architect Expert	500
Azure DevOps Engineer Expert	500

- Eligible employees can claim for a one off **certificate allowance** for the above-mentioned certifications upon successful obtaining the said certificate.
- Eligible employees may still entitle to claim for the one off **certificate allowance** for each subsequent successful renewal.
- The Company will pay for the cost of the said successful renewal.
- Eligible employees can claim up to a maximum of two (2) certifications only at any one time.
- Company reserves the right to amend the above-mentioned certificate list at any time without notice.

3.32 Off Day

- Saturday shall be your designated **1st off day** while Sunday shall be your designated **2nd off day**. If you are working on shift or at site, you may have different **off day(s)**.
- If the Company requires you to work for a full day on your **off day**, you shall get another day off as replacement **off day**.
- Replacement **off day(s)** must be utilised in the same year and cannot be accumulated into another calendar year. Replacement **off day(s)** must also be utilised as a whole day and cannot be taken on a half-day basis.
- If you are claiming Hardship Allowance for working on your **off day(s)**, you shall not be entitled to replacement **off day(s)**.

3.33 Public Holidays

- All employees in Malaysia shall be entitled to paid **public holidays** gazetted by the Federal Government of Malaysia as well as the respective State Governments and recognised by the Company.
- When a **public holiday** falls on a Sunday, the following day shall be a **public holiday**.

3.34 Replacement Holiday

- When a public holiday falls on a Saturday, which is your 1st off day, a **replacement holiday** will be credited to your leave balance after the public holiday has taken place
- If the Company requires you to work for a full day on a public holiday, you shall get another day off as **replacement holiday**.
- **Replacement holiday** must be utilised in the same year and cannot be accumulated into another calendar year. **Replacement holiday** must also be utilised as a whole day and cannot be taken on a half-day basis.
- If you are claiming Hardship Allowance for working on a public holiday, you shall not be entitled to a **replacement holiday**.

3.35 Annual Leave

- Your paid **annual leave** entitlement shall be based on the job grade you are in and your length of service with the Company as follows:

<u>Job Grade</u>	<u>Length Of Service</u>		
	<u>< 5 yrs</u>	<u>5 - 10 yrs</u>	<u>>10 yrs</u>
8 - 9	21 days	24 days	28 days
6 - 7	18 days	21 days	24 days
4 - 5	16 days	18 days	21 days
3	14 days	16 days	18 days

- Your leave entitlement will be calculated on the basis of "earned leave" i.e. proportionate to the number of complete months served in a calendar year basis from 1st January to 31st December.
- You are allowed to carry forward unutilized **annual leave** for a maximum of seven (7) days. Any accumulation of unutilized **annual leave** in excess of seven (7) days will be forfeited without notice by the Company.
- You are allowed to take half (1/2) day leave. In the event of a half day leave application; the following shall apply:
 - If you take leave for the morning, you shall report to work at 1.00 pm.
 - If you take leave for the afternoon, you may leave work no earlier than 1.00 pm.
- The leave management system (eLeave System) is computerised and made available to you through the SharePoint. All leave applications to your Reporting Officer must be made through this system.

- **Leave** must not be taken arbitrarily without prior notification and approval from your Reporting Officer.
- All **leave** applications must be made at least three (3) working days in advance except in the case of emergency.
- Please take note that submission of leave does not mean automatic approval. Approval is given by your Reporting Officer subject to you fulfilling your job assignments and work exigencies.
- You are not allowed to extend your **annual leave** unless approved by your Reporting Officer with valid reasons.
- The Company reserves the right to call you back to work at any time due to work exigencies.

3.36 Medical Leave

- You shall be entitled to **medical leave** subject to the following limits:
 - a) Sick Leave : 22 working days per year
 - b) Hospitalisation Leave : 60 working days per year
- If your approved **medical leave** exceeds the above-mentioned limits, the said **medical leave** shall be treated as annual leave.
- If you do not have any annual leave balance left, the said **medical leave** shall be treated as unpaid leave.
- If you are entitled to a **medical leave** on a day that you are on annual leave, the said annual leave shall be deemed to have not been taken.
- You are not entitled to **medical leave** during maternity leave or during any period which you are receiving periodical payments under SOCSO.

- **Medical leave** must be certified by a registered medical officer or medical practitioner.
- **Medical leave** granted by a registered dental officer will be recognised by the Company.
- **Medical leave** from the followings will not be accepted:
 - a) Traditional medical establishments (Chinese physician, sinseh, acupuncturist, bomoh, dukun or the like).
 - b) Medical establishments (clinic, hospital or the like) outside of Malaysia.
- **Medical leave** granted by (a) and (b) above shall be treated as annual leave if approved by the Company, provided there is leave balance or else it shall be treated as unpaid leave.
- If you need to take **medical leave**, you must first notify your Reporting Officer as soon as possible.
- If you fail to notify your Reporting Officer within forty eighty (48) hours of the commencement of your **medical leave**, you shall be deemed to absent yourself from work without permission and without reasonable excuse for all those days you are absent from work. Your pay for those days of absence shall be deducted as well.
- Upon your return to work, you must furnish the HR Department a Medical Certificate (MC) bearing the valid signature of your Reporting Officer within five (5) working days. If you fail to do so, you shall be deemed to be absent from work and your pay for those days of absence shall be deducted.
- If the MC is found to be not genuine or there is proof of abuse, you shall be deemed to be absent from work and your pay for those days of absence shall be deducted. Disciplinary actions shall also be taken against you accordingly.
- Upon your return to work, you must also key in your **medical leave** application in the eLeave System after obtaining your Reporting Officer's approval. Failure to do so will make you liable for disciplinary actions.

3.37 Maternity Leave

- If you are a female employee who has completed ninety (90) days of continuous service with the Company during the four (4) months immediately preceding your confinement, you shall be entitled to ninety eight (98) consecutive days of **maternity leave** on full pay provided you have less than five (5) surviving natural children at the time of your confinement.
- **Maternity leave** shall not commence earlier than thirty (30) days preceding the confinement or later than the day immediately following the confinement.
- You shall not be entitled to paid **maternity leave** if your marriage is unregistered.
- Any leave from work due to miscarriage or abortive measure shall not be considered as **maternity leave**.
- When you are on **maternity leave**, you shall not be entitled to paid medical leave.

3.38 Paternity Leave

- If you are a married male employee whose legal wife (the status and personal particulars of whom have been duly recorded with the HR Department) has given birth to a child or children, you shall be granted seven (7) consecutive days paid **paternity leave**.
- The **paternity leave** is to commence on the day of the confinement and cannot be deferred to another day.
- The **paternity leave** is limited only to the 1st legal wife having confinement up to less than five (5) surviving natural children at the time of the confinement.
- You must produce a copy of the birth certificate as evidence in order to be entitled for **paternity leave**.

3.39 Marriage Leave

- You shall be entitled to a maximum of three (3) consecutive working days of paid **marriage leave** for your 1st marriage only.
- You must produce a copy of the marriage certificate as evidence in order to be entitled for **marriage leave**.

3.40 Compassionate Leave

- You shall be entitled to a maximum of three (3) consecutive working days of paid **compassionate leave** on any one of the following occasions:
 - a) Death of a parent, grandparent, or parent-in-law
 - b) Death of a spouse, child or grandchild
 - c) Death of a brother or sister
- You must produce a copy of the death certificate as evidence in order to be entitled for **compassionate leave**.

3.41 Examination Leave

- You are eligible for paid **examination leave** if you sit for examination on subjects that are certified by the Company as work-related. Such leave(s) shall be confined to the actual date(s) of the examination only.
- The maximum number of **examination leave** allowed per year is seven (7) working days.
- The Company reserves the right to decide what subjects are considered work-related in its decision to approve such leave.
- You must produce the relevant document as evidence in order to be entitled for **examination leave**.

3.42 Compulsory Leave

- There are times when it is necessary for the Company to declare **compulsory leave**.
- **Compulsory leave(s)** shall be deducted from your annual leave.

3.43 Emergency Leave

- The Company recognises that there will be occasions where unexpected circumstances may cause you to take **emergency leave**.
- **Emergency leave** must be confined to “emergency” cases only such as the followings:
 - a) Accident
 - b) Demise of family members
 - c) Natural disaster such as flood
 - d) Unfortunate incident such as fire, burglary
- **Emergency leave** is not to be used as a matter of convenience to take leave without going through proper procedures.
- If you need to take **emergency leave**, you must inform and seek the approval of your Reporting Officer at the earliest opportunity.
- If you go on **emergency leave** without notifying your Reporting Officer, you are deemed to be absent from work and you shall be liable for disciplinary actions. Your pay for those days of absence shall be deducted accordingly.

- If your **emergency leave** is approved by your Reporting Officer, it will be considered as annual leave. As such, you must key in your leave application into the eLeave System. Failure to do so will make you liable for disciplinary actions.
- The Company reserves the right to decide whether your reason for not able to come to work is genuine enough to qualify as **emergency leave**. Unapproved **emergency leave** shall be treated as absence.

3.44 Unpaid Leave

- If you wish to take leave in excess of your annual leave entitlement, you will need to apply for **unpaid leave**.
- The approval for your **unpaid leave** shall depend on work exigencies and the Company reserves the right to withhold such approval.

3.45 Long Service Award

- To recognise loyal and committed employees for their long service, you are eligible to receive the **Long Service Award** if you have served the Company for a continuous period of 5 years and above.
- You will receive a plaque and a cheque for the following amount depending on the number of years of continuous service served:

<u>No. Of Years Of Continuous Service</u>	<u>Amount (RM)</u>
5	300.00
10	600.00
15	1,000.00
20	1,500.00
25	2,000.00
30	2,500.00

- Your length of service shall be computed from the date of commencement of service.

4. SAFETY & SECURITY

- It is the Company's policy that its activities shall be conducted in such a way as to take foremost account of the health, safety and environment of its employees and other persons on the premises as well as the security of its properties.

4.1 Access into Company's Premises

- Upon your commencement of service, the HR Department shall issue you an **Access Card** for purpose of visual identification as well as for access into the Company's premises.
- Other than the **Access Card**, you will also be issued a cardholder and a lanyard to make it a complete set.
- You must touch the card reader with your **Access Card** at all entry/exit points.
- You must not tailgate. Tailgate means following behind another employee at an entry/exit point without touching the card reader with your own **Access Card**.
- If you are found tailgating, you are liable for disciplinary action.
- Please ensure all doors are properly shut behind you in order to have a safe and secured workplace for you and the rest of the employees and also for the protection of the Company's assets.
- If you forgot to bring your **Access Card** to work, you must go to the HR Department to get a temporarily access card.
- If you lose your **Access Card**, you must inform the HR Department immediately so that the card can be blocked.
- You shall be given one (1) week to find your card, failing which you will have to pay RM 50.00 to get a replacement card:

- If you have legitimate reason for the lost such as being robbed, the Company will decide whether you will need to pay for the replacement card. You will need to produce relevant proof such as a police report.
- You must not give your **Access Card** to another person to use. If you are found to have done so, you are liable for disciplinary action.
- Upon your resignation/termination, you must return the **Access Card** (in a complete set) to the HR Department.

4.2 Smoking within Office

- In the interest of health and safety of everyone, smoking within office premises is strictly prohibited.
- Smoking is only allowed at designated smoking areas.
- Smokers are reminded to keep the designated smoking area clean and to dispose all cigarette butts (which can be fire hazards) into the ashtrays provided at the smoking areas.

5. FIRE EMERGENCY PROCEDURES

- The **Fire Emergency Procedures** are established to ensure that you are prepared at all times to cope with possible fire emergency and to respond in the correct and orderly manner for a safe and fast exit.

5.1 Responsibilities of Employees

- Fire safety is every **employee's** responsibility.
- When a fire occurs, you shall evacuate the premises in an orderly and disciplined manner.
- You shall be fully informed of the **Fire Evacuation Procedure**. However, you should take the initiative to familiarise yourself with the locations of the **Fire Alarm Break Glass Points, Fire Extinguishers Fire Hose Reels** and **Emergency Exits** respectively.

5.2 Responsibilities of Safety Committee

- A **Safety Committee** is set up to ensure that employees are, through regular fire drills, familiar with the safety and emergency procedures.
- The committee comprises of the followings:
 - a) **Chief Fire Marshall (CFM)**
 - b) **Deputy Chief Fire Marshall (DCFM)**
 - c) **Fire Emergency Marshall (FEM) / Floor Marshall (FM)**
 - d) **Assembly Marshall (AM)**
- Fire drills shall be conducted once a year by the **Chief Fire Marshall (CFM)**.
- The purpose of these fire drills is to train every employee to apply the practiced means of escape (in accordance with the Fire Evacuation Procedure) in a calm and orderly manner.

5.3 Responsibilities of Fire Emergency Marshall (FEM)

- The **Fire Emergency Marshall (FEM) / Floor Marshall (FM)** shall have the following specific responsibilities:
 - a) To contain and bring the incident under control.
 - b) To effect rescue of employees.
 - c) To minimise damage to property.

5.4 Duties and Responsibilities of Chief Fire Marshall (CFM) & Deputy Chief Fire Marshall (DCFM)

- The **Chief Fire Marshall (CFM)** and **Deputy Chief Fire Marshall (DCFM)** shall have the following duties and responsibilities:
 - a) Formulate and implement the Emergency Procedures.
 - b) Coordinate with other Fire Marshalls during emergency.
 - c) Coordinate with the Fire Brigade (BOMBA) during emergency.

5.5 Duties and Responsibilities of Assembly Marshall (AM)

- The **Assembly Marshall (AM)** shall have the following duties and responsibilities:
 - a) Organise assembly of the employees during emergency.
 - b) Perform headcount/roll call at the assembly area.
 - c) Coordinate with other Fire Marshalls during emergency.

5.6 Emergency Procedures

- When you discover a fire you must call/alert other employees for assistance.
- If possible, you should operate the nearest **Fire Extinguisher** to put out the fire.
- Below are the following procedures to operate the **Fire Extinguisher**:
 - a) Step 1: Pull out the safety pin.
 - b) Step 2: Aim nozzle at base of fire.
 - c) Step 3: Squeeze lever.
 - d) Step 4: Swing from left to right or vice versa (use side to side motion).
- If you are not sure how to operate the **Fire Extinguisher**, do not waste time trying to figure it out. Quickly get assistance.
- If possible, you should break the glass of the nearest **Fire Alarm Break Glass Point**.
- You should also summon any of the **Fire Marshalls**.
- **REMINDER**: Do not put yourself at risk. You will not be able to help others if you yourself are in danger.

5.7 Evacuation Procedures

- When you hear the fire alarm, you should remain calm and proceed to the nearest **Emergency Exit**.
- **REMINDER**: Do not carry any personal belongings except your hand phone.
Do not panic & do not take the lift.
- The **Floor Marshall (FM)** shall ensure that ladies are placed first in line for the evacuation.

- You shall evacuate in a calmly manner and you must not push anyone while moving along the stairs.
- You must keep to the left of the stairs. This is to ensure that there is no obstruction to any firemen who may need to come into the building via the same staircase.
- You must not collect any unnecessary belongings as this could jeopardise the chance of safe departure.
- If you are not at your work station/area when the fire alarm sounds, you must not return to your work station/area to collect your belongings. You shall proceed to the nearest **Emergency Exit**
- Upon leaving the building, you shall proceed to the designated **Assembly Area**. Currently, the designated **Assembly Areas** are as follows: i.e.

Building

Assembly Area

Data Centre

Along **Jalan Bersatu** on the side of the ReGen Rehab Hospital.

Shared Services Centre

Along junction of **Jalan 13/1**.
(Along Colgate Palmolive)

- You shall assemble in your respective department at the **Assembly Area** for easy identification.
- All **Assembly Marshalls** upon arrival at the **Assembly Area** shall immediately take the following actions:
 - a) Assemble all employees, customers and visitors under their charge.
 - b) Conduct head count/roll call and identify any missing person(s).
 - c) Report to **Chief Fire Marshall (CFM)** or **Deputy Chief Fire Marshall (DCFM)** on any missing person(s).

6. INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)

- The **Information Security Management System (ISMS)** policies & procedures aim to preserve the confidentiality, integrity and availability of all the information and information assets of the Company's business activities both internal and external and protect them from predictable threats, whether internal or external, deliberate or accidental.
- The **ISMS** policies & procedures are also enforced to ensure information is made available with accuracy and minimal disruption to employees and the relevant parties as required by the Company's business process.

6.1 Observance of Employee Secrecy Agreement

- You are required to observe the **Employee Secrecy Agreement** (which forms part of your Letter of Employment) that relates to the confidentiality of the nature of your work, especially official information regarding the Company.
- All official information (including but not limited to software/application developed or written by the Company) acquired in the course of your employment with the Company is of a strictly confidential nature.
- You are not allowed to publish or communicate any official information to any other person in any form whatsoever, except in the furtherance of your official duties.
- This condition shall apply both during and after your employment with the Company.

6.2 Company's Equipment Usage

- Company's equipment such as fax machine, photocopy machine, printer, computer, phone, etc. are strictly for business usage only and should not be used for personal matters or unauthorised purposes.

- You are prohibited from using the above-mentioned equipment to send, copy or print any Company's information without proper authorisation.

6.3 Computer Equipment Acceptable Usage

- Desktop computer or laptop which includes e-mail facility and internet/ SharePoint access is provided to you to facilitate your work and is not to be used for personal matters or unauthorised purposes.
- You are prohibited from copying Company's information/material from the Company's computer/laptop for your personal use or without proper authorisation. Likewise, you are also prohibited from sending Company's information/material using the electronic media for personal reason or without proper authorisation.
- You are prohibited from sending destructive or defamatory messages about the Company/employees; malicious, inappropriate, pornographic, politically sensitive, race related or any other contents that are not part of the usual Company business activities; or making fraudulent offers of products/services.
- You are prohibited from introducing malicious programmes (e.g. viruses) into the network/server.

6.4 Anti – Malware Policy

- You must ensure your computer/laptop has Kaspersky AntiVirus (**Anti - Malware** application) installed and is updated with the latest anti-virus definition.

6.5 Freeware Download Control

- You are prohibited from downloading freeware that is not approved by the Company.

6.6 Software Download Control

- You are prohibited from downloading software that is not approved by the Company.

6.7 Web Server Policy

- You are prohibited from publishing, accessing or downloading from the website materials that are prohibited by the Company or violate existing laws on copyright, patents, pornography, libel and other restrictions, etc.

6.8 Password Usage

- You must keep your password confidential and not reveal it to anyone.
- Your password must be changed periodically.
- Your password must conform to the guidelines stated in the **Password Management Policy** which is posted in your respective department/subsidiary.

6.9 Clear Desk & Clear Screen

- Whenever you are away from your work area, you must ensure that any sensitive/confidential document on your desk is locked up and your computer/laptop screen is logged out.

6.10 Back Up Policy

- You must ensure that all critical data under your responsibility is backed up, maintained, updated and protected.

6.11 Card Access

- Please refer to **Clause 4.1: Access into Company's Premises** on page 53 of the **SAFETY & SECURITY** Section.

6.12 Physical Key Management

- If you are assigned key(s) for work purpose, you must ensure the key(s) are kept and maintained in a safe place.
- You must not hand over the key(s) to another employee without proper authorisation.
- If you lost or misplaced the key(s), you must immediately inform your Reporting Officer so that appropriate actions can be taken to remedy the situation.
- Upon your resignation/termination you must return the key(s) to the Company.

6.13 Removal of Property

- If you need to remove any equipment out of the Company's premises, you **MUST** obtain authorisation from your Reporting Officer using the **Material Entry/Exit Form** that is available from your respective department/subsidiary secretary.

6.14 Media Disposal

- When disposing media/storage devices that contain sensitive/confidential information, you must ensure it is done with approved destruction methods.
- When disposing sensitive/confidential information in hardcopy form, you must ensure it is shredded using the shredder.

6.15 Awareness, Education & Training

- The Company will ensure that adequate information security awareness, education and training are made available to all the employees.
- It should also be the responsibility of every employee to take the initiative to response to the above-mentioned availabilities.

6.16 Observance of ISMS Policies & Procedures

- Full details of the **ISMS Policies & Procedures** are posted at your respective department.
- The Company views the protection of its information and information assets seriously and would appreciate that all employees feel the same way.
- As such, you must observe the **ISMS Policies & Procedures** that relate to the confidentiality, integrity and availability of the Company's information.
- If you are found to have committed a security breach, disciplinary action including dismissal will be taken against you and also the possibility of civil and criminal liabilities.

7. DISCIPLINE

- The Company strives to create a conducive workplace where you are able to work effectively and efficiently towards your positive contributions to the Company. In return, the Company ensures that you are recognised and rewarded accordingly for your dedication, contribution and achievement for the Company.
- As such, the Company will not tolerate any misconduct that will disrupt the working environment and business operations, endanger the safety and lives of the employees or bring harm to the Company.
- It is the hope of the Company that all employees can practise self-discipline so that the Company does not have to resort to any disciplinary actions.

7.1 Observance of Company's Policy

- You must adhere to the **Company's Policies & Procedures** and **Rules & Regulations** at all times.
- If you have any doubt or enquiry regarding the above-mentioned, you must communicate with your Reporting Officer or the HR Department.
- You must also obey the **Lawful Instructions** of your Reporting Officer or the Management.
- Disciplinary actions will be taken against you accordingly if you are found to have committed an act of misconduct.

7.2 List of Misconduct

- Below is a list of **misconduct** (not necessarily in order of severity) for your attention:
 - 1) Absenteeism.
 - 2) Attempted or actual theft or fraud.
 - 3) Carelessness.
 - 4) Conflict of interest.
 - 5) Destroying or defacing Company's property.
 - 6) Disobeying safety regulations.
 - 7) Drunkenness while on duty.
 - 8) Engaging in outside employment/business without Company's approval.
 - 9) Failure to perform duties.
 - 10) Falsifying information or records of any nature.
 - 11) Fighting within Company's premises.
 - 12) Gambling within Company's premises.
 - 13) Improper behaviour within Company's premises.
 - 14) Instigation.
 - 15) Insubordination/refusing to obey lawful instructions from superiors.
 - 16) Involvement in unlawful activities.
 - 17) Irresponsible in performing duties.
 - 18) Issuing unauthorised press release/statement pertaining to the Company.

- 19) Leaving work place without authorisation.
 - 20) Possession of illegal drugs within Company's premises.
 - 21) Possession of any lethal weapon on Company's premises.
 - 22) Posting of notices on Company's notice boards without authorisation.
 - 23) Reporting for work intoxicated.
 - 24) Reporting in late for work or leaving early without permission.
 - 25) Sexual harassment.
 - 26) Sleeping on the job.
 - 27) Smoking in non-smoking areas.
 - 28) Telling lies or dishonesty.
 - 29) Unauthorised disclosure of Company's confidential information.
 - 30) Unbecoming behaviour when representing the Company in public.
 - 31) Using abusive or threatening language or rude behaviour.
 - 32) Using Company's properties or premises for personal purpose.
 - 33) Violation of Company's policies & procedures or rules & regulations.
- The above-mentioned **misconducts** are not exhaustive and are subject to amendment, re-interpretation or addition as and when the Company deems appropriate.

7.3 Disciplinary Process

- The purpose of the Company to enforce disciplinary actions is to ensure employees will not repeat the mistake or commit the misconduct in the future and they are able to make corrections or improvements for the betterment of the employees themselves as well as for the good of the Company.
- Before any disciplinary action is taken, the Company will investigate each case thoroughly and fairly and you will be given the opportunity to tell your side of the story.
- If you are alleged to have committed an act of misconduct, your Reporting Officer will investigate the matter first and may request a written explanation from you.
- Once the facts have been gathered and/or you have given your written explanation or the opportunity to defense your case; and if proven that you have committed the said misconduct, your Reporting Officer will enforce the appropriate disciplinary action accordingly.
- If you continue to commit the same misconduct, your case will be referred to the HR Department for further disciplinary action.
- The HR Department has the right to get involve at any stage of the disciplinary process as it sees fit in order to resolve the matter for the benefit of the accused employee and the Company.
- Please take note the above-mentioned process serves as a general guideline for your understanding only. The Company reserves the right to carry out its disciplinary process as it deems fit depending on the situation and severity of the misconduct.

7.4 Suspension Pending Inquiry

- Depending on the severity of the misconduct, you may be suspended pending investigation or domestic inquiry.
- The purpose of the suspension is to allow time for the Company to conduct the necessary investigation and for you to prepare your case.
- Please take note that **suspension pending inquiry** is not a punishment.
- You will be paid half (1/2) your salary during the said suspension period.

7.5 Domestic Inquiry

- A **Domestic Inquiry** will be held if it is deemed necessary by the Company.
- The purpose of a **Domestic Inquiry** is as follows:
 - a) To provide you the opportunity to state your case, introduce your witnesses (if applicable) and to cross exam the Company's evidence and witnesses.
 - b) To enable the Inquiry Panel to determine the evidence of the case and to conclude whether the charge(s) against you is/are true or not.
 - c) To enable the Inquiry Panel to make recommendations to the Company for disciplinary actions.
- The Inquiry Panel is a neutral party consists of employees that are not related or involved in the case in order for the inquiry to be carried out in a fair and just manner.

- Please take note that if you failed to show up for the **Domestic Inquiry**, the inquiry will still proceed and any decision made would be binding.
- Once the Company has made a decision based on the recommendations of the Inquiry Panel, the HR Department will execute the disciplinary action accordingly.

7.6 Types of Disciplinary Action

- Below are the types of disciplinary action that the Company may take depending on the severity of the misconduct:
 - a) Verbal warning
 - b) Written warning
 - c) Suspension without pay
 - d) Demotion
 - e) Dismissal
 - f) Any other disciplinary actions that the Company deems just and fit.

8. EMPLOYEES COMMUNICATION & PARTICIPATION

8.1 Employees Communication

- You shall be kept informed of the Company's activities and achievements, changes in policies, administrative and recreational matters through e-mails or any other appropriate means.

8.2 Grievances & Disputes

- The Company strives to create a harmonious working environment for you. However, there will be times where grievances and disputes may arise and the Company would like to help you resolve such issues quickly and amicably.
- You are encouraged to raise your **grievances** or **disputes** to the appropriate personnel for settlement.
- The Company is committed to solving such matters fairly and you are ensured that you will not be penalised/punished for bringing up the issues.
- The following steps are recommended to resolve any **grievances** or **disputes** you may have:
 - a) Discuss the problem with your Reporting Officer first.
 - b) If the problem is not resolved, you may discuss the matter with your head of department or your Reporting Officer's superior.
 - c) If the problem is still not resolved, you may refer the matter to the HR Department.

8.3 Strateq Sports & Recreational Club

- The **Strateq Sports & Recreational Club** is established to promote all recreational activities such as sporting activities, get-togethers, short trips, etc with the aim of enhancing employees' interaction.
- The club membership fee is just a nominal sum so as to enable all employees to join the club. As such, you are strongly encouraged to join the **Strateq Sports & Recreational Club** and to participate in all its activities so as to develop a better rapport with your colleagues.

9. CODE OF CONDUCT

- Apart from adhering to the Company's policies & lawful instructions, observing the secrecy agreement terms and complying with information security policies that are all mentioned in this **Employee Handbook**, employees should also conduct themselves accordingly as follows:
- Be caring and respectful of each other.
- Be responsible and take ownership of own's actions.
- Be resourceful and proactive.
- Act in a professional manner with colleagues and customers.
- Act in the interest of the Company and avoid conflict of interest.
- Conduct business in a truthful and honest manner.
- Strive to earn and keep our customers' trust and confidence.
- Deliver optimum result to our customers.
- Refrain from unethical and unlawful acts such as fraud, bribery and corruption.

APPENDIX A

SAFETY EQUIPMENT CLAIM

<u>Item</u>	<u>Claim Limit (RM)</u>
Safety Boots	100.00
Safety Eye Goggle	25.00
Safety Helmet	20.00
Safety Vest	20.00
Collapsible Safety Cone	45.00
Disposable Respirator (per box- 20 pcs)	120.00
Disposable Latex Glove (per box)	30.00
3-Ply Face Mask (per box -50 pcs)	20.00
Adhesive Floor Tape (per roll)	25.00
Barricade Tape (per roll)	12.00

APPENDIX B

MILEAGE GUIDE

Zone	Distance (one way in km)	Destination
1	2	Jaya One, Jaya 33, Jaya Shopping, 32 Square, Unique Seafood, Millennium Square, Section 19
2	5	PJ State, PJ Old town, Sea park, SS1, SS2, SS3, KWSP Bukit Gasing, Assunta Hospital, UMSC, Pantai Hospital KL, Damansara Specialist
3	10	TTDI, Bandar Utama, Damansara Uptown, Pusat Bandar Damansara, Bangsar, Midvalley, KL Sentral, Sunway Medical Centre, Jalan Klang lama, Seputih, OUG, Taman Desa, Mont Kiara, Hartamas, Solaris, SJMC, Subang Parade, Hicom-Glenmarie Park
4	15	Subang Good Year Court, Subang UEP, Taipan Business Park, Subang Hi-Tech park, Hicom Glenmarie Insdustry Park, Pusat Bandar Puchong, Ara Damansara, Hotel Saujana Subang, Berjaya Times Square, Pudu Plaza, Jalan Pasar, Menara PGRM, Taman Maluri KL, Jalan Raja Laut, Jalan TAR, Jalan Sultan Ismail, KLCC, Ampang Park, Prince Court Medical Centre, Pantai Hospital Cheras, Pantai Hospital Ampang, Jalan Raja Chulan, Sri Damansara, Taman Maluri Kepong, Jalan Ipoh, PWTC, Taman Connaught, Bukit Jalil, Sri Petaling, Taman Salak South, Terminal Bandar Tasik Selatan, Jalan Sultan Salahuddin, Taman Bukit Pantai
5	20	Icity, The Mines, Sri Kembangan, Hicom Industrial Estate, Hospital Selayang, Batu Cave, JPJ Wangsa Maju, TAR College, Jalan Ampang, Gleneagles Hospital, Great Eastern Mall, Pandan Indah, SIRIM

APPENDIX B (con't)

MILEAGE GUIDE

Zone	Distance (one way in km)	Destination
6	25	UPM, Hospital Sungai Buloh, Taman Sri Gombak, Ampang Point, Bandar Baru Ampang, Texas Instruments, AU5, AU2, Taman Setia Wangsa
7	30	Klang Town, Pantai Hospital Klang, Setia Alam, Bangi Town, Kajang Town
8	35	UKM Bangi, Bandar port Klang, Hospital Putra Jaya, PJC, NCI, Cyberjaya,
9	40	Semenyih Town, Dengkil Town, Rawang Town, Bandar Puncak Alam, Pekan Serendah, Northport
10	45	Telok Panglima Garang, Jenjarom, Genting Sempah
11	50	Bandar Baru Nilai, WestPort
12	55	Bandar Baru Salak Tinggi
13	60	KLIA, Genting Highland
14	147	Pantai Hospital Ayer Keroh / Perkeso Rehab Centre
15	150	Hospital Temerloh
16	210	Pantai Hospital Ipoh
17	235	Pantai Hospital Manjung
18	243	Pantai Hospital Batu Pahat
19	358	Pantai Hospital Penang / Gleneagle Hospital Penang
20	382	Pantai Hospital Sungai Petani
21	455	Hospital Kuala Terengganu

APPENDIX C

ACCOMMODATION CLAIM

MALAYSIA

<u>Job Grade</u>	<u>Limit Per Day (in local currency)</u>
8 – 9	250.00
6 - 7	200.00
3 – 5	150.00

SINGAPORE

<u>Job Grade</u>	<u>Limit Per Day (in local currency)</u>
8 – 9	200.00
6 - 7	150.00
3 – 5	100.00

THAILAND

<u>Job Grade</u>	<u>Limit Per Day (in local currency)</u>
8 – 9	2,800.00
6 - 7	2,200.00
3 – 5	1,600.00

HONG KONG

<u>Job Grade</u>	<u>Limit Per Day (in local currency)</u>
8 – 9	800.00
6 - 7	730.00
3 – 5	660.00

APPENDIX C (con't)

ACCOMMODATION CLAIM

CHINA

<u>Job Grade</u>	<u>Limit Per Day (in local currency)</u>
8 – 9	510.00
6 - 7	440.00
3 – 5	370.00

INDONESIA

<u>Job Grade</u>	<u>Limit Per Day (in local currency)</u>
8 – 9	840,000.00
6 - 7	690,000.00
3 – 5	540,000.00

PHILLIPPINES

<u>Job Grade</u>	<u>Limit Per Day (in local currency)</u>
8 – 9	3,200.00
6 - 7	2,500.00
3 – 5	1,800.00

APPENDIX D

ACCOMMODATION ALLOWANCE

MALAYSIA

<u>Job Grade</u>	<u>Amount Per Day Per Person (in local currency)</u>
8 – 9	63.00
6 - 7	50.00
3 – 5	38.00

SINGAPORE

<u>Job Grade</u>	<u>Amount Per Day Per Person (in local currency)</u>
8 – 9	50.00
6 - 7	38.00
3 – 5	25.00

THAILAND

<u>Job Grade</u>	<u>Amount Per Day Per Person (in local currency)</u>
8 – 9	700.00
6 - 7	550.00
3 – 5	400.00

HONG KONG

<u>Job Grade</u>	<u>Amount Per Day Per Person (in local currency)</u>
8 – 9	200.00
6 - 7	183.00
3 – 5	165.00

APPENDIX D (con't)

ACCOMMODATION ALLOWANCE

CHINA

<u>Job Grade</u>	<u>Amount Per Day Per Person (in local currency)</u>
8 – 9	128.00
6 - 7	110.00
3 – 5	93.00

INDONESIA

<u>Job Grade</u>	<u>Amount Per Day Per Person (in local currency)</u>
8 – 9	210,000.00
6 - 7	172,500.00
3 – 5	135,000.00

PHILLIPPINES

<u>Job Grade</u>	<u>Amount Per Day Per Person (in local currency)</u>
8 – 9	800.00
6 - 7	625.00
3 – 5	450.00



NOTICE

- This **Employee Handbook** is not exhaustive and will be updated accordingly from time to time.
- The Company reserves the right to amend, add or delete the contents of the **Employee Handbook** at any time without prior notice in order to meet the Company's needs and requirements in this dynamic business environment.
- The Company will make every effort to keep you informed, however, it is also your responsibility to ensure you are up to date with the contents of the **Employee Handbook**.
- This **Employee Handbook** is intended solely for your reference as an employee of the Company and you must not at any time make this handbook available to non-employees of the Company.