



POLICY

PEOPLE EXPERIENCE

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AERODYNE GROUP

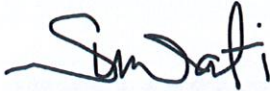

Aerodyne Campus,
Persiaran Cyber Point Selatan,
Cyber 8, 63000 Cyberjaya,
Selangor, MALAYSIA

Tel: +603 8310 9200


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DOCUMENT REVIEW & APPROVAL

Prepared By:	Shahareena Wati binti Sharip	Reviewed By:	Amir Zakwan bin Anuar
Signature:		Signature:	
Designation:	Assistant Manager, PX	Designation:	Deputy CEO
Date:	01/07/2024	Date:	12/08/2024

Approved By:	Kamarul A Muhamed		
Signature:			
Designation:	Founder & Group CEO		
Date:	15/11/2024		

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Preface

This manual (including any modifications) is prepared for informational and guideline purposes only and does not constitute a contract in any respect between Aerodyne and its employees. Employment with Aerodyne is at will, and either the employee or the employer may terminate the relationship at any time for any or no reason except as otherwise provided by an employment contract.

This Policy describes your responsibilities as an employee and serves as a reference document. If you are in doubt of certain contents of this Policy, you should seek clarification from the People Experience (PX) Department.

As we continue to grow, the need may arise, and the Group reserves the right to revise, supplement or retract any policies or portion of the Manual from time to time as it deems appropriate, in its sole absolute discretion. All employees will be notified of such changes to the Manual as they occur.

Further, while you review this policy, please keep in mind it is simply to provide you with a convenient overview key summary of the present policies, procedures, privileges, benefits, responsibilities, rules and regulations relating and affecting your employment in Aerodyne.

This policy is not intended and shall not be construed to be comprehensive or exhaustive coverage of all matters that may relate to the workplace. Please reach out to PX if you have queries on any matter relating to the policy.

Important Notice

Circumstances may require this policy to be revised from time to time, for example: -

- (i) improve clarity or accessibility of the policy,
- (ii) correct inadvertent errors, and/or
- (iii) reflect new changing developments affecting Aerodyne such as technological advancement, updates or changes in applicable law, regulatory requirements, and/or industry practices.

Hence, Aerodyne reserves the right to add, amend, change, revise, modify, supplement, and/or rescind, in whole or in part, the contents in and referred by this policy (such as without limitation policies, procedures, privileges, benefits and/or responsibilities stated in this policy) or in any other document relevant to your employment other than where legally restricted from doing so, as Aerodyne deems appropriate in its sole and absolute discretion.

Aerodyne will make efforts to notify employees when there is an official change in the policy. That said, all employees are responsible and accountable to read, understand, and be conversant on the policy, including any updates thereof i.e. latest edition of the policy in print or digital copy. The Group will also integrate with the policy latest announcements, memorandums and circulars as and when required. Non-compliance with the obligations set out or referred in this policy may result to disciplinary action, up to and including the termination of your employment.

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1.0 INTRODUCTION

1.1 About Aerodyne

1.1.1 Vision

Advancing Humanity Through Drone Intelligence: A Planetary Health Company.

1.1.2 Mission

To be the Go-to brand for all things drone, data, and digital transformation.

1.1.3 The Aerodyne Way


The Aerodyne Way is our guiding principle to realise our vision; the north star that guides us out in the ocean, and the light shows us the way in darkness. This formula encapsulates our solutions to the world and our growth strategy that is deeply rooted in our DNA. Our work improves people's lives, protects our planet and as a by-product of our actions, generates profit.

Handwritten formula and annotations:

$$\alpha = \left(\frac{dt^3 \times \omega c^4}{P^3} \right)^n$$


Annotations:

- dt^3 : drone tech, data tech, digital transformation
- ω : DR, DTET, SS, NFNDTD
- c^4 : continuous improvements
- P^3 : People Planet Profit
- n : (indicated by a curved arrow pointing to the superscript)

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1.1.4 Core Values

<p>01 <small>We create & preserve</small> Trust</p>	<ul style="list-style-type: none"> Trust is everything at Aerodyne. We trust each other, our clients, partners and vice versa Trust is the foundation of our company's existence. Without trust, everything will crumble, and that is why we do our best to create and preserve trust continuously
<p>02 <small>We continuously deliver</small> Value</p>	<ul style="list-style-type: none"> Value is created when we deliver on-time, every time while meeting all requirements To deliver value, our team is empowered to use all available resources and equip themselves with the necessary skills to achieve delivery excellence
<p>03 <small>We are problem</small> Solver</p>	<ul style="list-style-type: none"> Clients come to us because they have problems we can solve. Our job is to solve that problem using our creativity, solutions, and innovations In pursuing problem-solving, we accept and embrace any challenge that comes our way with readiness to adapt to any changing situations
<p>04 <small>We are people with</small> Integrity</p>	<ul style="list-style-type: none"> We are honest to one another, and we deliver on our promises. We are humble in our approach, and we treat everyone with utmost respect Each and every one of us can be relied on to contribute towards making Aerodyne a great place to be
<p>05 <small>We have work-life</small> Balance</p>	<ul style="list-style-type: none"> We embody flexibility in our relationship with our clients. We take "Extreme Ownership" of our work, and we deliver it according to our client's needs Working long hours does not indicate productivity and it shows inefficiency. Therefore we must be aware of the deliverables and the actions needed to accomplish them

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1.2 Scope of The Manual

1.2.1 General Scope

The document is the basis for determination of benefits, employment terms & conditions of service which shall supplement the terms spelt out in the contract or letter of appointment addressed to and accepted by each employee at the time of employment. In addition, the document also provides written guidelines relating to other aspects of human resources management in the Group.

It is recognised that the profitability and growth of the Group depends on the quality, effort and cooperation of its employees. The Management has the responsibility to provide a conducive working environment for its employees to perform. The Group shall strive to provide its employees with opportunities to develop their potential and gain satisfaction from their work.

The Management reserves the right to amend or delete any section of this policy as and when deemed necessary. Any subsequent improvement and changes to this manual can only be made with the approval of the Management. All employees are required to read, understand and comply with the requirements set forth in this manual.

This document shall, unless specified otherwise, apply to all employees of the Group from the date of commencement of employment. Selected sections of this manual are not applicable to part time employees who will be governed by the Part Time Employment Act 2010.

1.2.2 People Experience Strategic Objectives


The People Experience Department is the custodian of the People Experience policy. The People Experience strategic objectives are:

- Attract:** To recruit the right quality of employees for the Group to meet its present and future requirements.
- Grow:** To reward, motivate, develop, promote, and retain employees within the Group.
- Retain:** To optimize the output of employees by providing a conducive work environment and maintaining harmonious relationships to encourage healthy corporate practices and cooperation.

The Head of PX is responsible for:

- Developing, maintaining, and disseminating the People Experience Policy to all employees/subsidiaries in Malaysia.
- Initiating reviews in (collaboration with subsidiary Human Resource Departments) of this document at planned intervals, where there is an emergence of any matter not covered in the document or significant changes occur.


This manual is a controlled and sensitive document. Recipients of this manual are responsible to ensure that unauthorized parties do not have copies of this manual. Copies cannot be made without the prior approval of the Head of People Experience.

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1.2.3 Interpretation

In this manual, wherever the context permits, words expressed in the singular shall be deemed to include the plural and the masculine to include the feminine gender and vice versa in both cases except where the text clearly indicates otherwise.

Term	Definition
Group	Aerodyne Ventures Sdn Bhd and its group companies.
Salary	Basic salary before deduction of income taxes and does not include allowances of whatever kind unless otherwise expressly stated.
Board	The Board of Directors of Aerodyne
Management	Executive Management Committee (EMC) who are given the authority to make policy decisions
CPO	Chief People Officer who is the owner of this manual.
Head of PX	Head of People Experience
Grade	Job Grade

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2.0 CODE OF CONDUCT

2.1 Personal Conduct

All employees will carry out their duties on behalf of the Group in a completely honest and trustworthy manner. Every employee shall serve the Group efficiently and promote the interests of the Group and always maintain absolute integrity, adhering to the principles of **CHARTERED**:

Value	Definition
Consistency	Acts and speaks consistently over time.
Honesty	Truthful and sincere in speak and action.
Accountability	Takes ownership of actions and accepts responsibility for mistakes.
Respectful communication	Communicates in a respectful manner and listens to others.
Transparency	Transparent in intentions, actions, and decision-making processes.
Ethical behaviour	Behaves in accordance with widely-accepted ethical principles.
Reputation	Reputation and history of interactions with other people.
Excellence	Continuous pursuit of excellence and giving the best every day.
Dependability	Follows through on commitments and stays true to deliver promises.

The Group does not accept any form of harassment, discrimination or any other behaviour that may be regarded as threatening or degrading. Every employee shall conform to and abide by the rules governing his service in the Group and shall observe, comply with, and obey all orders and directions given by any person or persons under whose jurisdiction or supervision he may be placed.

2.1.1 Attendance


Regular and punctual attendance is required of every employee. Employees who have occasion to leave their posts while on duty must obtain permission from their superior or Head of Department as the case may be.

2.1.2 Dress and Appearance

The Group places importance on maintaining a professional image, and therefore, all employees are required to dress in a presentable manner that upholds the Group's reputation. On regular workdays, employees are allowed to dress in smart casual attire, maintaining a neat and professional appearance.

During official meetings or events, employees are required to adhere to a professional office attire to reflect the seriousness and formality of the occasion. Employees provided with uniforms are expected to always wear them while on duty.

It is crucial that all employees understand and follow the dress code policy to create a cohesive and professional working environment that aligns with the Group's values and objectives.

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2.2 Confidential Information

The business affairs and records of the Group are strictly Private and Confidential and should not be discussed with or disclosed to people outside the Group except by employees authorised to do so. Reasonable safeguards and precautions are to be taken with respect to the confidentiality of all business, technical, financial, legal, and contractual records. This relates to:

- The handling of details of investment proposals, computer software, proprietary information, marketing strategy/results and financial information.
- The responsibility of secure access management to Group resources.
- Retaining or duplicating the Group's documents or information. Such material, either printed or digital, are only to be retained or copied by employees if required for performance of their duties and must be filed or stored in the facilities and premises of the Group to which such documents or information relate; and
- Where an employee has been allocated a password for the purpose of accessing certain computerized information, such a password is to remain known to and is to be used only by the employee concerned.

This confidentiality condition shall continue to apply even if an employee ceases employment with the Group.

2.3 Conflict of Interest

When a person is employed by the Group, it is the Group's understanding that the Group is his primary employer. Any other employment, direct or indirect involvement in the management of any company, participation in any business activities whether for gain or otherwise, that is in conflict to his work schedule and/or distracts his attention or duties to the Group is considered as a breach of his contract of employment, except with the expressed permission from the Group.

Permission so granted may be withdrawn at any time without assigning any reason thereto and an employee who has been given such permission shall ensure that the Group's reputation, business interest and other interest are always preserved.

An employee should disclose any personal interest that he or his family may have in a customer or supplier including shareholdings in the customer's or supplier's companies. The failure to disclose fully the nature and scope of a conflict of interest will result in disciplinary action against the employee. All disclosures and approvals must be in writing.

2.4 Fair and Equitable Treatment


All business dealings with any parties should be conducted fairly and equitably. Employees must not be influenced by friendship, acquaintance or association when making business discussions on behalf of the Group.

2.5 Equal Opportunity and Diversity

Our organization is committed to maintaining a workplace that fosters diversity and equal opportunity for all employees. We firmly believe that every individual should be treated with respect, fairness, and dignity, regardless of their race, ethnicity, gender, age, religion, sexual orientation, disability, or any other characteristic protected by applicable laws and regulations.

The Group promotes a culture that values diversity and encourages the contribution of different perspectives and experiences. We seek to ensure that all employees are provided with equal opportunities for recruitment, hiring, training, promotions, compensation, benefits, and career advancement within the organization.

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2.6 Alcohol and Drug Abuse

Alcoholic beverages and dangerous drugs which are not on prescriptions are not to be consumed on Group premises. An employee who reports to work under the influence of alcohol or drugs shall be subject to disciplinary action which may result in dismissal.

2.7 Insolvency

An employee who becomes insolvent will immediately report the fact in writing to the Head of PX, and mention what he proposes to do about it.

2.8 Liability to Perform Any Work

A person, in addition to the normal duties of the office to which such appointment refers, may be required to discharge such other duties as directed by the Management.

2.9 Light Duty Management

Our organization is committed to supporting employees who are temporarily unable to perform their regular job duties due to medical conditions or restrictions. Light duty refers to a temporary job or tasks assigned to employees with medical conditions or restrictions, allowing them to perform modified tasks within their capabilities while recovering from an injury or illness.

Employees may be eligible for light duty assignments, subject to management approval if they provide appropriate medical documentation indicating their inability to perform their regular job duties and based on the availability of a suitable role or task that aligns with the employee's capabilities during their recovery period.

2.10 Return to Work


Our organization is committed to supporting a safe and efficient return to work for employees following illness, injury, or other absence. Return-to-work (RTW) policy refers to the process by which employees reintegrate into the workplace with considerations for their health and capacity. This policy aims to ensure a smooth transition that prioritizes both employee well-being and business continuity by providing tailored accommodations, if necessary, to facilitate a full or gradual return.

Employees must coordinate with Management and PX Department to develop a suitable return plan, which may involve modified duties, flexible hours, or transitional tasks, subject to management approval. This policy applies to all employees and is intended to encourage early and sustainable work re-entry, balancing company needs with employee health consideration

2.11 Commuting Safety

Our organization is committed to ensuring the safe operation of company vehicles during employee commutes. Employees who are authorized to use company vehicles for commuting purposes are expected to adhere to all traffic laws and regulations and conduct themselves in a responsible manner as a road user.

Authorized drivers are employees who have been explicitly permitted by the company to use the company vehicles for work-related commuting purposes. Authorized drivers must possess a valid driving license and adhere to the company's driver eligibility criteria as outlined in **the Aerodyne's Vehicle Safety and Usage Policy**. This policy provides comprehensive guidelines and procedures to promote responsible driving practices and safeguard our employees and the community.

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In addition, employees who use their personal vehicles for work-related commuting must ensure that their vehicles are properly maintained, insured, and meet all relevant safety standards. The use of personal vehicles for work purposes must also comply with the Malaysia Road Transport Act, including vehicle safety and insurance requirements.

2.12 Compliance with Group Policies and Procedures

The Group shall from time-to-time institute policies and procedures which may be relevant to an employee's area of responsibilities. Employees are required to read, understand, and comply with these policies and procedures. Employees found to have committed breaches shall be subjected to disciplinary action.

2.13 Data and Security

2.13.1 Data Protection, Data Security and Data Access Management

Unauthorized disclosure (accidental or otherwise), sale or distribution of information to third parties relating to employee, customer or client personal data is not permitted without the appropriate authorization of the party/s concerned. This is a requirement of prevalent data privacy and data security laws including but not limited to:

- The Personal Data Protection Act 2010 (Appendix A),
- General Data Protection Regulations (GDPR),
- SOC2 Type 2 compliance; and
- Other data protection framework and policies that Aerodyne and its employees are subjected to at the prevailing time.


Any contravention may lead to action under the disciplinary procedures, as well as individual liability under data protection legislation.

On leaving the organization, asset handover and succession planning must be updated to your supervisor, manager, or head of department. Staff members must return all information assets and equipment belonging to Aerodyne. The data and task handover or succession plan shall be done within the relevant department and updated to PX.

Handover of Group data and asset shall be updated to ensure proper return of information, equipment, devices, and other elements prior to staff resignation. Access cards for resigned employees shall be handed over to and monitored by PX.

Any staff member who leaves the organization will have their access privileges terminated in line with the Managing User Access referred to in the ISO/IEC 27001 Information Security Management System, alignment with Aerodyne's Information Security Policy (Appendix B).

In terms of Data Security and Secure Data Access Management, employees shall adhere and be bound by Aerodyne's Information Security Policy which details out organizational information security policy and associated security policies and procedures to be followed by Aerodyne and aims to preserve the confidentiality and integrity.

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2.13.2 Internet Usage

All employees are permitted and encouraged to use the internet where such use supports their work performance. However, the Group reserves the right to monitor internet traffic and access data that is composed, sent, or received through its online connections. All sites and downloads may be monitored and/or blocked if they are deemed to be harmful and/or not productive. Unacceptable use of the internet by employees includes, but is not limited to:

- Sending or posting discriminatory, harassing, or threatening messages or images that is defamatory to the Group, its products/services, colleagues and/or customers,
- Using computers to perpetrate any form of fraud, and/or software, or piracy,
- Stealing, using, or disclosing someone's software and electronic files that are copyrighted or without authorization,
- Hacking into unauthorized websites,
- Introducing malicious software onto the network and/or jeopardizing the security of the electronic communications system; and
- Sending or posting chain letters, solicitations or advertisements not related to business purposes or activities.

Any employees found to be in violation with the policies herein stated, shall be liable to disciplinary and/or legal action.


2.13.3 Social Media

Social media is a type of interactive online media that allows parties to communicate instantly with each other or to share data in a public forum. This includes blogs, message boards, chat rooms, electronic newsletters, social networking sites and other sites and services that permit users to share information with others.

All employees are to adhere with the Social Media procedures as follows:

- Never post any information or rumours that you know to be false about the Group, other staff, customers, suppliers, and other person associated with the Group,
- Do not post any commentary, content or images that are defamatory, pornographic, harassing, intentionally harm someone or Group's reputation,
- Employees should not publish, post, or release any information that is considered confidential. If employees are uncertain of what is considered as confidential, employees should check with their immediate Superior,
- Employees should not respond directly to the media and press. On the contrary, employees should suggest the Management as the liaison spokesperson on behalf of the Group,
- Employees should not post a third party's copyrights, trademarks, or other intellectual property,
- Employees should keep the Group related social media accounts separate from personal accounts; and
- Refrain from using social media during office hours unless it is work related as authorised by your Superior.

Any employees found to be violated with the procedures herein stated, shall be liable to disciplinary and/or legal action.

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2.13.4 Intellectual Property

Aerodyne does not assert or claim any right, title or interest to or in any IP rights in any works, inventions, designs or other subject matter created by an employee who is outside the scope of their employment, and which was created, developed, generated or otherwise brought into existence without the use or support of any facilities, materials, funds or other resources owned or provided by Aerodyne.

Except as otherwise agreed in writing or stated here, Aerodyne asserts and claims the right, title and/or interest to all IPs created by employees herein:

- The IP was generated, created and developed by the employee in the course of their employment and/or affiliation with Aerodyne,
- Generation of the IP has required the use or support of Aerodyne facilities, materials, funds or other resources provided or obtained by or through Aerodyne,
- Generation of the IP has resulted from the use of pre-existing IP owned by Aerodyne, or
- The employee is a joint owner of an IP which was created and developed with a third party in the course of their employment or affiliation with Aerodyne.

However, Aerodyne may discretionarily recognise contributions of employees who are authors to the development of the IP.

2.13.5 Cybersecurity


The primary objective of our cybersecurity policy is to ensure the utmost protection of our organization's digital assets, sensitive data, and technology infrastructure against unauthorized access, cyber threats, and potential data breaches. By doing so, we aim to establish a secure environment that upholds the confidentiality, integrity, and availability of our information systems.

This policy is applicable to all individuals affiliated with our organization, including employees, contractors, vendors, and third parties, who have access to our information systems or are responsible for handling sensitive data. It encompasses all devices, networks, and communication channels utilized within our organizational framework. It is the policy of the organization that all staff, whether holding temporary, fixed term or open contract, must comply with the Information Security Management Policies of Aerodyne. The Information Security Management System (ISMS) Manual can be referenced as outlined in Appendix B.

Responsibilities in upholding this policy are distributed as follows:

- At Aerodyne, Cybersecurity is the responsibility of everyone. Employees hold the responsibility of adhering to cybersecurity best practices, safeguarding their access credentials, and promptly reporting any suspicious activities they encounter.
- The PX Department plays a vital role in ensuring that all employees receive appropriate cybersecurity training and regular awareness programs. PX shall also play a role in ensuring governance starting from the onboarding process in collaboration with relevant departments (including but not limited to background checks) and continuing throughout their tenure until the offboarding process (including but not limited to relevant executions of handovers and disposal of data).
- The Cybersecurity department is tasked with implementing and maintaining robust security measures, conducting regular risk assessments, and ensuring timely responses to any cybersecurity incidents that may arise.
- Management holds the responsibility of overseeing their teams' compliance with this policy and reporting any policy violations to the appropriate channels.

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- e) The policy places significant emphasis on data protection, mandating the classification of sensitive data based on its level of confidentiality and enforcing appropriate access controls. Additionally, regular data backups will be performed to ensure the possibility of data recovery in case of security incidents or system failures.
- f) Non-compliance with this cybersecurity policy will not be tolerated and may result in disciplinary action, up to and including termination of employment.
- g) By fully embracing and adhering to this cybersecurity policy, our organization aims to cultivate a secure and resilient digital environment, safeguarding sensitive data, building and preserving trust with our stakeholders, and fortifying our defences against potential cyber threats and attacks.

2.14 Gifts And Bribery

2.14.1 Gifts, Hospitality and Reimbursement

The relationship between the Group and its employees is one of good faith, and an employee is not entitled either directly or indirectly to receive perquisites from a Third Party in consequence of his employment or in his capacity as an employee without the approval of the Group. The receipt of such perquisites may amount to a breach of good faith, because the perquisites normally belong to the employer.

The Group recognizes and understands that gifts and hospitality are part of building business relationships between companies. Promotional expenses are seen by most companies as essential to showcase and advertise products. Travel expenses are incurred in enabling visits to see benchmark installations and the quality of the Group's facilities and personnel. As such, certain expenditures may be deemed as an offence potentially giving rise to corporate liability under the MACC Act 2009 if they are made with the intent to influence anyone including public official and foreign public official with the aim of retaining or obtaining an advantage in the conduct of business.

On the other hand, we acknowledge that good business practice permits promotional expenditures where they are transparent, proportionate, reasonable and bona fide. We hereby declare to adhere to good practice to ensure that then such the permitted expenditures are within the permissible scope under the MACC Act 2009.

Accordingly, the Group has established controls to mitigate risks on the followings as referenced in the Anti Bribery Management System (ABMS) document (Appendix C);


- a) Gifts; and
- b) Hospitality; and
- c) Reimbursement of expenses.

For more information about Gifts, Hospitality and Reimbursement employees must read the ABMS that consists of relevant guidelines and thresholds.

2.14.2 Anti-Bribery, Corruption and Whistleblowing

In its commitment to achieve high legal and moral standards in all business activities, the Group has in place the Anti-Bribery Management System ("the ABMS"). The ABMS is an ecosystem designed and implemented to ensure efficient standards and procedures are put in place to prevent, detect and address acts of bribery and/or corrupt exercises. It is to ensure that the Group's employees shall comply with anti-bribery laws and best practice in combating corruption in all countries and business areas in which the Group operates.

An act of bribery can be generally defined as when any person who by himself, or by or in conjunction with any other person corruptly solicits or receives or agrees to receive for himself or for any other

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person; or corruptly gives, promises or offers to any person whether for the benefit of that person or of another person.

While acts of bribery is non-exhaustive, it can be seen as either an offer, promise, financial or other kind of reward to a person with public or private responsibilities as an inducement or reward for doing something (or not, as the case may be) improperly, i.e. in bad faith or in breach of trust. Examples may include the following;

- a) Any dishonest or fraudulent act;
- b) Misappropriation of funds, securities, supplies, or other assets;
- c) Accepting or seeking anything of material value from contractors, vendors, or persons providing services / materials to the Group;
- d) Offering or making of bribes, unorthodox or unauthorized payments or inducement of any kind to anyone;
- e) Making transfers of anything of value to a public official that would not be authorised by the Group;
- f) Commission of a criminal offence;
- g) Impropriety in the handling or reporting of money or financial transactions;
- h) Profiteering as a result of insider knowledge of Group activities;
- i) Disclosing confidential and proprietary information to outside parties;
- j) Endangering health and safety or the environment;
- k) Improper conduct (for example, breach of Group policies and procedures);
- l) Deliberate concealment of information on any of the above.

The Group encourages employees to disclose any acts in violation of the ABMS and to report any suspicions via the Group's whistleblowing channel and procedures as provided and updated in the ABMS.


2.15 Harassment And Bullying

2.15.1 Anti-Sexual Harassment

The Group practices a zero-tolerance approach against acts of sexual harassment within any of its working spaces. The elimination of workplace sexual harassment is essential to improve safety, diversity and productivity of employees. The Group has in place, the Anti Sexual Harassment Policy (ASH Policy) (Appendix C) published in its commitment to provide safe working environment for its employees and correspondences against any forms of sexual harassment. Any person found to be in violation of the ASH Policy or have found to sexually harassed another will face disciplinary action including dismissal from employment. All complaints of sexual harassment will be taken seriously and treated with respect and in confidence. No employees will be victimised for making such a complaint.

Sexual harassment can be defined as any unwelcoming conduct(s) that is sexual in nature. Sexual harassment makes a person feel offended, humiliated and/or intimidated that may include situations where a person is asked to engage in sexual activities as a condition of the person's employment, as well as situations which create an environment which is hostile, intimidating or humiliating for the receipt.


Sexual harassment can involve one or more incidents. Types of sexual harassment conducts may be physical, verbal, non-verbal, written harassment, visual harassment and psychological

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harassment. Examples of conducts which are of sexual harassment in nature is non-exhaustive, nonetheless conducts may include the following:

Types of Conduct	Some Examples
Physical conducts	<ul style="list-style-type: none"> Unwelcomed physical contact including patting, pinching, stroking, kissing, hugging, fondling or inappropriate touching. Physical violence, including sexual assault. Usage of inanimate objects to touch another person inappropriately.
Verbal conducts	<ul style="list-style-type: none"> Comments on a worker's appearance, age, private life, etc. Sexual comments, stories, and jokes. Sexual advances. Repeated and unwanted social invitations for dates or physical intimacy. Insults based on the sex of the worker. Condescending or paternalistic remarks. Sending sexually explicit messages (by phone or by email).
Non-verbal conducts	<ul style="list-style-type: none"> Display of sexually explicit or suggestive material. Sexually suggestive gestures. Whistling/Catcalling. Leering which leads to complainant's discomfort and feel unsafe. Taking off clothes without any valid reason and sexually suggestive. Sending nudity and/or inappropriate graphic content in any formats.
Written Harassment	<ul style="list-style-type: none"> Includes printed material for example, showing pornographic materials, drawing sex-based sketches, or writing sex-based letters. The mode of sending the printed material would include faxing, short message service (SMS), multimedia message service (MMS) and electronic mail (e-mail).
Visual Harassment	<ul style="list-style-type: none"> This could be something which is not directed to any person but which, nevertheless, creates a hostile or humiliating environment for others, for example, displaying obscene pictures. This has the potential effect of degrading or offending fellow worker.
Psychological Harassment	<ul style="list-style-type: none"> Repeated unwanted social invitations; relentless proposals for dates or physical intimacy. Sextortion.

When an employee is sexually harassed, they may file a complaint against the perpetrator to the ASH Committee by submitting the Complaint Form that can be found in the ASH Policy. The Complainant must send the Complaint Form to the ASH Committee through the channel as provided and updated in the ASH Policy.

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2.15.2 Anti-Workplace Harassment

The Group is committed to fostering a work environment that is respectful, inclusive, and free from all forms of workplace harassment. Workplace harassment encompasses various behaviours, including but not limited to bullying, the use of profanities, and discrimination based on race, gender, sexual orientation, religion, disability, or any other protected characteristic. Such conduct is not tolerated and is a violation of our Group values, policies, and local laws.


Harassment in any form can have a profoundly negative impact on employees. It undermines morale, erodes trust, and creates an unsafe and hostile work environment. Bullying tactics, verbal abuse, or the use of offensive language not only hinder individual productivity but also diminish overall team cohesion and collaboration. Discriminatory behaviour marginalizes individuals, leading to feelings of isolation, decreased job satisfaction, and can have lasting psychological effects. Therefore, the Group is committed to promptly addressing and resolving any reported incidents of harassment to ensure a workplace where all employees feel valued, respected, and supported.

Examples of anti-workplace harassment conducts may include the following:

- a) Physical and/or verbal abuse and threats,
- b) Physical, verbal and/or non-verbal hostile behaviour,
- c) Bullying,
- d) Create hostile, humiliating and/or offensive environment,
- e) Bring or use a weapon of any kind at the Workplace or possessing a weapon of any kind,
- f) Or threatening to bring a weapon to Workplace,
- g) Display insulting, degrading images and/or messages in Workplace,
- h) Abusive or hurtful texts, emails or posts, images or videos through social media; or
- i) Spread rumours about a person's personal life.

Our People Experience department takes all reports of workplace harassment seriously. We encourage all employees to speak up and report any instances of harassment they witness or experience. Employees may lodge a report against any acts of workplace harassment to their direct supervisors or any representatives of the People Experience department.

Upon receipt of a complaint, a thorough investigation will be conducted, and appropriate corrective actions will be taken, which may include counselling, training, disciplinary action, or termination of employment, depending on the severity and recurrence of the behaviour. We are dedicated to upholding a culture that promotes dignity, equality, and professionalism for all members of our workforce.

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3.0 MANPOWER PLANNING

3.1 General

The Group shall develop and maintain manpower, career development and succession plan to meet its current and future requirements for human resources. It is the responsibility of all Head of Departments to plan the manpower requirements for their respective departments sufficiently to meet these requirements. The Head of Departments shall formulate the manpower budget, recruitment budget and potential training needs for new employees in liaison with the Head of People Experience.

3.2 Manpower Budget

Manpower planning should ensure that all assumptions regarding future manpower levels are carefully analysed with a view to maximize productivity. It should also ensure that the Group's planning policies reflect the socio-economic policies of the Government and to the maintenance of appropriate ethnic balance in employment.

Heads of Departments are responsible to develop the annual departmental budget to the PX department. The manpower budget is subject to the approval of the Executive Management Committee (EMC), however is not an authority to recruit new employees. All requests for employees must be requisitioned and approved individually as arise and in accordance with the recruitment procedures laid down in this document.

The Group may institute organizational changes as and when necessary. All organizational changes require the approval of the top management. In addition, any major reorganization involving the establishment or elimination of a division/department/section must be approved by the GCEO/CPO.

3.3 Recruitment

3.3.1 Policy


The Group shall recruit the most appropriate candidate in respect of qualifications and experience for any vacancy that may arise. Full consideration should be given to possible opportunities for internal promotion and/or transfer before initiating the procedure for filling the vacancy from outside. When selecting, due consideration shall be given to match the abilities of the candidate with the requirements of the job as well as satisfactory character, integrity and employment references.

Employee recruitment, as far as possible, will be in accordance with the Group's manpower plan. In the event where a new position being requested is unbudgeted, the requisition for the extra employee should be approved by GCEO/CPO. Such a requisition, using the Job Description Form must be accompanied by a job specification and the requisition should be made to the PX Department.

3.3.2 Employee Requisition

If an existing position falls vacant, the Head of Department should first ascertain that it is not possible to reorganize to deliver the requirements of the vacant role. If this is not possible, a requisition in writing should be made to the PX Department using the Talent Requisition Form (TRF) (Appendix 1) accompanied with Job Description Form (Appendix 2) to fill the vacancy. All TRF should be endorsed by the Hiring Manager and HOD, to be reviewed by PX and approved by the CPO.

It is the Head of Department's responsibility to scan the available manpower in his own department for suitable candidates, if any, whose names should be forwarded with the requisition to PX Department.

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3.3.3 Job Description

The Job Description shall include the following details:

- The job title,
- A summary of the role's objectives,
- Specific responsibilities and duties,
- Required qualifications, skills and competencies,
- Reporting structure,
- Working conditions; and
- Compensation and benefits information.

3.3.4 Candidate Specification

The Head of Department is responsible for deciding what is required, with advice from the PX department.

3.4 Selection/Interview

Interviews shall be conducted where necessary by a panel comprising of following:


Position	Interview Panel
Vice President and above	GCEO/CPO/C-level HOD
Sr. Manager/Manager	CPO/PX Head/ Designated Recruitment Mgr & HOD
Asst Manager and below	Designated Recruitment Mgr & Hiring Mgr

3.5 Approval of Appointment

The approving authority to select and appoint a candidate shall be as follows:

Position	Approving Authority
Vice President and above	GCEO/CPO
Sr. Manager	CPO/PX Head
Manager and below	PX Head

The approving authority shall also determine the terms and conditions as well as starting salary for the position in accordance with the Group's compensation policies.

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4.0 TERMS OF EMPLOYMENT

4.1 Pre-employment

4.1.1 General Prerequisites

All candidates are to fulfil the following conditions before being appointed:

- Fill and employment Application Form (Appendix 3),
- Be certified that he is medically fit to serve the Group by a doctor appointed by the Group by undergoing a pre-employment medical check-up prior to issuance of the letter of employment for full time permanent employees.
- Employee is required to fill the Consent to Release Information Form (Appendix 4),
- Acknowledge and sign Personal Data Protection Act (PDPA) Consent Form (Appendix 5) and Non-Disclosure Agreement (NDA) (Appendix 6), and declaration form and all internal policy documents,
- Provide documentary evidence, acceptable to the Group, relating to citizenship, age, educational qualifications and/or working experience,
- Provide character and/or business references acceptable to the Group,
- Sign all letters of undertaking issued by the Group; and
- To have a bank account as per the chosen bank of the Group.

4.1.2 Pre-employment Medical Checkup


All candidates to be certified that he is medically fit to serve the Group by a doctor appointed by the Group by undergoing a pre-employment medical check-up prior to issuance of the letter of employment for employees. References to the coverage of the pre-employment medical checkup is illustrated below. The coverage details can be referenced in the Schedule of Benefits (Appendix E).

Job Grade	Employment Status	Checkup Coverage
Grade 1-6	Contract and Permanent	Platinum
Grade 7-9	Permanent	Basic

4.2 Appointment

Every new employee will be given an appointment letter by the PX Department before reporting for duty in his respective Department. The Group has the right to verify information given in the Job Application Form. Any misrepresentation of facts in the application form shall be sufficient grounds for immediate dismissal.

The appointment of a person shall date from the day on which he assumes the duties of office. An employee is required to accept our offer and revert within the stipulated time frame, or the offer will be deemed null and void.

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4.3 Employee Job Category and Grade


An employee's job category and grade are as listed below, or as defined in the employment contract.

4.3.1 All Staff

Job Category	Job Grade
Executive Director / C-Suite	1
C-Suite / Senior Vice President	2
Vice President	3
Senior Manager	4
Manager	5
Assistant Manager	6
Senior Executive	7
Executive	8
Junior Executive	9
Intern	10
Non - Executive / Part Time	11

4.3.2 Tech Bands

Job Category	Job Grade
Executive Director / C-Suite	1
C-Suite / Senior Vice President	2
Vice President	3
Technical Director	4
Lead	5
Associate Lead	6
Senior Executive	7
Executive	8
Junior Executive	9
Intern	10
Non - Executive / Part Time	11

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4.4 Induction and Onboarding

For onboarding new recruits into the Group, the PX Department is responsible to conduct an onboarding briefing on the first day of reporting for work. All guidelines in regard to the Group's policies, code of conduct and cultures will be adequately covered. The main objective of the induction program is to provide the new recruits with an overview of the Group's various businesses and organization structure.

4.5 Hiring

4.5.1 Hiring of Former Employees

The Group shall not re-employ any employee who has been discharged with cause. Employees who have resigned on their own accord from the Group may at the sole discretion of the Management be considered for re-employment. All re-employed employee must waive all rights accruing from his previous service with the Group.

4.5.2 Hiring of Family Members or Relatives

To retain independence and transparency, an employee who have relation (either by blood or marriage, within the third degree) to a potential candidate that is planned to be based in the same department, should abstain from the recruitment process (i.e. interview/selection).

The organization recognizes the importance of maintaining a professional and conflict-free work environment. If two employees enter into a marital relationship, it may be necessary to transfer one of the employees to a different department to mitigate potential conflicts of interest.

4.6 Probation

A probation period is the period of time at the beginning of an employee's tenure where the Group will assess whether the employee is suitable for regular employment with the Group. All new permanent employees shall be required to serve a six (6) month probationary period. Upon the completion of six months, all employees are required to complete a probation review using the Probation/Contract Review Form (Appendix 7). The Head of Department is responsible to evaluate the performance of staffs during probation.

The probation period may be reduced or extended at the sole discretion of the Group depending on the employee's performance and conduct. Such extension shall be informed to him in writing.


During the probationary period, the employment of the employee may be terminated by either the Group or the employee by giving the other party one (1) month written notice or payment in lieu of notice as stated in the letter of employment.

4.7 Confirmation

Confirmation of an employee to permanent employment status shall be based on assessment provided by the respective Supervisor and Head of Department.

4.8 Hours of Work

The Group practices a five-day work week for all employees and their normal hours of work shall be as stated below:

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Days	Hours
<u>Working Hours</u>	
Monday - Friday	8.30 a.m. to 5.30 p.m
<u>Lunch Break</u>	
Monday - Thursday	12.30 p.m to 1.30 p.m / 1.00 p.m to 2.00 p.m
Friday	12.30 p.m. to 2.30 p.m.

Any variation of working hours and workdays may be scheduled to suit operational requirements and is subject to specific contractual agreements.

4.9 Gazetted Public Holidays

All employees shall be entitled to paid holidays on all gazetted Federal and State public holidays applicable to the state in which the operations are stationed at, with an exception to part-time or casual employees. In the case where the Public Holiday falls on a Sunday, the following Monday will automatically be considered a replacement Public Holiday.

Notwithstanding the above, the Group reserves the right to require an employee to work on gazetted public holidays to meet operational requirements and may in such event exercise the right to substitute the said public holiday with respective replacement leave(s).

4.10 Personal Data

The PX Department maintains records of each employee's personal data i.e. address, telephone number, details of spouse & children, emergency contacts, statutory related information and benefits. It is the employee's responsibility to update the PX Department regarding any changes to their personal particulars.


All employees are required to sign the "Personal Data Protection Notice for Employees" form pursuant to the Personal Data Protection Act 2010 which can be obtained from the PX Department.

4.11 Transfer and Mobility

The Employee may be re-assigned, transferred, or seconded from one current job to another or from one department/division/Group to another within the Group. A refusal to go on transfer will be deemed a breach of the employment contract and may warrant dismissal without notice. All internal transfers are subject to the review and approval of the Employee Movement Form (Appendix 8) by PX.

4.12 Non-Disclosure Agreement

The Employee is required to sign and abide by the Non-Disclosure Agreement which shall be read as part of and together with these terms and conditions.

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5.0 COMPENSATION AND BENEFITS

5.1 Remuneration

5.1.1 Salary Payment

Employee's salary will be calculated monthly and will be credited into their bank accounts by end of each month. For an employment period which is less than one (1) month, calculation will be prorated on the number of days of that calendar month. An employee's starting salary and other remunerations are stated in the Letter of Offer or Contract of Service. Any amendments shall be informed to the employee in writing.

5.1.2 Salary Information Confidentiality

Employees must adhere confidentiality of salary information and other compensation provided by the Group. This may create unnecessary conflicts and disputes among other employees. Failure to comply would lead to stern disciplinary action.

5.1.3 Annual Salary Increment

Subject to the employee's satisfactory work performance as well as the Group's financial position, the employee may be granted annual salary increment at a specified percentage of rate from their basic salary. Annual salary increments will be paid once a year in the months of January.

5.1.4 Promotions

The Group may at its absolute discretion and subject to the vacancy of position available within the Group, consider promoting an employee. Promotions are conditional upon an employee's excellent/outstanding work performance or work in accordance with the performance appraisal system established by the Group. Employee must demonstrate functional competencies, skills, potentials, leadership and professional acumen required in the potential position.

5.2 Overtime

An employee earning basic salary below RM4,000 per month is eligible for overtime pay as defined in the Employment Act 1955. All overtime worked must be approved in advance by the Superior and CPO. Overtime shall not be treated as an entitlement but only as and when required. Approval must be sought prior to the overtime worked.


5.3 Statutory Contributions

5.3.1 Social Security Organization (SOCSO) & EIS

The Group will contribute to SOCSO and EIS based on its proportion and employees' monthly contribution as required by the Social Security Act 1969.

5.3.2 Employee Provident Funds (EPF)

The Group will contribute to EPF based on its proportion and employees' monthly contribution as required by the Employees Provident Fund Act 1991.

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5.3.3 Income Tax

The Group will make monthly Income Tax deductions from employees' salary in accordance with the requirements of the Income Tax Act 1967.


5.4 Leave Entitlement

5.4.1 Annual Leave

- a) Employees paid annual leave entitlement at the end of each year of service shall be as follows:

Description	<2 years	>2years	>5years
Senior Management (G 1-3)	20	22	24
Middle Management (G 4-6)	18	20	22
Executive (G 7-9)	14	16	18
Non-Executive (G 11)	12	14	16

- b) Applicable to all employees, annual leave taken shall be on a pro-rata basis and based on completed number of months served.
- c) Application for annual leave must be made and submitted for approval at least three (3) days before commencement of leave. Approval must be obtained before going on leave.
- d) All full-time employees are entitled to carry forward their unused annual leave up to a maximum of five (5) days to the following year. Any unused leave entitlement of the year will be forfeited on the 31st of March of that year.
- e) Employees going for pilgrimage will be allowed to carry forward full entitlement of unutilized leave balance from current year into the following year. The additional number of days more than the allowed carry forward entitlement will be accorded upon providing supporting documents. Pilgrimage for this purpose refers to Muslims going for Haj and others for their respective holy prayers only. This entitlement will be accorded only once during their service with the Group.
- f) Employees who resign, retire or retrenched from their services shall be granted annual leave on a pro-rated basis for the completed days of service or will be paid for all the balance of annual leave not taken.
- g) Public holidays, rest days and off days shall not be included in the calculation of annual leave taken.
- h) Employees on a contractual basis must utilise their leave within the contractual duration and will not be allowed to carry forward leave to new contract. All unutilized leave will be forfeited.
- i) Any application of leave more than entitlement, employee is required to apply for no pay leave.

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5.4.2 Half Day Leave (Annual & Sick)

- For employees who requested to go on half day leave, they are required to work at least a minimum of 4 working hours on the said day.
- There will be no restriction on the number of half-day leave that an employee may take per year provided that the total annual leave do not exceed the annual entitlement.
- The following working hours shall be applicable to those taking half-day leave:

Morning Session	Afternoon Session
8.30 am to 12.30 pm (4 hours)	1.30 pm to 5.30 pm (4 hours)


- There shall be no further lunch break for employees taking half-day leave.
- If the absence during half-day leave is more than the four (4) hours allowed, the employee will be required to take the full day off. Employees who failed to report for work in the required session (morning or afternoon) shall be deemed to be absent from without prior approval and may be subjected to disciplinary action.

5.4.3 Sick Leave

Employees who are absent from work due to sickness or injuries, and who are in possession of a medical certificate shall be entitled to sick leave in each one (1) calendar year as follows:

Sick Leave	Non-Hospitalisation	Hospitalisation
<2 years of service	14 days	60 days in total
2-5 years of service	18 days	
>5 years of service	22 days	

All paid sick leave shall be granted on the recommendation of the doctors by the panel clinics. In cases where the medical record of the employee gives rise for concern, the employee may require undergoing a complete medical examination. Public holidays, rest days and off days shall not be included in the calculation of non-hospitalization sick leave taken. For hospitalization leaves, days taken shall be treated consecutively.

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5.4.4 Prolonged Illness

Prolonged illness leave shall commence consecutively after employee has exhausted all his sick leave, hospitalization leave and/or annual leave entitlement as of the date the application for prolonged illness was made. All application for prolonged illness leave must be supported with original medical report certified by a registered medical practitioner/medical officer of the Group's panel hospital/Government hospital in Malaysia that the employee is conclusively suffering from a critical illness requiring prolonged treatment in which the employee is not able to perform his duties such as tuberculosis, cancer, leukaemia, cerebral thrombosis, or paralysis.

Process of payment for prolonged illness will be as below:

Months	Payment
1-3 months	Full salary payment
4-6 months	Half salary payment
6-9 months	No salary payment

Eligibility: employees that have served more than one (1) year of service.

- Employees must attend medical appointments scheduled and undergo the necessary treatment required by the above-mentioned registered medical practitioner/medical officer in a timely manner.
- When requested, employee must provide updates on treatment outcome supported with the relevant medical documentation certified by the above-mentioned registered medical practitioner/medical officer.
- Employee who is unable to resume duty or is not fully recovered at end of 9th month shall be medically boarded out.

5.4.5 Maternity Leave

Every female employee shall be entitled for paid maternity leave for a period of ninety-eight (98) consecutive days in respect of each confinement for up to five (5) surviving children. Maternity leave shall be granted on or after the 28th week of pregnancy. Miscarriage less than 28 weeks will be treated as normal sick leave.

5.4.6 Paternity Leave


All male employees shall be entitled to a paid paternity leave at his ordinary rate of pay for a period of seven (7) consecutive days in respect of each confinement if he has notified his employer of the pregnancy of his spouse at least thirty days from the expected confinement. The paternity leave under subsection shall be restricted to five (5) confinements irrespective of the number of spouses. The employee shall produce the birth certificate of his child to qualify for the paternity leave.

5.4.7 Compassionate Leave

All employees are granted paid compassionate leave in cases of death of his/her legal spouse, child, legally adopted children, parents or parent-in-law and siblings. The maximum number of such paid compassionate leaves shall be given three (3) days annually, to be utilised within thirty (30) days of the case of death. The employee shall produce documentary evidence to qualify for compassionate leave.

5.4.8 Marriage Leave

FOR REFERENCE ONLY

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An employee shall be granted three (3) working days on his/her legal marriage. Applicable only once during the tenure of employment. Application for marriage leave shall be supported by a marriage certificate.

5.4.9 Unpaid Leave

No pay leave is strictly not an entitlement and only allowable for certain justifiable circumstances. Employees are required to exhaust their annual leave before they can apply for no pay leave. Application for unpaid leave must be done through the PX Department subject to the recommendation of the respective HOD. Employees applying for no pay leave for a period exceeding one (1) week are required to apply for such leave on a continuous basis (shall include off days, rest days, and public holidays).

5.4.10 Absence without Leave

An employee who has been continuously absent from work for more than two (2) consecutive working days without prior leave or reasonable excuse shall be deemed to have committed a breach of contract and shall face disciplinary action which may include termination.

5.4.11 Replacement Leave

An employee may be required to work on any off days, rest days or public holidays and in such event he shall be eligible for replacement leave for work done. The work carried out must be in accordance with the operational requirements as assigned and endorsed by the Superior. Utilisation of Replacement Leave must be with the approval by the Superior.

An employee will only be entitled to replacement leave, provided he has completed either full four (4) hours or full eight (8) consecutive hours of work, excluding lunch break. Four consecutive work hours qualifies the employee to half day leave and eight consecutive work hours qualifies the employee to full day leave.

Duration	Replacement Leave
4+ hours of consecutive work	Half (1/2) day
8+ hours of consecutive work	Full (1) day

The application for Replacement Leave must indicate the date of off days, rest days or public holidays being replace in the remark's column. Supporting documents from the attendance system is a requirement as to show evidence of work done.


5.4.12 Calamity Leave

Calamity leave is to allow time off from work to deal with the effects of disaster, such as flooding, earthquake or any other emergency that may occur. Employee shall be granted three (3) days of leave per occasion due to the effect of each disaster. The employee shall produce documentary evidence to qualify for the calamity leave.

5.4.13 Examination Leave

An employee shall be entitled to three (3) days leaves per year to sit for examinations for a course or courses which the employer has agreed is/are directly related to her/his work, provided that an employee's right to professional development leave shall not be affected. Supporting documents such as exam schedule will be applicable as per attachment to apply for the leave.

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5.4.14 Time Off

Employees requesting time off must obtain permission and approval from their Superior or Head of Department (HOD). Each request will be granted a maximum of 2 hours per occasion, and employees are limited to one-time off request per month.

5.4.15 Remote Working

Employee may apply for a remote working arrangement to better suit employee's preference or otherwise meet employee's family or personal needs. That said, remote work shall not be applicable to employees in the scope of work that requires their continual presence to discharge their respective obligations or otherwise be present at the Aerodyne or customer's premises such as operational team, front office employees, and others that may be defined by the Management from time to time.

The Management may review criteria for remote work based on changing business circumstances and employees on remote work may be required to work full time on a normal schedule when needed to minimize disruption to the company's operations.

Remote Working Criteria & Conditions

Remote work is discretionary and must be approved in advance by the HOD and PX and in all respects subject to the Company's business and operational needs and exigencies.

Please refer as below:

Condition	Supporting Documents	Approval
Health condition with manageable illness while taking appropriate precautions such as high risk pregnancy conditions and limited movement due to injury.	Medical letter from certified medical practitioner.	Recommendation by HOD and Head of PX, with Chief People Officer approval.
Employees and family members must be quarantined due to Covid19, influenza, HFMD, and chicken pox.		
Other remote working conditions.	Daily report as deemed fit by supervisor, and mobile check in.	Recommendation by HOD and Head of PX, with EMC approval.


5.5 Medical Benefits

5.5.1 General

The Group's aim is to recruit and maintain a healthy work force and it is therefore in the Group's and employees' interests that adequate medical care is made available to them.

All employees and their immediate dependents will be entitled to the medical benefit entitlement. Dependents for this purpose is defined as a legally married spouse (limited to one (1) legal spouse only), unmarried children over 15 days old but under nineteen (19) years of age or twenty-three (23) years of age, still on full-time higher education, and who are not gainfully employed.

With the overall objectives outlined above and the aim of the Group to lighten the burden of illness of the employee and their immediate dependents, the Group will bear the costs of essential medical treatment, within the terms and conditions outlined in this section.

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5.5.2 Outpatient Medical Treatment

Employees and their immediate dependents will be entitled to seek medical treatment from the panel clinics and provided the medical treatment is obtained locally. The entitlement is for one (1) calendar year inclusive of outpatient and specialist visits, consultation, procedures and medication, and can be referenced in the Schedule of Benefits (Appendix E).

Exclusions for Outpatient Medical benefits:

- a) Cosmetic treatment, plastic surgery, body building/reducing pills.
- b) Preventive supplement pills, health products or vitamins.
- c) Contraceptive treatment, fertility treatment and services, maternity expenses, pre-natal or post-natal care, miscarriage, and wilful abortion.
- d) Psychotic, mental, or nervous disorders and behavioural conditions including any neurosis and their physiological or psychosomatic manifestations.
- e) Routine physical examination.
- f) Dentures, deaf-aid equipment, artificial limbs, and other devices of similar nature.
- g) Surgical expenses.
- h) Treatment arising from the unlawful use of drugs and narcotics; and
- i) Any illness or disease requiring prolonged period of medical attention or absence from work.

5.5.3 Dental and Optical Benefits


All employees will be entitled to dental and optical benefit of RM300 per calendar year, which is inclusive within the outpatient medical limit, which shall cover tooth extraction, filling, scaling and consultation fee in relation to these treatments. Any treatment which is cosmetic in nature will not be covered under this benefit. Optical shall mean purchase of spectacles for corrective purposes only. This benefit will be applicable to employees who has more than six (6) months of service in the Group.

5.5.4 Annual Medical Examination

All Senior Managers (Salary Level 4 and above) will be entitled to undergo an annual full medical examination at their discretion which cost up to RM1,000 which will be borne by the Group, every once a year. This will only applicable for age 40 years and above.

5.6 Group Hospital and Surgical Insurance

The Group shall provide adequate hospitalisation coverage for all employees and their immediate dependents under a Group Hospital and Surgical Insurance Policy subject to the terms and conditions therein. The premium for employees as well as dependents will be fully borne by the Group. In the event the medical expenses exceed the Annual Limit (AL) and the float limit, the additional cost will be borne by the employees. All expenses incurred more than the Annual Limit (AL) for the employees' dependents will be borne by the employees. A detailed breakdown of the entitlements is listed in the Schedule of Benefits (Appendix E).


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5.7 Group Personal Accident

An employees shall be insured for the Group Personal Accident scheme undertaken by the Company upon joining. This scheme will cover for accidental death & permanent disablement resulting from a covered accident (injury and/or accident). Any claims payable shall be based on the evaluation by the insurance company and on the coverage of each plan.

5.8 Group Term Life

An employee is insured on a twenty-four (24) hour world-wide coverage by a Group Term Life (GTL) Insurance Plan. The insured amount is payable in the event of death due to accident or natural causes (illness). (See Appendix). The GTL also covers Total and Permanent Disablement (TPD), Partial Permanent Disablement (PPD) and Critical Illness (CI). All claims shall always be subjected to the terms and conditions of the Group Term Life Insurance Scheme.

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6.0 PERFORMANCE MANAGEMENT

6.1 Purpose

The Performance Management Policy is designed to serve as a strategic tool for achieving the goals of career planning, development, and overall organizational success. This policy outlines a systematic approach to assessing employee performance, setting work targets, and fostering continuous improvement. It aims to ensure consistency in performance standards, provide a fair basis for rewards and facilitate employee growth within the organization.

All employees and managers are expected to comply with this Performance Management Policy to foster a culture of continuous improvement and open communication. Failure to comply may result in corrective action as outlined in the organization's disciplinary procedures.

6.2 Objectives and Key Results (OKRs)

Objectives and Key Results (OKRs) is a collaborative goal-setting framework used to define objectives and track their outcomes with measurable results. All employees are required to record their OKRs in a quarterly basis, aligning to the company's strategic priorities. All supervisors and HODs are responsible to ensure alignment of OKRs in their respective teams and departments.


6.3 Annual Performance Assessment

All employee will undergo a comprehensive performance assessment annually. The objectives of the performance assessment include:

- Setting work targets and measuring operational and individual performance against them.
- Ensuring consistent performance standards across the organization and establishing a fair basis for salary increases.
- Assessing individual strengths and weaknesses against defined criteria to estimate potential for advancement.
- Recording training and development needs, ensuring timely implementation.

The performance assessments will consist of assessment on quarterly OKR performance and an annual assessment of competency. The final performance assessment score will be determined based on the following score tiering:

Category	Job Grade	Score Breakdown
Tier 3	1-3	OKR Performance – 70% Competency – 30%
Tier 2	4-5	OKR Performance – 60% Competency – 40%
Tier 1	6-9	OKR Performance – 50% Competency – 50%

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6.3.1 Full Disclosure

All performance aspects of the assessment, including comments by the superior, shall be shared with the employee in full. The development part of the report forms the basis for a balanced discussion between the manager and the employee to provide a holistic view of the employee's general prospects.

6.3.2 Employee Feedback

Employees are encouraged to take time to digest the assessment's contents before providing comments. Employees may reject the performance assessment conducted by the supervisor, and request a second review of performance elements in the report at any reasonable time, by arrangement with their superior. Further disagreements on the final score may lead to staff undergoing a performance score appeal.

6.3.3 Performance Score Appeal

In the case where employees are still not satisfied with the outcome of the performance review, he may submit an appeal to be reviewed by PX. PX is responsible to evaluate the case and provide a final score upon discussion with the employee and supervisor. PX has the right to provide a final verdict which will represent the final performance assessment score of the employee.

6.3.4 Review by Head of PX

The Head of PX is responsible to assess overall performance appraisal scores and provide suggestions for training, promotion, increments or any other intervention after due discussion with HODs. Actions will be taken as appropriate, and the assessment will be included in the employee's personal file for future reference during career discussions.

6.4 Continuous Improvement

The Performance Management policy and systems will be periodically reviewed and updated to ensure its effectiveness in supporting organizational objectives and employee development.

6.5 Performance Improvement Plan (PIP)


The Performance Improvement Plan (PIP) Policy is established to provide a structured framework for addressing performance concerns and facilitating improvement for employees who may not be meeting the expected performance standards. This policy aims to foster constructive communication between employees and their superiors, with the goal of helping employees attain the desired level of performance for operational excellence.

6.5.1 When to Implement a PIP

A PIP will be implemented when it is deemed necessary to support an employee in improving their performance. Employees who are effectively performing their jobs and meeting expectations generally will not be subject to a PIP.

6.5.2 Development of the PIP

The PIP shall be developed by the superior, in collaboration with the affected employee. The plan will outline specific activities and objectives designed to help the employee achieve the desired level of performance (refer to Appendix 9 – PIP Form).

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6.5.3 Employee Rights and Responsibilities


Employees have the right to be informed about the specific expectations (results and timeline) outlined in the PIP and the support (training and resource) available to them. All managers shall ensure employees' performance are properly managed, addressed, communicated and recorded.

6.5.4 Progress and Completion of PIP

In all cases, the progress and completion of the PIP will be reviewed by PX in conjunction with the superior. The superior is required to provide continuous feedback to the employee throughout the progress of the plan.

6.5.5 Failure to Meet PIP

Failure to meet the desired performance standards despite the implementation of the PIP, the employee therefore is deemed to not fulfil the conditions of his employment and may be subjected to corrective measures as described in the Group's dismissal policy.

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7.0 TRAINING AND DEVELOPMENT

7.1 General

The Group is committed to enhancing employee performance and productivity by implementing training and development programs to unleash the full potential of our workforce.

The primary objectives of training within the Group includes:

- Facilitating the swift and effective integration of new employees by providing essential skills and knowledge required for their immediate roles.
- Supporting existing employees in enhancing their performance in their current positions.
- Retraining and equipping current employees with new skills and techniques, fostering their continuous development and potential growth.

The core policy objective of career development is to optimize the utilization of the Group's human capital, thereby maximizing productivity and individual job satisfaction. This objective is realized through:

- Making the best possible use of individual talent (the right persons in the right jobs).
- Recognize employees with development potential early and give them the opportunity to advance to positions of greater responsibility.
- Ensure that all employees are given, in good time, opportunities to acquire the work experience and training necessary to fulfil their potential.


7.2 Responsibility for Career Progression

The Head of Department, in collaboration with direct supervisors, bears the responsibility of ensuring efficient work of employees through providing necessary training, facilitating redeployment and assignment of work with forward planning where appropriate. Forward planning includes the development of successors and the identification of potential candidates for senior roles well in advance. Additionally, the Head of Department is responsible to identify employees with potential for development within the larger organization or Group.

The PX Department works alongside the Head of Department to review job planning and employee development for all Group employees under their purview, and to provide input on proposals for reassignment and promotions, both within and beyond the current functions of individual employees. The PX Department is responsible to review the Group's overall career succession plan in coordination with the Head of Departments and supervisors.

7.3 Methods of Career Development

The foundation of the development process is on-the-job experience, recognized as the most crucial component. Formal off-the-job training is reserved for situations where the desired learning cannot be effectively or rapidly acquired through on-the-job experiences. Additional development methods encompass job rotation, which involves progressing through a sequence of carefully planned and interconnected assignments, and inter-functional moves designed to cultivate well-rounded individuals with experience and knowledge spanning diverse functional activities.

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7.4 Training Responsibilities

The PX Department supports and guides the implementation and coordination of the Group's training policy and is responsible to maintain records of employees' training activities and progress toward their career development goals and to coordinate and administer all nominations for training courses and training assignments.

Head of Departments and immediate supervisors are tasked with determining the skill and knowledge levels required by their subordinates, identifying individuals in need of training, ensuring that those selected for formal training understand the reasons for their nomination, providing encouragement, assessing the effectiveness of the training, and offering feedback to the PX Department. Additionally, they must ensure that employees attending training complete the full duration of the program.

Formal training should have well-defined objectives aligned with job requirements and performance criteria, and these objectives must be discussed with the employee. Following training, it is essential to reinforce the learning immediately through practical application on the job, such as working on tasks, projects, or assuming additional responsibilities. All employees should receive encouragement and feedback to learn from the challenges, problems, and successes encountered in their day-to-day work.

7.4.1 Training Programs

The PX Department is responsible for planning and executing the Training Plan, conducted annually or as needed. This department also offers policy and guidelines for selecting participants in relevant training programs, aligning with identified gaps through the Annual Performance Appraisal process. The Head of Department is responsible for nominating employees for training programs, considering factors such as:

- Employee's potential
- Consistency in job performance
- Current competencies compared to current/next job requirements
- Past training and education

Ultimately, the employees selected for training bear the responsibility for their own learning.


7.4.2 Internal Training

In-house training will be delivered in line with the programs outlined in the annual training plan. The selection of employees for internal training courses will be a collaborative effort between the Head of Department and the PX Department.

7.4.3 External Training

When in-house courses are not suitable or practical to meet employee training needs, external training will be offered at the discretion of the Group. The selection of employees for external training courses will be the responsibility of the Head of Department, with final approval required from the Head of PX for local training and the CEO or CPO for overseas training.

Overseas training may be considered if it is determined to be more cost-effective, practical, or desirable. The terms and conditions of such training, including study leave, service bond, and other related conditions, will be determined by the Management on a case-by-case basis.

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7.4.4 Non-Attendance

In the event employees who have been selected to attend training fail to do so on the stipulated dates, the PX Department will record the non-attendance. The following instances are considered as non-attendance:

- Withdraw from the attendance list without sufficient notice.
- Incomplete or partial attendance
- No show on the day of training

Non-attendance in training is viewed as a serious matter and could result in the revocation of the employee's participation in training courses for the year in question. In addition, the PX Department could issue a file note on the matter to the absentees with a copy to their respective Head of Departments. The file note serves as a record of unsatisfactory behavior of the employee concerned and would be recorded in the employee's personal file.

7.5 Allowance


Training allowances will be granted based on employees' claims as outlined in Section 6. For public programs where lunch is provided by the program organizer, employees are not eligible to claim lunch expenses. Allowances for overseas training will be determined by the PX Department, taking into account the duration of the training program, and employees will be advised accordingly.

7.6 Compulsory Service Period (CSP)

Employees are required to serve CSP when they attend Training and Development (T&D) programmes such as:

- In-house training using external trainers.
- Public or external trainings
- Accredited Certification Programme organized by accredited parties / institutions.
- Internal pilot training (eg: Remote Pilot Training Program or Remote Pilot Certificate of Competency).

Seminars and conferences are excluded from T&D programmes as the objective is for employees to acquire latest updates or new information to deliver their jobs accordingly. The duration of CSP shall depend on the total cost incurred and shall be calculated cumulatively per individual cost and based on one calendar year cycle. The CSP schedule is as listed in the tables below:

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Category 1: General training

Total Cost	Months of Compulsory Service Period (CSP)	
	T&D programme	Accredited Certification Programme
Up to RM3,000	Nil	6
RM3,001 - RM10,000	6	12
RM10,001- RM20,000	12	18
RM20,001- RM30,000	18	24
Above RM30,000	Subject to Management Discretion but not less than the last category	

Category 2: Internal pilot training

Employment Status	Months of Compulsory Service Period (CSP)
	Internal Pilot Training
On contract	Up to the end of contract duration
Permanent	12

An employee who is serving the CSP shall be required to serve the full duration of the current CSP. In the event an employee attends a new program, the additional CSP under the new program will commence after the completion of the current CSP. Employees who accept the Group's offer of T&D under this policy shall be required to enter a "Training and Development Agreement" (Training Bond) with the Group.

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7.6.1 Training Cost Calculation

The total cost for T&D programmes shall be computed based on all payments made directly or indirectly for the following items:

Within Malaysia	Overseas (Outside Malaysia)
Part A	Part A
Course Fees Accommodation Transportation	Course Fees Accommodation Daily Living Subsidy Transportation
Part B	Part B
Salary (last drawn on course date) Statutory Payment (EPF, SOCSO, etc) Administration cost for T&D Agreement Stamping Cost for T&D Agreement	Salary (last drawn on course date) Statutory Payment (EPF, SOCSO, etc) Administration Cost for T&D Agreement Stamping Cost for T&D Agreement

The total cost borne by the Group shall be construed as a "Training & Development Scheme" as the employee is attending the programme on the Group's time. In deciding the CSP for the programme, the cost as per Part A of the table shall be used.

Should an employee tender resignation within CSP, he/she shall have to compensate the Group with an amount of the liquidated damages or a proportionate amount thereof on the unserved period. In determining the liquidated damage for programmes, both Part A and Part B as per the above table shall be used.

7.7 Further Education

7.7.1 General Policy


The Group empathizes that continuing education can be beneficial for personal and professional growth. Therefore, employees intending to pursue further education, may it be full-time or part time studies other than those sponsored by the Group, will only do so on their own accord and on their own time.

7.7.2 Part Time Study

Part-time study normally takes the form of evening classes, correspondence courses or university extension courses, which enable the employee to continue working at the same time. Employees pursuing part time programs should ensure that their work obligation are not impacted as a result of this undertaking.

7.7.3 Full Time Study

Employees intending to pursue full-time studies other than those sponsored by the Group will be required to resign from service. On successful completion of their course, they're re-engagement will be considered but can in no way be guaranteed.

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7.7.4 Time Off

Time off for study or preparation for examination will not be granted, however, examination leave may be granted in accordance with Section 5.5.13.

7.7.5 Effect on Career

Although success in an examination may have some effect on career in general, it will not automatically be rewarded by promotion.

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8.0 INDUSTRIAL RELATIONS

8.1 General

The Group is committed to maintaining reasonable standards of work and behaviour. We prioritize fair treatment for employees in situations where corrective action is necessary due to a failure to meet these standards. In such cases, our procedures adhere to the principles of natural justice and fairness.

8.2 Principles


The following general principles apply to the Group's industrial relations policy:

- Fairness:** The Group is committed to treating all employees equitably, respecting their rights, and ensuring that decisions are made impartially and transparently.
- Due Process:** No disciplinary action will be taken against an employee without an investigation and, in serious cases, an official inquiry to establish the facts.
- Timeliness:** Investigations or inquiries will commence as early as possible.
- Right to Be Heard:** Employees will be given particulars relating to the matter, in writing where necessary, and provided with an opportunity to be heard.
- Fair Inquiry:** In cases where a Domestic Inquiry is called for, employees will be given reasonable time to prepare their case and every opportunity to cross-examine all witnesses.
- Suspension:** During an investigation or domestic inquiry, if it's inappropriate for the employee to continue formal work, they may be suspended for a period not exceeding two (2) weeks but shall be paid not less than half their wages.

8.3 Disciplinary Action

Disciplinary action(s) may be taken against an employee following investigation. The disciplinary measures will take into account the severity of the misconduct(s) and mitigating circumstances. The disciplinary measures include:

- Verbal warning
- Written warning
- Freeze increment, bonus, and/or incentive
- Suspension without pay not exceeding two (2) weeks
- Demotion
- Dismissal


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8.4 Serious Misconduct

Termination may occur if an employee, through their own actions or negligence, significantly violates the established standards of work or conduct. The Group will follow a fair process before deciding on termination. Serious wrongdoings or misconduct generally involve actions by employees that aim to deceive the Group for personal gain, bring disrepute to the Group, or blatantly disregard important Group rules and regulations.

Any behaviour by an employee that contradicts the faithful discharge of their duties or breaches the explicit or implicit responsibilities of an employee is considered misconduct. The following are examples of misconduct, but the list is not exhaustive:

Work Misconduct	Non-Performance	Harassment
<ol style="list-style-type: none"> 1. Absenteeism or leaving the office during working hours without prior written approval. 2. Failure to be present at work. 3. Failure to report habitually late for work or leaving the offices before the official working hours are over. 4. Sleeping while on duty. 5. Drunk/intoxicated while on duty. 6. Drug and alcohol abuse. 7. Negligent, careless or recklessness, disregard for Group's interest. 8. Misuse of company property and/or assets. 	<ol style="list-style-type: none"> 1. Acts that impact performance. 2. Failure to carry out duties and responsibilities or exercise duty of care at work. 3. Failure to submit accurate and completed work in a timely manner. 	<ol style="list-style-type: none"> 1. Acts of violence/ fighting/quarrelling in Group's premise(s). 2. Being rude and/or disrespectful to customers and /or colleagues. 3. Using offensive and/or vulgar words to customers and/or colleagues. 4. Sexual harassment.
Insubordination	Dishonesty	
<ol style="list-style-type: none"> 1. Defiance/disregard of authority. 2. Showing disrespect/rudeness towards superior. 3. Dismissive gestures. 4. Refusal or failure to obey reasonable instructions. 5. Refusal to acknowledge receipt of disciplinary letters. 6. Making threats, physical violence and/or using inappropriate or abusive 	<ol style="list-style-type: none"> 1. Lying to cover up work errors or for other reasons and/or misrepresentation; 2. Cheating and misappropriation of funds (e.g. fraud or dishonest in the receiving of cash and/or in the purchase of goods or services); 3. Illegal and/or unethical behaviour (e.g. Corruption, bribery, blackmail and extortion). 4. Defalcation or falsification of Group records, such as 	

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<p>language towards superior and/or colleagues.</p> <p>7. Insubordination or disobedience whether alone or in collaboration with others towards a superior.</p> <p>8. Failure to comply fully with Group's Rules and Regulations,</p> <p>9. Failure to comply with the standard operating procedures.</p> <p>10. Failure to comply with PX Policy and Procedures, or other rules and guidelines released by the Group from time to time.</p>	<p>any part of any document, record or computer data.</p> <p>5. False reporting.</p> <p>6. Unauthorized access, misuse and/or damage of Group's property, resources and/or assets.</p> <p>7. Others</p>	
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8.5 Sexual Harassment

Any person found to have sexually harassed another will face disciplinary action including dismissal from employment. All complaints of sexual harassment will be taken seriously and treated with respect and confidence. No employees will be victimized for making such a complaint. For further guidance on the sexual harassment policy and escalation procedures please refer to the Policy – Anti Sexual Harassment Policy (Appendix D).

8.6 Criminal Convictions

If an employee is convicted of a criminal offence by a court of law, the Group reserves the right to take disciplinary action after taking into due consideration the nature and seriousness of the offence as contained in the Penal Code and the Prevention of Corruption Act, 11161.


8.7 Drug Abuse

Drug abuse adversely affects job performance, it also contradicts the Group's policy of maintaining a healthy and effective workforce. Further, as a responsible corporate body, the Group will not condone the administration, manufacture, sale, possession or distribution of drugs by employees.

8.8 Company Asset


The Company upholds the importance of safe driving practices and responsible use of all corporate assets, including vehicles and drones, to mitigate potential costs and ensure the well-being of individuals involved. It is the responsibility of drivers to operate vehicles and drones safely, adhering to relevant motor vehicle regulations and implementing defensive driving measures to prevent injuries and property damage.

Strict adherence to the outlined safety rules, applicable to both vehicles and drones, is imperative. The attitude maintained while operating these assets is the primary determinant of safety.

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8.9 Grievance Policy

The Group understands that conflicts and grievances may arise in the workplace from time to time. We are committed to providing a fair and transparent process for employees to address their concerns promptly and effectively. Employees are encouraged to first seek resolution informally through their direct supervisors, and escalate the issue to PX if the issue remains unresolved. PX is responsible to conduct an investigation where deemed fit, ensuring confidentiality throughout the process. All grievances will be treated with confidentiality, fairness, and without fear of retaliation, in accordance with Malaysian employment laws. Responses will be provided within designated timeframes, and appeals can be made to the PX Department. Anonymously submitted grievances will not be processed.

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9.0 OFFBOARDING

9.1 Resignation

Upon receipt of an employee's resignation letter, the immediate supervisor or Head of Department ensures its validity and is responsible to forward it to the PX Department for processing. Notice periods and compensation are determined based on the employee's category and length of service. An exit interview form must be completed by the departing employee.

9.2 Notice of Termination

Termination notices are provided according to the employee's position and status. Immediate termination without notice or payment may occur in cases of misconduct. Job grades determine the notice period required.

9.2.1 Non-Tech Job Group

Job Grade	Notice of Termination	
	On Probation	Others
Upper Management (Grade 1-3)	One (1) month	Three (3) months
Middle Management (Grade 4-6)		Two (2) months
Executive (Grade 7-11)		

9.2.2 Tech Job Group


Job Grade	Notice of Termination	
	On Probation	Others
All Levels (Grade 1-11)	One (1) month	Three (3) months

9.3 Termination without Notice

Employment is deemed terminated immediately without notice of payment in lieu thereof in the event of misconduct committed by you such as but not limited to the following:

- Breach of any of the terms of this contract or non-compliance of obligations under any provisions herein contained;
- Gross negligence, breach of Group procedures or breach of the employee's code of conduct in the discharge of duties;
- Any act of dishonesty, theft, embezzlement, fraud or criminal breach of trust
- Any act of criminality committed within or outside the Group resulting in being charged or conviction by law enforcement authorities.

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9.4 Early Release

The Group acknowledges the potential need for employees to seek early release from their employment due to various personal or professional circumstances. Therefore, the possibility of early release is allowed upon mutual agreement and approval between the employee's Head of Department and the Chief People Officer.

9.5 Clearance Form

The PX Department will issue an Exit Clearance Form (Appendix 10) to be filled out by the Head of Department, ensuring the comprehensive settlement of all financial obligations and loans received from the Group. Following the submission of the Clearance Form, the PX Department will review its contents and ensure that all requisite payments are settled on or before the date of termination.

9.6 Retirement

The standard retirement age for employees within the Group is sixty (60) years of age, based on the employee's birth certificate or identity card as the evidence of his birth date. The Group reserves the right, at its sole discretion, to grant permission for an employee to continue their employment on a contractual basis beyond the normal retirement age. This extension is contingent upon the employee successfully passing a Medical Examination arranged by the PX Department.

9.7 Termination on Medical Grounds


Under exceptional circumstances, early termination or resignation on medical grounds is allowable. The determination to terminate or release an employee prematurely for medical reasons is jointly assessed by the Head of Department and the Head of PX when the concerned employee has been absent from work due to sick leave for a continuous period of three (3) months or more, and there seems to be minimal likelihood of a return to normal duty. In every instance, such a decision must be contingent upon the recommendation of a Certified Medical Doctor appointed by the Group.

9.8 Retrenchment

The Group retains the right to terminate an employee's service on grounds of redundancy, organizational restructuring, or economic measures, which may include Mutual Separation Schemes (MSS) and Voluntary Separation Schemes (VSS). However, the Group is dedicated to exhaustively exploring all available alternatives before resorting to such actions. In the event of redundancy, including situations involving MSS or VSS, the Group will furnish retrenchment benefits in accordance with the prevailing employment regulations and practices.

9.9 Dismissal

The Group reserves the right to terminate the employment of any individual without notice if they wilfully neglect or refuse, or due to their own misconduct become unable to comply with any lawful order of the Group or is guilty of any other misconduct. In the event of such dismissal, the Group may, at its discretion, determine that the individual forfeits any entitlements other than his/her salary up to the date of dismissal. The decision to approve a dismissal shall be as follows:

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Action	Authority
Recommendation	Head of Department
Informed	Head of People Experience
Consulted	
Approval	Executive Management Committee

In the event of a recommendation to dismiss an employee by a Head of Department, and after full discussion with the PX Department to ensure that the disciplinary procedure has been carried out and any appeals heard, a letter of dismissal will be issued by the PX Department to the individual with a copy to the Head of Department concerned. In such cases, it is the responsibility of the Head of Department to ensure that the Clearance Form is completed.

9.10 Return of Property

Upon termination of employment, regardless of the reason or at any time upon the Group's request, employees are required to promptly surrender to the Group, or to a designated representative of the Group, all materials, whether in physical or digital form. This includes but is not limited to books, documents, records, computer hardware and software, storage devices, tablets, mobile phones, credit cards, keys, passes, Group vehicles, business cards, broadband devices, access cards, medical cards, equipment, or any other property associated with or belonging to the business of the Group, its clients, customers, suppliers, or employees. This encompasses any copies, drafts, extracts, summaries, or reproductions of such property.