**NEW STAFF HANDBOOK – Q&A (Sample)**

1. Why is the Company launching a new staff handbook?

The new Staff Handbook has been updated and aligned across the group, i.e., Lane Crawford, Lane Crawford Joyce Group, Joyce and ImagineX, so to ensure consistency and alignment in terms of main policies and procedures in the company.

1. How to acknowledge new staff handbook?

Please login to the staff handbook portal:  
https://portal.lcjgroup.com/staff\_handbook/main/login.aspx

**Instructions:**  
Company Group: Select your hiring Company  
Login ID: Your 6-digit staff number  
Password: First 5 characters of your HKID card number / Passport number (case sensitive, e.g., A1234)

Please contact your HRBP if you need any assistance.

1. How to login / what is my staff ID / what is the password?

Please login to the staff handbook portal:  
https://portal.lcjgroup.com/staff\_handbook/main/login.aspx

**Instructions:**  
Company Group: Select your hiring Company  
Login ID: Your 6-digit staff number  
Password: First 5 characters of your HKID card number / Passport number (case sensitive, e.g., A1234)

Please contact your HRBP if you need any assistance.

1. When is the acknowledgement deadline?

You should acknowledge the new staff handbook by 31 October 2023.

1. What is the OT Policy?

Please visit SAP and click "Handbook & Policies" to view the latest OT Policy.

1. What is the R&R Policy?

Please visit SAP and click "Handbook & Policies" to view the latest Retirement Policy.

1. How to download a copy of the staff handbook?

You may download a copy from the staff handbook portal  
https://portal.lcjgroup.com/staff\_handbook/main/login.aspx

1. Where can I find medical insurance benefit?

Please visit SAP and click "Benefit" on SAP home page to view the latest Medical Insurance Plan, Forms, Panel Network List etc.

1. Where can I find the Dental Insurance Benefit?

Please visit SAP and click "Benefit" on SAP home page to view the latest Dental Insurance Plan and Enrollment Form.

1. Where can I find Life Insurance Benefit?

The Group Life Insurance is provided by AIA International Limited. Insurance covers 12 times Monthly Basic Salary (capped at HK$2.44million) to the insured employee (aged 64 or below) and actively performing all regular duties of employment.

1. Why are staff required to acknowledge the staff handbook?

The staff handbook sets out the main policies and procedures of the Company for staff's reference and compliance, every staff is required to read, understand and acknowledge the handbook once they have joined the company, and staff must comply both with the policies in this handbook and with any obligations set out in their employment contracts, terms and conditions of employment or other employment documentation.

1. What are the consequences if staff do not acknowledge the staff handbook?

It is important that every staff should read, understand and acknowledge the staff handbook. It is also a pre-requisite requirement for passing probation. Failure to do so will result in delaying the probation end date.

1. Who should staff reach out to if there are questions?

Please reach out to your designated Human Resources Business Partner (HRBP).

Your HRBP is shown at “Job Relationship” under “My Employee File” in SAP.

1. Who is my designated Human Resources Business Partner?

Go to “Job Relationship” under “My Employee File” in SAP

1. What clauses are newly added to the new staff handbook?

We have introduced the Staff Declarations: Disclosure of Outside Work and Conflicts of Interest - restricting staff from taking on certain work for, or providing services to, outside enterprises or individuals without LCJG’s consent.

1. What is included in the Staff Handbook?

There are two parts in the Staff Handbook, For Part A, it sets out the policies and procedures that specifically apply to employees of the Company in Hong Kong; whereas Part B, it sets out the policies and procedures that apply to employees of all employing companies within the Lane Crawford Joyce Group in Hong Kong, including the Company.

1. Who needs to acknowledge the staff handbook?

All employees including full-time or part-time employees of the Company.

1. How often would the staff handbook be renewed?

The Staff Handbook will be reviewed on a regular basis, and it will be updated and communicated to all employees when there is any changes in company policies, laws, or regulations.

1. What is the Company's policy on dress code?

If the Company provides an employee with a uniform for work purposes, the employee must wear that uniform (including any name tag, if provided) while at work for the Company, but not outside of it. The uniform must be kept clean and in good condition. If any part of the uniform is lost, the employee must immediately report that loss to the Company. At its sole discretion, the Company may then require the employee to pay a reasonable replacement fee.

If employees are not required to wear a uniform for their role with the Company, they are still expected to present a clean, professional appearance, in attire that is appropriate for their job duties. Please respect your workplace and your colleagues, and do not wear clothing that is stained, torn or overly revealing.

1. What is the process for addressing complaints or concerns in the workplace?

Please reach out to your Human Resources Business Partner.