

1. **EMPLOYMENT POLICIES** Date: June 2018

#### EMPLOYMENT POLICIES

##### EMPLOYMENT OF RELATIVES AND FRIENDS

* + 1. Employees who have close relatives or friends working in Watsons, or who have applied for such a position, should declare this in their application.
    2. No special preference will be given to applicants who are recommended by employees of the Company. They will be considered in the light of their qualifications and suitability.
    3. Anyone who is involved in a selection process (shortlisting or interviewing) and is aware that an applicant that they may know personally has applied, they should declare this to the other members of the shortlisting/interview panel at the earliest opportunity.
    4. Depending on the relationship, to ensure a transparent and objective process is in place, the employee who is involved in the selection process may be requested to be excused and his/her supervisor to be involved in the selection process instead.
    5. The employment of close relatives within the Company is permitted subject to the following:-
       1. Related employees cannot be assigned to positions where they will be required to check, process, approve, audit or otherwise review the work of another close relative.
       2. Related employees cannot be assigned to positions where their progress or salaries can be directly influenced by another close relative.
       3. Related employees cannot be assigned to the Finance, Human Resources Department or Loss Prevention Department of the same Group.

Any deviation to this must be approved in writing by the Chief Operating Officer/General Manager/ Managing Director and Human Resource Director.

* + 1. A close relative is considered as any of the following:-
       1. Spouse (or co-habiting partner)
       2. Children
       3. Parent
       4. Sibling
       5. Grandparent
       6. Grandparent-in-law
       7. Grandchild
       8. Uncle or aunt
       9. Nephew or niece
       10. Parent-in-law
       11. Brother or sister-in-law
       12. Cousin

An employee who becomes married to another employee is permitted to continue his/her employment if conditions 1.1.5a to 1.1.5c above are satisfied.



**1 EMPLOYMENT POLICIES** Date : May 2015

##### EMPLOYMENT OF FORMER EMPLOYEES

* + 1. Re-hiring of former employees is to be approved by appropriate appointing authority.
    2. Employees who have been terminated or dismissed due to poor performance or gross misconduct will not be considered for re-hiring.
    3. Re-hiring is not allowed in cases where the former employee has re-joined and resigned twice.
    4. To be eligible for rehire, the reason for leaving employment with Watsons has to be taken into consideration.
    5. In consultation with the Human Resource Department, the third time re-hiring must be approved by BU Head (COO/GM/MD).
    6. Except as set out in clause 1.2.2, this policy is applicable to all permanent employees of Watsons.

##### OUTSIDE EMPLOYMENT

Full-time employees are expected to devote their whole time and attention to the Company during their employment and must disclose, in writing, any directorships or employment outside the Company to Human Resource Department. In the event of a conflict of interest or any other objection, the employee will be notified in writing.

Part-time employees may take up other part-time work outside the Company provided there is no conflict of interest.

##### HUMAN RESOURCE POLICIES AND PROCEDURES



1. **CONDITIONS OF EMPLOYMENT** Date : January 2021



#### WORKING HOURS

Although Company has the right to work a full-time employee up till 44 hours per week, the current working hour’s arrangements are scheduled as follows:

##### Head Office and Distribution Centre staff

Permanent full-time office and Distribution Centre staff are on a 5-day work week schedule. The official start work hours for Distribution Centre staff are from 8.30am to 6.00pm. Head Office practices staggered working hours. This excludes Customer Service Team members as they are on shift work including weekends but excluding public holidays. With effect from April 2013, the official start work hours for Head Office staff are based on the following staggered-hours options:

* Group A: 7.30am to 5.00pm
* Group B: 7.45am to 5.15pm
* Group C: 8.00am to 5.30pm
* Group D: 8.30am to 6.00pm
* Group E: 9.00am to 6.30pm
* Group F: 9.30am to 7.00pm
* Group G: 9.45am to 7.15pm

Staff will have to discuss their preference with their Head of Department taking into consideration the department needs and requests of their department head.

With effect from 1 September 2020, Customer Service Team will change their working time as follows:

* Shift A: 9.00am to 6.30pm
* Shift B: 2.00pm to 11.30pm

##### Store staff

* Permanent full–time store staff is to work for an average of 44 hours within two-week duration, 5.5/6-day work week schedule depends on location and might be on 2 rotating shifts including weekends and public holidays. The off day can be on any day in a calendar week. The working hours will be based on the duty roster planned by the Store-in-charge and generally will be 8 to 8.5 hours a day including 1-hour meal break, depending on the store operations requirements.
* The Store-in-charge is responsible to maintain timely and accurate monthly staff roster in the eAttendance system. This is planned at store level in order to optimise manpower. The monthly attendance is to be submitted to Payroll for processing.

##### Pharmacy Team staff

Exceptionally, full-time Pharmacy Executives work 42 hours per week, 5.5-day work week schedule. The working hours will be based on the duty roster planned by the roster master and generally will be 8 hours a day including 45 minutes meal break, with 1 or 2 rest day per week.

Full-time Cluster Pharmacy Managers and Pharmacists work 40 hours per week, 4- day/5-day work week schedule.

*However, Management reserves the right to amend the working hours in accordance to business operation needs if the need arises.*



**2 CONDITIONS OF EMPLOYMENT** Date: August 2017

#### TRANSFERS & CONVERSION OF EMPLOYMENT

* + 1. An employee may be transferred to any department and branches within the Company at the sole discretion of the Management depending on the following purposes:
* To meet the manpower requirements within the Company and allow for growth of the Company
* To enable the employee to gain varied and practical experience through job rotation
* To serve the career development needs of the employee
  + 1. The transfer can be initiated by the Head of Department and/or the Human Resource Department.
    2. The agreement of a transfer must take into account the needs of both the department/store and the individual concerned. The handing over of responsibilities must be done efficiently and effectively. In the event of a disagreement on the transfer and either party decides to terminate the employment relationship, the notice period for resignation/termination will apply.
    3. If the request for transfer is made by the employee, the employee must have at least 1 year of service in the department/store in order for his/her request to be considered, on the condition that there is a vacancy in the requested department/store and that he/she has met the requirement of that particular vacancy and approval or consensus has been sought from the Head of Department/Area Managers.

##### For Head Office

An employee may request for conversion of employment from full-time to part-time. In order for his/her request to be considered, the employee must have at least 1 year of service in the department and a valid reason to support his/her request for conversion. This request can be made via email and submitted to the immediate supervisor, reviewed by the Head of Department in consultation with Human Resource Department. The consent for conversion is subject to approval from management which will take into consideration the needs of both the department and the employee concerned. Once the effective date of conversion has been finalised and the terms and benefits applicable to the employee will be stated in the letter of appointment.

##### For Store and Pharmacy staff

As part of the employment terms and conditions to join Watsons, it is understood that if and when required, employee will be transferred to another branch. The transfer and movement of staff at Watsons are necessary to allow for operational needs, growth of the company and for the development of our employees. The mobility clause shall apply to all store and pharmacy staff.

* + 1. For conversion of employment from full-time to part-time and vice versa, staff request will have to be approved and supported by the store-in-charge and Sales Operations Area/Cluster Manager. This will be subject to the availability and manpower requirements of the outlet. If the request is approved, staff will need to serve the notice as required in their employment contract. Staff will have to go through the required probation period depending on the type of position.



**2 CONDITIONS OF EMPLOYMENT** Date: August 2017

* + 1. Similarly, a temporary Customer Assistant who has worked for at least 6 months and constantly commits a minimum of 34 hours of work per week is eligible to apply for conversion to Permanent Part-Time Sales Assistant. The request for conversion has to be made through the Store-in-charge by completing the Conversion Application Form. The form will then need to be submitted to the Human Resource Department for approval.
    2. Upon conversion, the affected employee will be required to adhere to the scheduled duty roster as planned by the Store-in-charge. The Store-in-charge has to prepare the duty roster at least one week in advance so as to facilitate the payment of any paid leave that is applicable.



**2 CONDITIONS OF EMPLOYMENT** Date: August 2017

#### RETIREMENT

* + 1. In accordance to the Retirement and Re-employment Act (RRA), the minimum retirement age for an employee is 62 years. With effect from 1 January 2021, the company has raised the retirement age to 65 years internally (the “internal retirement age”) which will replace the prevailing minimum retirement age as set out in the Retirement and Re-employment Act (RRA). The date of retirement shall either be on 30 June or 31 December of the retirement year. Human Resource Department will notify the employee no later than six (6) months prior to the employee reaching the age of 65.

##### Retirement Benefit

To be eligible for Retirement Benefit, a full-time permanent employee must have a minimum of 3 years’ service. The quantum for the benefit is as follows:

* + - * $100 retirement benefit will be awarded for every completion of 1 year service.

This will be credited to the employee bank account on the month of retirement at the age of 65 together with the monthly salary.

#### RE-EMPLOYMENT

* + 1. In accordance with the Retirement Age Act and the Tripartite Guidelines on the Re- employment of Older Workers, which took effect in 2012, the company will aim to provide re-employment to all employees. With the change on the retirement age, employees who will be reaching the age of 65 are subject to the following criteria:

1. Employee is a Singapore Citizen or Singapore Permanent Resident
2. Employee has been certified medically fit by the Company's doctor to perform the duties to be assigned.
3. Employee must have satisfactory work performance in the past 3 years.
4. Employee has served the Company for at least 3 years before turning 65.
   * 1. Employees who are eligible for re-employment with the company shall be offered re- employment in one of the following job arrangements:
5. Re-employed in the same job;
6. Re-employed with modifications to the existing job or re-deployed to a different job;
7. Re-employed on flexible work arrangements such as part-time;
   * 1. From 1 January 2021, re-employment will be offered year by year up to the age of 70.
     2. For local employees who have reached beyond 70 years old, the company may consider the option of offering yearly contract based on mutual agreement.
     3. The maximum age for offering yearly contract to local full-time employees (Singapore Citizen or Singapore Permanent Resident) is up to the age of 74 years old, subject to satisfactory work performance and medical fitness. For foreign employees who have reached beyond 60 years old, the company will not appeal should the work pass be rejected upon renewal. For those work pass that are approved, the yearly contract can be renewed up to the age of 70 years old.



**2 CONDITIONS OF EMPLOYMENT** Date: August 2017

* + 1. Part-time work arrangements may be offered to local full-time employees who prefer to reduce their working hours or work intensity during their re-employment phase upon request subject to the following criteria:

1. Employee has been certified medically fit by the Company's doctor to perform the duties to be assigned.
2. Employee must have satisfactory work performance in the past 3 years.
   * 1. Local employees who joined the company as a Permanent Part-timer before reaching the age of 65 will be eligible to continue their part-time work arrangement. subject to the following criteria:

a. Employee has been certified medically fit by the Company's doctor to perform the duties to be assigned.

* + 1. The company may review the option of offering yearly contract for part-time work arrangement based on mutual agreement.





##### STAFF GRIEVANCE AND DISCIPLINARY PROCEDURES

The objective of the Grievance and Disciplinary Procedures is to provide clear structures for dealing with difficulties that may arise as part of the working relationship, from either the employer’s or employee’s perspective.

These procedures are needed to ensure every individual is treated equally in similar circumstances and to deal with issues fairly and reasonably. It also ensures that employees comply with the current local and ASW code of conduct.

**STAFF GRIEVANCE PROCEDURE**

**Step One**

Any staff who has a grievance may, within 1 week of its arising, bring the matter to the attention of his immediate supervisor or, where such grievance is against his immediate supervisor, to the attention of his supervisor’s manager, who shall give his decision within 1 week from the date of reference to him.

##### Step Two

If the staff concerned is aggrieved by the decision given under Step 1, he may within 1 week thereof, refer the matter to his Head of Department for settlement, who shall give his decision within 1 week from the date the matter was referred to him.

##### Step Three

If the staff is still dissatisfied with the decision given under Step 2, the staff may refer the matter to the HR Manager, who will represent the Management for settlement. In the event of there being no settlement at the above steps, the matter shall be dealt with by the Head HR/MD, whose decision shall be final.

**DISCIPLINARY PROCEDURE**

It is the responsibility of the immediate supervisors to ensure their staff are treated equally and, rules and regulations are enforced fairly and consistently following established guidelines.

The immediate supervisor is to administer disciplinary actions in response to undesirable staff attitudes and/or behaviours that adversely affect the Company’s interest. The staff should be given a clear indication and proof of where they are failing or the rules and regulations they have broken.

Except for gross misconduct, the staff should be given an opportunity to improve before disciplinary action is taken against them.

* In any case, the staff should be allowed to state their case.
* It is always necessary to consult the HR Department before taking any disciplinary action except counselling and verbal Warning.
* It is the responsibility of the immediate supervisor to maintain proper documentation of disciplinary actions taken and to forward a copy to the HR Department.
* The disciplinary action given to the staff should be demonstrated fairly and consistently with previous actions in similar circumstances.





**Stages of Disciplinary Actions**

1. **Counselling**
   1. The immediate supervisor will counsel the staff to improve their work performance, undesirable attitude and/or behaviour.
   2. If the staff have improved their performance, the immediate supervisor shall conduct a concluding session to inform them that their performance improvement has been noted and that the disciplinary process will be ceased.
   3. However, should the staff continue to exhibit undesirable attitude and/or behaviour, or their performance deteriorates ***during or after*** the review period, the immediate supervisor should proceed to the next step of the disciplinary process - issue a verbal warning.
   4. It is up to the discretion and judgement of the immediate supervisor to determine a fair duration of the review period. E.g. at least 2 months.

##### Verbal Warning

* 1. If there is no improvement after the counselling session, the immediate supervisor can issue a verbal warning. This must be documented and a copy to be sent to the HR Department.
  2. Verbal Warning can also be issued to the staff for minor misconduct or persistent unsatisfactory performance within ONE WEEK of the offence committed.

##### Written Warning

* 1. If the staff commit the same misconduct OR continue to have unsatisfactory performance after the verbal warning given OR commit a major misconduct, the immediate supervisor shall issue a written warning to them. The recurrence or accumulation of similar offences will lead to more severe disciplinary action.

##### Final Warning

* 1. A Final Warning shall be issued within ONE WEEK if the staff committed the same misconduct OR having unsatisfactory performance after a Written Warning was given OR they have committed a major misconduct.
  2. The immediate supervisor should state clearly the offence committed on the final warning letter to the staff.
  3. Both supervisor and staff are required to sign and acknowledge the written warning letter. If the staff refuse to sign and acknowledge the warning letter, the supervisor shall indicate the reason on the warning letter. A copy of the warning letter should be given to the staff, HR Department and the immediate supervisor.
  4. The immediate supervisor is required to keep track of the performance of the staff and review with them regularly.

##### Suspension (with/without pay)

* 1. If staff are involved in any breach of Conditions of Service or committed a major misconduct, they may be suspended from duty pending further investigation.
  2. HR will issue a letter to the staff to inform them of the reason and period of suspension.





* 1. Staff may be suspended from duty on half pay for a period not exceeding 7 days. Depending on the outcome of the investigation, appropriate action will be taken against the staff, such as reinstatement of duty if found innocent, warning given, termination, dismissal, etc.
  2. If the suspended staff are dismissed, they will be paid for the days they have worked, excluding the period of suspension.
  3. If the Company has instituted criminal proceedings, the staff’s service will be dismissed.
  4. If the Police has instituted criminal proceeding for acts outside the Company’s business activities, the services of the staff may be suspended, depending on the circumstances of the case until the conclusion of criminal proceeding.
  5. Immediate supervisor is required to provide all relevant details to the HR Department before the decision to suspend is taken.

##### Immediate Dismissal

* 1. Staff could be summarily dismissed without notice or payment if they commit gross misconduct or negligence.
  2. Annual leave will be forfeited and payment-in-lieu of notice is not required for dismissal cases.
  3. Approval from the HR department is needed for all dismissal cases.

##### Demotion

* 1. If staff continue to have unsatisfactory performance, they might be downgraded to a lower position, in consultation with the HR department.
  2. Records of counselling and/or warnings have to be presented to support the case.
  3. Salary will be revised to commensurate with the new job position and scope.

A warning should remain in force in accordance with the following stages from the date of issue:

1. Counselling - 3 months
2. Verbal Warning - 6 months
3. Written Warning - 12 months
4. Final Warning - 18 months

If the staff feel that the disciplinary action taken against them are unfair, they may invoke the Grievance Procedure.

Disciplinary action should follow a natural progression from less severe to more severe in order to convey a clear message that undesirable attitudes and/or behaviour cannot be condoned. However, in cases where a major offence is committed, the disciplinary action need not follow the natural progression.





**Inquiry Procedure**

1. Immediate supervisor is to inform and submit a report of offence to the next higher level manager and the HR Department. The Loss Prevention Department should be informed if the offence is criminal or major/grave.
2. For cases that are criminal in nature, a police report will be made by Loss Prevention Department.
3. Depending on the severity and impact of the offence, the staff may be suspended from work on half pay up to a week pending investigation and inquiry outcome. The HR Department will issue the suspension letter.
4. The Loss Prevention Department will assist in the investigation and abide by the timeline of one week to conclude the investigation.
5. The result of the investigation and recommendation from Loss Prevention Department will be forwarded to the HR Department for follow-up.
6. The grounds upon which it is intended to take disciplinary action against the staff should be framed as a definite charge or charges and conveyed to the staff in a written notice that specifies the date, time and place of inquiry.
7. Reasonable time should be given before the inquiry to enable the staff to prepare their case.
8. The inquiry is to be conducted as far as possible by persons not directly connected with the events of the misconduct so as to give the hearing impartiality. It should generally comprise 3 persons – at least one from the Department and one from the HR Department. The panel members must not have a direct working relationship with the staff in question.
9. If the staff is absent on the inquiry date for good reasons (sudden illness, accident etc. supported by documentary evidence), the inquiry should be adjourned to another date. The staff should then be served with a fresh notice on the date, place and time of the inquiry. If the staff absent themselves the second time, then the proceedings will be heard ex-parte, unless the staff have given prior notice (with good reasons) that they would be unable to attend the inquiry.
10. All witnesses should be examined in the presence of the staff in respect of the charges. They should be given a fair opportunity to cross-examine and to put up their defence by calling their witnesses, including themselves, if they so wish.
11. Notes should be recorded.
12. After the inquiry, the Inquiry Officer must consider the evidence and record the conclusion and reasons. Findings in writing are to submit to the Head of Department and HR.
13. The Head of Department will, in consultation with the HR Department, decide on the appropriate action and convey the decision expeditiously to the staff.





**Classification of Offence**

1. **Minor Offence**
   1. Malingering
   2. Leaving the work area while on duty, without notifying the immediate supervisor
   3. Unexcused or unexplained tardiness, or leaving duties before hours scheduled without prior approval from the supervisor
   4. Failing to wear company uniform
   5. Disorderly conducting of any kind while at work premises
   6. Smoking/eating in unauthorised areas
   7. Littering
   8. Failing to adhere to established Company’s grooming standards
   9. Failing to report for extra working hours without acceptable reason after being notified of schedule in advance and verbally agreeing to perform those extra hours
   10. Quarrelling at workplace
   11. Persistent lateness and poor time-keeping
   12. Failing to work in accordance with prescribed procedures
   13. Failing to produce medical certificates when on sick leave

##### Minor Offences:

1st Offence – Counselling

2nd Offence – Verbal Warning 3rd Offence -- 1st Warning Letter

Repetition of a minor offence in which counselling or verbal Warning or warning letter had been issued will be followed by the next level of disciplinary procedures.

##### Major Offence

* 1. Taking any free gifts, write-off products or merchandise from the stores (except for merchandise purchased by the staff, or purchases made by the staff that qualify them for the free gifts)
  2. Suggesting or permitting customers to use their Watsons membership cards
  3. Continuous unexcused or unexplained absence from work without obtaining prior approval from the supervisor
  4. Failing to perform work assignments without justifiable reasons
  5. Failing to report lost and found articles or cash shortage/surplus immediately before the end of shift
  6. Any act of discourtesy towards customers
  7. Conducting personal business during working time
  8. Refuse to carry out tasks assigned by the supervisor
  9. Failing to work on a shift as scheduled or arranging replacement without permission from the Supervisor
  10. Sleeping while on duty
  11. Failing to comply with Safety Regulations
  12. Deliberately delaying or failure to submit an official report
  13. Failing to maintain sanitary conditions in the working area and complying to

the Company’s Hygiene standards

* 1. Gross negligence with severe consequences
  2. Poor attendance records and no improvement have been made despite reminders
  3. Unauthorised distribution or posting of any form of literature on Company’s

premises





* 1. Failing to maintain accurate cash banks and cash shortages or other irregularities
  2. Issuing unauthorised discounts
  3. Wilful and intentional damaging Company’s property at work

##### Major Offence:

All major offences may warrant a termination, suspension with or without pay, demotion or dismissal. However, the seriousness of the major offence will be dealt with on a case-by-case basis.

##### Grave Offence

* 1. Wilful and deliberate displaying and watching of obscene picture, photos or film at work
  2. Sexual harassment
  3. Outrage of modesty
  4. Displaying of immoral or obscene acts in public within Company’s premises
  5. Theft or misappropriation of customers or fellow staffs’ belongings
  6. Destructing, abusing, defacing of property belonging to the Company, customers or fellow staff
  7. Challenging or provoking supervisors, colleagues to fight;, all parties will be disciplined
  8. Deliberately slowing down or restricting the output of work
  9. Taking Company’s properties for personal usage without any authorisation
  10. Falsifying Company’s records or documents for financial gain
  11. Falsifying medical certificates
  12. Indulging, promoting or taking part in any form of gambling, illegal lottery or any other game of chance within the Company’s premises
  13. Embezzlement and fraud in cash/ documents or other irregularities arising from this act
  14. Unexcused/unexplained absence from duty for 2 consecutive days or more without prior approval from the Supervisor
  15. Taunting or instigating a fight on Company’s premise
  16. Possession and/or consumption of illegal drugs or contraband cigarettes
  17. Asking another staff to clock in/ out for oneself
  18. Forging or altering official documents, including time records, MC etc
  19. Deliberately releasing confidential information and/or copying Company’s

documents, manuals, computer files to others without prior permission

* 1. Furnishing false information about oneself
  2. Possessing or carrying dangerous weapons without permission
  3. Any negligent act that may endanger the customer and/or other staff or

cause damages to Company’s, customers’, or staffs’ property

* 1. Drunkenness or disorderly behaviour while on duty or off duty within

Company’s premise

* 1. Failing to issue a bill/invoice to customers who receive service from the Company
  2. Deliberately failing to charge customers for products or items purchased
  3. Employed by another Company or person which may conflict with the business of Watsons Singapore
  4. Conviction of a crime
  5. Digital crime includes logging/hacking into the Company’s system to obtain

unauthorised data and/or performing unlawful transactions etc

* 1. Misusing of customers or fellow staff’s personal data for illegal transactions,
  2. Attempting to gain a commission, profit, money, gifts or receiving any form of compensation directly or indirectly by using one’s position. This would include soliciting of tips from customers and or any service providers.
  3. Misusing of customers’ cash vouchers



**2 CONDITIONS OF EMPLOYMENT** Date : December 2021

* 1. Accumulating of Watsons Points from customers’ purchases
  2. Performing illegal refund or void transactions and keeping the money
  3. False declaration of Covid-19 vaccination status
  4. Negligent or willful in allowing unvaccinated employees to enter Company’s

premises without valid pre-event testing (PET) result.

##### Grave Offence:

All Grave Offences may warrant dismissal from service. However, the seriousness of the grave offence will be dealt with on a case- by-case basis.

Major/ Grave Offences:

| 1st Offence | – | 1st Warning Letter |
| --- | --- | --- |
| 2nd Offence | – | 2nd Warning Letter |
| 3rd Offence | -- | Final Warning Letter |

###### Note: The above list is not exhaustive. For offences which do not fall into the list above, the management will determine the severity of the offence



**2 CONDITIONS OF EMPLOYMENT** Date: Jun 2013

##### Health and Safety

1. In line with Workplace Safety and Health Act, Company intends to provide and maintain a safe work environment for all staff by ensuring adequate safety measures are taken at work. However, staff must also be responsible by practicing good health and safety habits. Everyone will have to play their part in preventing accidents at work.
2. Some prevention tips to exercise safety discipline :
   * Maintain good housekeeping at own work station and department at all times;
   * Always keep the work station and passageway free of litters;
3. For any accidents that occurred at the workplace on the employees, an Incident Report Form must be submitted to the Human Resource Department within 1 working day of the accident, where possible.





#### WHISTLE BLOWING POLICY

* + 1. In line with our commitment, we encourage staff with serious concerns about any violation of the Code of Business Ethics or Conduct or any laws to come forward, in good faith and voice their concerns.
    2. This policy makes it clear that staff can do so without fear of reprisals. It is intended to encourage and enable staff to raise serious concerns within the Company rather than overlooking a problem or blowing the whistle outside the Company. This policy offers different channels for staff to raise their concerns and to receive feedback on actions taken.
    3. It is important to note that this policy shall not be used for reporting personal complaints or unsatisfactions which are not resulting from a malpractice, misbehaviour or a fraudulent action from a staff or management team.
    4. If staff suspect anyone violates the Code of Business Ethics or Conduct or the Local Law, they may report to:

1. Loss Prevention Manager, John Sim @ [john.sim@watsons.com.sg](mailto:john.sim@watsons.com.sg) or HR Manager, Neo Shu Fen @ [shufen.neo@watsons.com.sg](mailto:shufen.neo@watsons.com.sg) or HR Manager, Elyssa Lee @ [elyssa.lee@watsons.com.sg](mailto:elyssa.lee@watsons.com.sg)

OR

1. For ease of submission, the Whistleblowing Form has been made available via KNOW app

OR

1. General Manager, GMS, CKHH, at [report@ckh.com.hk](mailto:report@ckh.com.hk)
   * 1. If staff are not satisfied with the investigation by the above people, they could complain about the handling of investigation to be handled by Group Head of Regulatory at whistleblowing-complaints@aswatson.com.
     2. Although no proof is required, staff who do the reporting will need to demonstrate that there are sufficient grounds for concern and report the violations within 24 hours. The Company is committed to acknowledging incoming cases within 48 hours.
     3. Concerns expressed anonymously are less powerful, and therefore the Company does not encourage anonymous reporting, although it reckons that in some exceptional circumstances, staff will prefer anonymity. Staff are protected against retaliation of reporting any violations if they have reasonable belief at the time of reporting.
     4. The Company will do its best to protect staff’s identity when raising concerns. However, there may be circumstances in which the Company may be required to reveal the identity of the staff voicing the concern. The report and identity will be treated confidentially and only shared on a “need to know” basis. If this is the case, the Company will take all reasonable steps to ensure that the staff suffer no detrimental consequences.



1. **SALARY ADMINISTRATION** Date : August 2017
   1. **SALARY PAYMENT**
      1. This policy establishes the Company's pay cycle and pay day to employees to ensure that employees are paid on time within the stipulation of the Employment Act, and that Payroll has reasonable lead time for the processing of employees’ payroll.
      2. Salary will be credited directly into employees’ designated bank account on the second last day of each month. If that day falls on a Sunday, pay day will be advanced to Saturday. The amount of salary employees receive is the salary for the entire month less their Central Provident Fund contribution and any other authorized deductions (if applicable).
      3. Under the Income Tax Act, the Company is required to withhold all remuneration due to a non-Singaporean employee who has given notice to cease employment with the exception of the following:

* Staff with the status of Singapore Permanent Resident (SPR) who is not leaving Singapore permanently will not be required to do tax clearance but staff will be required to submit to the employer the Letter of Undertaking (LOU) upon his/her cessation with the Company
* If staff worked 183 days or more within a calendar year and earned less than $21,000 annually

The employee shall receive his/her last drawn salary upon tax clearance.

* + 1. **Monthly Rated: Full-time Permanent or Contract Employees**
       1. **Base Salary and Fixed Allowances**
          1. The pay period for base salary and fixed allowances is from first to the last day of each calendar month.
          2. The pay day for base salary and fixed allowances of all employees who join between the 1st and 20th of each month is on second last day of the current month and payment will be made via GIRO.
          3. The pay day for base salary and fixed allowances of all employees who join on or after the 21st of the month is on the following month and payment will be via GIRO.



* 1. **OVERTIME PAY**
     1. Overtime is defined as work performed at company's request that extends beyond 44 hours per week. It excludes work on rest day or public holiday or substitution thereof.
     2. Overtime pay is granted for non-executive employees with a base salary of S$2,600 per month or less.
     3. For Office staff- Overtime duties has to be requested and approved by Supervisor/Head of Department. Overtime claim form has to be duly signed and approved by the designated approving Supervisor/Manager. Submission of overtime form is to be submitted for work done in the previous month. Eg, August overtime form must be submitted by 7th of the following month.
     4. For Store staff - The pay-cycle for overtime work is based on 4 weeks cycle and payment date may not necessary falls on pay day, which is on the second last day of the month.

The rates for overtime pay are as follows:

* + - 1. Overtime work on normal work days and off days - 1.5 times the employee’s ordinary rate of pay if he/she works more than 44 hours per week or 88 hours in any continuous 2-week period
      2. Overtime work on rest days – 2 times the employee’s ordinary rate of pay
    1. For permanent part-timers, overtime is payable if he/she works more than 44 hours per week or 88 hours in any continuous 2-week period.
    2. An employee can only perform up to **72 hours of overtime work a month**. However, this limit may be exceeded if the Ministry of Manpower has granted an exemption under section 38 of the Employment Act.
    3. For work done on rest days or public holidays, it is not included in the 72 hours' limit for overtime. However, if an employee works beyond his normal daily working hours on his rest day or public holiday, the extra hours of work done would be included in the 72 hours' limit for overtime work.

##### Payment for Work on Rest Day

* + - 1. An employee is entitled to 1 rest day each week without pay. The rest day shall be on a Sunday or any other day as rostered and informed by Supervisor/Manager.
      2. The longest allowable interval between two rest days is 12 days. This can occur where in one week, the rest day is given on Monday, which is at the beginning of the working week. In the following week, the rest day is on Sunday, which is at the end of next working week. This will enable an employee to take two rest days at a stretch and allow the Supervisor/Manager greater flexibility in the rostering of rest days.
      3. Payment for work on rest days:
         1. An employee who works at his own request is entitled to his ordinary

rate of pay for one day’s work.

* + - * 1. An employee who works at his Supervisor’s/Manager’s request is entitled to twice his ordinary rate of pay.





* + - * 1. Normally, payment for work on a rest day is :

one day’s salary for work up to half the normal daily working hours; or

two days’ salary for work exceeding half and up to the normal daily working hours.

##### Payment / Off-in-lieu for Work on Public Holiday

* + - 1. All employees are entitled to 11 paid public holidays in a year.
      2. The Supervisor/Manager and employee may mutually agree to substitute a public holiday for any other day.
      3. If payment is to be made for working on public holiday, a monthly-rated employee will be paid an additional day's pay as the employee’s monthly gross salary have already included the gross daily rate of pay for a holiday.
      4. The rate of payment for overtime work beyond normal working hours on a public holiday is 1.5 times the employee's hourly basic rate of pay.





**3 SALARY ADMINISTRATION** Updated : 9 Aug 2012

#### PUBLIC HOLIDAYS

* + 1. Employees will be entitled to paid Public Holidays gazetted by the Government of Singapore.
    2. Office:
       1. Office will be closed on gazette public holidays. However, it may be necessary for operational reasons and at the discretion of the Management, for employees to be called to work on a public holiday.
       2. Where a public holiday falls on a non-working Saturday, the following Monday will be a replacement public holiday.
    3. Store:

If a full-time Customer Supervisor and below is required to work on a public holiday, he will receive an extra day’s pay for every gazetted public holiday. This is provided the employee does not absent himself from work on the working day immediately before or after a public holiday without his superior’s consent. However, the Management still reserves the right to revert to the option of crediting a day off in lieu and employees will be notified accordingly.

* + 1. A monthly-rated employee who works on a public holiday but absents without reason on the working day immediately before or after the holiday is not entitled to the holiday pay which is already included in his monthly gross salary. Company can therefore deduct one day's pay at the gross rate for the holiday pay from his monthly gross salary.
    2. Employee is not entitled to holiday pay if he/she is on approved no pay leave.



**3 SALARY ADMINISTRATION** Date : Aug 2021

#### PHARMACIST PERFORMANCE RETENTION BONUS SCHEME

* + 1. The purpose of the Pharmacist Performance Retention Bonus scheme is to motivate and reward confirmed and full-time pharmacist for their service in the organization. This scheme is designed to encourage consistent attendance and performance.
    2. **Eligibility**
       1. Full-time Pharmacist must have at least 1 year of service to be eligible for the scheme

and subject to good work performance and upon manager’s recommendation.

* + - 1. Disciplinary record and employee’s attendance will be taken into consideration for the eligibility of performance retention bonus payout:
         1. Disciplinary record:

Employees who have been issued a written warning will get a deduction in their performance retention bonus payout – 25% for 1st warning; 50% for 2nd warning and those issued final written warning letter, or are terminated or dismissed are not entitled to the performance retention bonus. The date of incident will be the point of consideration for the purpose of deduction during the qualifying period.

* + - * 1. Attendance:

Pro-ration of performance retention bonus applies when employee takes *more than 7 days of unpaid leave during the qualifying period*. Employee will no longer be eligible to any performance retention bonus if he takes unpaid leave exceeding 30 working days within the qualifying period.

* + 1. If the employee is serving notice during the qualifying period, he will also not be eligible to the performance retention bonus payout.
    2. The Pharmacist Performance Retention Bonus scheme is an annual scheme and the Company reserves the right at its discretion to review, change, amend or discontinue the scheme, at any time, with or without prior notice.
    3. This bonus will be paid on 31st March for those who joined before March 2009 and for those who joined after March 2009, they will be paid on the anniversary month of their date join. However, this payout date may be subject to change and employee will be notified accordingly.
    4. With effect from January 2023, retention bonus will be paid in two instalments every 6 months. For example, pharmacists who is supposed to receive his retention bonus in January 2024, will receive the first instalment in July 2023, and the remaining balance will be paid in January 2024.

##### Payout Quantum

| **Criteria** | **Quantum** |
| --- | --- |
| 3 years or less of service  (≤ 3 years) | S$6000 |
| More than 3 years of service (> 3 years) | S$8000 |





#### ANNUAL LEAVE

* + 1. Staff may apply for half-day leave. Half day leave shall comprise of half of a full-day’s working hours.

1. For office staff (exclude Customer Service Team except Customer Service Manager)

|  | **Morning Half-day leave** | **Afternoon Half-day leave** |
| --- | --- | --- |
| Group A | 7.30am to 11.30am | 1.00pm to 5.00pm |
| Group B | 7.45am to 11.45am | 1.15pm to 5.15pm |
| Group C | 8.00am to 12.00pm | 1.30pm to 5.30pm |
| Group D | 8.30am to 12.30pm | 2.00pm to 6.00pm |
| Group E | 9.00am to 1.00pm | 2.30pm to 6.30pm |
| Group F | 9.30am to 1.30pm | 3.00pm to 7.00pm |
| Group G | 9.45am to 1.45pm | 3.15pm to 7.15pm |

1. Customer Service Team (exclude Customer Service Manager)

|  | **Morning Half-day leave** | **Afternoon Half-day leave** |
| --- | --- | --- |
| Shift A | 9.00am to 1.00pm | 2.30pm to 6.30pm |
| Shift B | 2.00pm to 6.00pm | 7.30pm to 11.30pm |

1. For store staff

Depending on the shift for the day, staff will need to work half of a full-day’s working hours. For eg. Shift is from 9am to 5.30pm, morning half-day leave will be from 9am to 12pm and afternoon half-day leave will be from 1.30pm to 5.30pm.

* + 1. Submission of leave application does not imply that the leave has been approved. All annual leave must be approved by their immediate supervisor. If a staff is absent from work for more than two (2) continuous working days without prior approval, he/she would have been deemed to have broken his/her contract of service from the day he/she is absent from work. In addition, the staff is liable to pay the Company an amount equivalent to the salary-in-lieu of notice.
    2. Staff on annual leave who is medically certified sick, shall have his/her annual leave credited back to him/her provided that the staff is eligible for medical leave and his/her medical certificate is recognized by the Company. The responsibility is on the staff to submit the medical certificate to Head of Department before submitting the cancellation of annual leave and application of sick leave via HRIQ.
    3. Annual **Leave Roster**

Each department is encouraged to maintain a department annual leave roster of the annual leave plan of his/her department staff. Before the beginning of each calendar year, each department may circulate to his/her staff a leave roster for planning purpose. Each staff’s leave request shall be accommodated as far as possible but subject to the department's operational requirements for sufficient manning.





##### Settlement of annual leave on cessation of employment

Resigning staff must serve the required notice period as stipulated in the contract of service. Application of annual leave during the notice period is subject to Management’s sole discretion. Using annual leave to offset against notice period should be discussed with his/her immediate supervisor.

* + 1. Resigning staff is not allowed to commence work with a new organisation/company when clearing his/her annual leave. In the event that the staff commences work with another organisation while serving his/her notice, the Company has the right to compute his/her final pay as the day before he/she commences work with the new organisation.
    2. Any unconsumed leave as at the last day of service will be encashed while any annual leave taken in excess of eligibility will be deducted from his/her final salary.
    3. Staff shall forfeit his/her annual leave entitlement if he/she is being dismissed.

##### Outstanding Leave Upon Death

Any staff who passed away while in service with the Company shall have his/her outstanding annual leave encashed and paid to his/her estate.

##### Procedures

All staff should apply for their annual leave via HRIQ at least 1 week before the intended period of leave except for urgent cases.





##### MEDICAL LEAVE

* + 1. Staff who is in the Company’s employ for at least 3 consecutive months is entitled to paid sick leave and hospitalisation leave. Sick leave and hospitalisation leave taken before 3 months of service will be processed as no pay leave.
    2. This policy does not apply to staff under the following employment scheme unless stipulated otherwise in their contract:
       - Locum
       - Temporary staff
    3. Sick Leave

1. Full-time staffs are entitled to **14 working days** in each calendar year if no hospitalization is required.
2. A permanent part-timer that is in the Company’s employ for at least 3 consecutive

months is entitled to pro-rated paid sick leave as stipulated in his/her contract.

1. Medical certificates which are issued by any of the following will be recognised :
   * Company’s panel of doctors (exclude Traditional Chinese Medicine - TCM practitioners)
   * Singapore registered medical practitioners
   * Government Hospitals
   * Singapore Polyclinics
   * Malaysia’s Government Polyclinics and Hospitals (only applicable for those who reside in Malaysia)
2. If a staff falls sick and was issued with a medical certificate during the period of annual leave, those days stated on the medical certificate will be deducted from the sick leave entitlement instead of annual leave, provided the medical certificates are issued by doctors stated under section 5.2.3c.
3. Staff will not be entitled to paid sick leave and hospitalisation leave when they are on:
   * Off day, rest day, public holiday and public holiday off-in-lieu
   * Maternity leave
   * Paternity leave
   * Shared parental leave
   * Marriage leave
   * No pay leave
   * Absent from work without permission
   * Refresh & Recharge leave
     1. Hospitalisation Leave
4. Staffs are entitled up to **60 working days** per calendar year, inclusive of the 14 days sick leave.
   * 1. Procedures

a Staff on certified medical leave will inform his/her immediate Supervisor/Manager of his/her leave of absence as soon as possible. Otherwise, he/she is deemed to be absent from work without permission or reasonable excuse and the leave shall be treated as unpaid.





1. Upon returning to work, staff must submit the medical leave application via HRIQ, along with the medical certificate as an attachment for verification within 48 hours, otherwise it will be deemed as absence without approval.
2. Staff who has exhausted his/her medical leave and is still certified unfit for work, should apply to use his/her paid annual leave if he/she has such leave outstanding; otherwise he/she may apply for no pay leave.

##### MARRIAGE LEAVE

* + 1. Staff who is in the Company’s employ for at least 3 consecutive months is eligible to apply for 3 days of paid marriage leave on the occasion of his/her first legal marriage.
    2. Marriage leave must be utilised consecutively or on block basis and consumed within 6 months from the Registry of Marriage (ROM) and customary ceremony date, which must take place during employment in Watsons.
    3. Staff who had enjoyed paid marriage leave from his/her previous employer shall not be eligible for marriage leave in Watsons.
    4. Staff who obtained marriage leave by misrepresentation will render himself/herself liable to disciplinary action which may include dismissal.
    5. The policy does not apply to staff under the following employment schemes unless stipulated otherwise in their contract of service:
       - Locum
       - Temporary staff
       - Traineeship/Internship Scheme
    6. Procedures

1. Staff will inform his/her immediate supervisor of his/her plan to take marriage leave as soon as possible.
2. Staff must submit the marriage leave application via HRIQ. A copy of the marriage certificate must be produced to immediate supervisor and Human Resource Department for verification.





##### MATERNITY LEAVE

* + 1. All female staff, who is covered under the Employment Act (but not under the Child Development Co-Savings Act), will be entitled to 12 weeks of maternity leave. She will be **paid by the Company for the first eight weeks of maternity leave** if she has fewer than two living children (excluding the newborn), and she has served her employer for **at least 90 days** before the birth of the child. **The last four weeks of maternity leave which is unpaid leave**, can be taken flexibly over a 12-month period from the child’s birth. A female staff who is not covered under the Employment Act will still be eligible for maternity leave under this guideline.
    2. Staff whom fulfils the conditions under the Child Development Co-Saving Act, will be entitled to 16 weeks of maternity leave. The conditions of Child Development Co- Savings Act are:
       - The child is a Singapore Citizen
       - The child’s parent are lawfully married; and
       - The staff has served her employer for at least 90 days before the child’s birth

Under the Child Development Co-Saving Act:

1. For the first 2 confinements, the first 8 weeks is paid by the Company and the 9th to 16th week is paid by the Government (capped at $20,000 per confinement including CPF).
2. For the 3rd and subsequent confinements, the full 16 weeks will be funded by the Government (capped at $40,000 per confinement including CPF).
3. The 8 weeks beyond the first 8 consecutive weeks may be taken flexibly over a 12-month period from the birth of the child, subject to mutual agreement between the manager and the staff.
4. Company encourages staff to take the remaining 8 weeks of maternity leave as a continuous block or at least on a continuous block of 1 week.
5. If the flexible extended 8 weeks of maternity leave is applied, the number of flexible leave shall be determined by the work calendar of the staff:

Formula:

8 weeks x the number of working days in the week

Example 1:

*If the staff works five days in a week, the number of maternity leave days that can be taken flexibly is computed as follows:*

*8 weeks x 5 days =* ***40 working days***

Example 2:

*If the staff works six days in a week, the number of maternity leave days that can be taken flexibly is computed as follows:*

*8 weeks x 6 days =* ***48 working days***





* + 1. From **1 May 2013**, working fathers are entitled to share 1 week out of the 16 weeks’ maternity leave, subject to the agreement of the mother and provided that they meet the following criteria under CDCA\* :

1. The child is a Singapore Citizen born on or after 1 May 2013;
2. Mother qualifies for Government-Paid Maternity Leave;
3. Father is lawfully married to the child’s mother.

\* please refer to 5.10 “Shared Parental” Leave for more details.

* + 1. Staff cannot use the maternity benefit period to offset notice of termination. Once a staff leaves employment, her maternity benefits shall cease with effect the same date.
    2. Staff cannot work for another employer during the period of her maternity leave. If she does so, her maternity benefit will be forfeited. She may also be dismissed by the Company.
    3. Maternity Leave does not apply to abortive measures, miscarriage or any other pregnancy-related illness. These will be treated as medical leave or hospitalisation leave, whichever is applicable.
    4. The policy does not apply to staff under the following employment schemes unless stipulated otherwise in their contract of service:
       - Locum
       - Temporary staff
       - Traineeship/Internship Scheme
    5. Procedures

1. Staff must inform her immediate supervisor of her maternity leave plan before she applies for their maternity leave via the HRIQ E-leave system. A copy of the maternity leave plan must be forwarded to the Human Resource Department, along with the original doctor’s certification on the Estimated Delivery Date (EDD).
2. Staff must inform her immediate supervisor and the Human Resource Department should there be any changes to the leave plan.
3. Upon returning to work, staff has to submit a photocopy of the child’s birth certificate to the Human Resource Department through the Supervisor/Head of Department.
4. For those female staffs under the Child Development Co-Saving Act, she is required to complete the Government-Paid Maternity Leave (GPML) Scheme Declaration Form (Form GML1) and submit to Payroll no later than **seven** (7) **days** after her return from maternity leave.
5. Payroll is to submit reimbursement claim from government for maternity leave, no later than three (3) months after consumption of maternity leave.







##### CHILDCARE LEAVE

* + 1. Staff is entitled to 2 days of childcare leave per calendar year if he/she has a child (including legally adopted children or stepchildren) who is below 7 years of age, provided he/she has served his/her employer for at least three months.
    2. Staff is entitled to an extended childcare leave of 4 days (totalling 6 days) per calendar year provided he/she fulfils the conditions under the Child Development Co- Savings Act:

1. The child (including legally adopted children or stepchildren) is below 7 years of age on or after 31 October 2008;
2. The child is a Singapore Citizen;
3. The child’s parent are lawfully married (including divorced or widowed parents);
4. Staff has served her employer for at least 90 days before the child’s birth
   * 1. From 1 May 2013, working parents are eligible for 6 days of child care leave every year if they fulfil the following criteria:
5. Child is below 7 years old;
6. Child is a Singapore Citizen;
7. Parent must have served his or her employer for a continuous duration of at least 3 calendar months
   * 1. For staff who has less than one year of service, his/her childcare leave will be pro- rated based on the table below:

| **Number of completed months of service** | **Eligible childcare leave (days)** |
| --- | --- |
| 1 | Not eligible |
| 2 | Not eligible |
| 3 | 2 |
| 4 | 2 |
| 5 | 3 |
| 6 | 3 |
| 7 | 4 |
| 8 | 4 |
| 9 | 5 |
| 10 | 5 |
| 11 | 6 |
| 12 | 6 |





* + 1. From 1 May 2013, working parents are eligible for 2 days of extended child care leave every year if:

1. The youngest child is aged 7–12 years (inclusive);
2. The child is a Singapore Citizen; and
3. The parent has served the employer for a continuous period of at least 3 months
   * 1. Parents with children in both age groups, i.e. those below 7 years, as well as those between 7 and 12 years, will only have a maximum child care leave entitlement of 6 days per year for each parent if they meet the criteria under Child Development Co- Savings Act.
     2. Unconsumed leave in one calendar year cannot be carried forward to the following year and no encashment is allowed.
     3. Staff cannot use the childcare leave to offset notice of termination.
     4. Staff must produce the birth certificate of the child to the Human Resource Department to be eligible for childcare leave.
     5. Staff has the flexibility to use this leave to spend time with his/her child. No documentary evidence (such as medical certificate) needs to be produced.
     6. Staff who is terminated / dismissed shall cease to be entitled to the childcare leave and shall not be entitled to any payment in lieu thereof. Neither can the childcare leave be used to offset against staff’s notice period.

His/her childcare leave will be pro-rated on his/her last year of employment as follows:

| **Number of completed months of service in the last year of employment before resignation/ termination** | **Eligible childcare leave (days)** |
| --- | --- |
| 1 | 0  (if staff has worked with employer for less than 3 months) |
| 2 | 2  (if staff has worked with employer for more than 3 months) |
| 3 | 2 |
| 4 |
| 5 | 3 |
| 6 |
| 7 | 4 |
| 8 |
| 9 | 5 |
| 10 |
| 11 | 6 |
| 12 |





* + 1. Staff who obtained childcare leave by misrepresentation will render himself/herself liable to disciplinary action which may include dismissal.
    2. Procedures

1. Staffs must submit the leave application via HRIQ and it has to be duly approved before staff goes on leave.
2. Please note that in HRIQ, the entitlement for childcare leave has been separated into 2 categories :
   * 2 days of ‘Childcare Leave’
   * 4 days of ‘Enhanced Childcare Leave’
   * Staff who is eligible for 6 days of childcare leave is to fully utilise the 2 days of Childcare Leave before submitting any leave application for Enhanced Childcare Leave.
3. Staff who is eligible for 6 days of childcare leave, is required to complete the government’s (MSF) Declaration form (Form GCL1 attached) and submit to Payroll no later than **seven** (7) **days** after the full consumption of childcare leave.
4. Payroll will then submit claims to Government for the reimbursement of the 4th to 6th day of childcare leave, no later than **three** (3) **months** after the full consumption of childcare leave.
5. Staff shall produce supporting documents to HR (if these have not been submitted before) for leave allocation in HRIQ:
   * original doctor’s certification on the Estimated Delivery Date (EDD)
   * marriage certificate and
   * NRIC/passport of staff and his/her spouse for verification









##### PATERNITY LEAVE

* + 1. With effect from 01 January 2017, working fathers of child born 01 January 2017 onwards will receive 2 weeks of mandatory Government-Paid Paternity Leave (GPPL) for the newborn child upon fulfilment of the following criteria:
       - The child is a Singapore Citizen;
       - The child’s parents are lawfully married; and
       - The staff has served his employer for at least 3 consecutive months immediately preceding the birth of his child
    2. The 2 weeks of paternity leave will be given regardless of the number of children borne per birth (including stillbirth) but it does not apply to miscarriage cases.
    3. The paternity leave is to be taken within 16 weeks after the child is born or flexibly within 12 months after the birth of the child if there is mutual agreement between the staff, Head of Department and HR.
    4. The 2 weeks of paternity leave is defined in terms of the work week i.e. if staff is working on 5-day work week, he will be entitled to 10 days of paternity leave. If the staff is on 6-day work week, then it will be 12 days of paternity leave.
    5. For male staff who does not qualify for the above GPPL but has served the Company for at least 3 consecutive months, he is eligible for **two** (2) **working days** of paternity leave on the birth of his first and second child by his first legal marriage.
       - The two (2) working days of paternity leave will be given regardless of number of children borne per birth. This will not apply to miscarriage cases.
       - The paternity leave will need to be taken within 16 weeks after the birth of his child.
    6. Staff cannot use the paternity leave to offset his notice of termination.
    7. Procedures
       1. Staff shall notify his immediate superior as soon as possible when paternity leave is required.
       2. Staff shall produce supporting documents to HR (if these have not been submitted before) for leave allocation in HRIQ:
          - original doctor’s certification on the Estimated Delivery Date (EDD) or birth certificates;
          - marriage certificate;
          - NRIC/passport of staff and his wife for verification
       3. Staff shall submit the application via HRIQ and received approval before going on





##### COMPASSIONATE LEAVE

* + 1. Every confirmed full time employee is eligible to apply for a maximum of **three** (3) **working days** of compassionate leave on the occasion of the death of an immediate family member.
    2. Immediate family member is defined as spouse, children, parents, parents-in-law, brother, sister, grandparents and grandparents-in-law. Compassionate leave must be taken immediately on the occurrence of the death of the immediate family member.
    3. Employee shall produce supporting documents such as death certificates or obituary for verification when applying for compassionate leave or upon return to work.

##### UNPAID INFANT CARE LEAVE

* + 1. Staff is eligible to apply for 6 days unpaid infant care leave per calendar year provided he/she fulfills the conditions under the Child Development Co-Savings Act:
       1. The child (including legally adopted children or stepchildren) is below two years of age;
       2. The child is a Singapore citizen;
       3. The child's parents are lawfully married (including divorced or widowed parents); and
       4. The employee has worked for the employer for at least three calendar months.
    2. The leave is granted on a per parent basis, regardless of the number of children under the age of two. The total unpaid infant care leave entitlement for each parent is capped at six days per year.
    3. Staff shall produce supporting documents like birth certificates for verification to his/ her immediate superior and the Human Resource Department if such documents have not been previously submitted.
    4. Staff should give sufficient notice of his/her intention to apply for such leave and it is subject to his/her immediate supervisor’s approval.
    5. Procedure

Staff must submit the no-pay leave (statutory) application via HRIQ, together with a copy of the birth certificate of the child to his/her immediate supervisor at least 1 week before the leave date.

##### NO-PAY LEAVE

* + 1. There are 2 classifications of No-pay leave i.e. statutory or request from staff.
    2. Statutory no-pay leave is listed as follows:
* 4 weeks of statutory no-pay maternity leave granted to staff who do not fulfil the criteria under the Child Development Co-Savings Act (Please see Maternity Leave policy)
* Unpaid Infant Care Leave
  + 1. No-pay leave is not a right of employee. However, the Company will grant no-pay leave if:

1. staff is certified unfit for work or has a valid personal reasons (substantiated by proof) during the 1st 3 months of service when he/she is still not eligible for annual leave or sick leave





1. staff has exhausted all his/her earned annual leave and has a valid personal reasons eg pilgrimage or other reasons (substantiated by proof) that requires him/her to take the no-pay leave
   * 1. For any no-pay leave application exceeding 2 calendar weeks, the Head of Department has to discuss with the Human Resource Department before granting approval.
     2. No-pay leave taken without supporting documents is considered as leave taken without good excuse and staff may be subjected to disciplinary or even termination of employment.
     3. No-pay leave for employees going on a pilgrimage will be granted only once during the entire tenure of employment with the Company. The maximum period of no-pay leave allowed for this purpose is 2 calendar weeks.
     4. The period of non-statutory no-pay leave shall not count as service qualifying for annual leave, Annual Wage Supplement, bonus and incentives payout.
     5. Similarly, employees on no-pay leave will not be eligible for sick/hospitalisation leave, paternity/maternity leave, shared parental leave, compassionate leave, marriage leave and public holiday during his/her leave of absence.
     6. An employee who fails to report for work when his/her leave of absence is not approved will be subject to disciplinary action.
     7. Procedures
        1. Employee must submit the no-pay leave application via the HRIQ system, together with documentary proof of a valid reason to his/her immediate supervisor for approval.
        2. Employee has to follow the guidelines for the submission of no-pay leave application as follows:
           1. at least 7 days in advance if no-pay leave is for 3 days or less.
           2. at least 10 days in advance if no-pay leave is for more than 3 days

##### SHARED PARENTAL LEAVE

* + 1. With effect 01 July 2017, male staff is entitled to share 4 weeks of the 16 weeks of maternity leave, provided that his wife is eligible under the Child Development Co- Saving Act, and subject to his wife’s agreement.
    2. He is eligible for the 4 weeks of shared parental leave provided he meets all of the following criteria:
* Child is a Singapore Citizen born on or after 1 July 2017;
* Mother of new-born qualifies for Government-Paid Maternity Leave;
* Father is lawfully married to the child’s mother.
  + 1. If your citizen child is born, or has an EDD before 1 July 2017, you will only be entitled to 1 week of shared parental leave,
    2. The shared parental leave is to be consumed as a continuous block within 12 months of the birth of the child. However, if there is mutual agreement between the employee and his/her immediate supervisor, the leave can be taken flexibly (i.e. in a non-continuous manner) within 12 months of the birth of the child.





* + 1. The 4 weeks of shared parental leave is defined in terms of the work week ie if employee is working on 5-day work week, he will be entitled to 5 days of shared parental leave. If the employee is on 6-day work week, then it will be 6 days of leave correspondingly.
    2. Shared parental leave will have to be allocated before the employee’s wife consumes more than 15 weeks of maternity leave. If she has already consumed more than 15 weeks of maternity leave, it will be too late for her to share the leave with her spouse.
    3. Employee should carefully consider their allocation of shared parental leave before registering online at the CPF Board website, as changes are not allowed.
    4. Employee cannot use the shared parental leave to offset his notice of termination.
    5. Procedure

1. Male employee and his spouse should decide on their leave arrangements before their child is born, or any time before the child turns 12 months old.
2. Employee has to notify his respective Head of Department (HOD) and the Human Resource Department in advance so as to allow HR Department to verify leave eligibility and give HOD time to make alternative work arrangements.
3. The child’s mother (employee’s wife) must register the sharing of leave online via the Shared Parental Leave Allocation System (SPLAS) with her SingPass (from 1 May 2013). Those who do not have a SingPass will also be required to download the hard copy of the [***Shared Parental Leave Registration Form (Form SPL1)***](http://www.ecitizen.gov.sg/Topics/Documents/SPL1_V2013.pdf)for completion.
4. Once registered, the system will enable the employee’s wife to print out a confirmation letter.
5. A copy of this letter should be handed to the respective Head of Department and the Human Resource (HR) in order for HR to allocate the shared parental leave in leave system.





##### ADOPTION LEAVE

* + 1. With effect 01 July 2017, Female staff of an adopted child is entitled to Government- Paid Adoption Leave (GPAL). She is entitled to 12 weeks of Government-Paid Adoption Leave. The adoption leave shall commence from her formal intent to adopt.
    2. As the mother of an adopted child, she is entitled to Government-Paid Adoption Leave (GPAL) if the following criteria are met:

1. The adopted child is below the age of 12 months at the point of her [**formal intent to adopt**.](http://www.ecitizen.gov.sg/Topics/Pages/Adoption-leave-How-to-apply.aspx) The “formal intent to adopt” happens:
   * **For Singaporean child**: when she files the court application to adopt.
   * **For a foreign child**: when in-principle approval is granted for a Dependant's Pass.
2. The adopted Singaporean child must remain as a Singapore citizen.
3. If the child is a foreigner:
   * One of the adoptive parents must be a Singapore citizen.
   * The child must become a Singapore citizen within 6 months of the adoption.
4. She must be lawfully married at the point of formal intent to adopt.
5. She must have served the Company for a continuous period of at least 3 months immediately before her formal intent to adopt.
6. The adoption order must be passed within 1 year from the formal intent to adopt.
   * 1. 12 weeks of adoption leave must be consumed before the child's first birthday.
     2. If your formal intent to adopt is before 1 July 2017, you will be only entitled to 4 weeks of adoption leave.
     3. Procedures

a Staff will inform his/her immediate supervisor of his/her plan to take adoption leave as soon as possible.

1. A copy of the “intent to adopt” document, birth certificate/passport of the adopted child (Singapore Citizen)/In-Principle Approval for Dependent Pass(For Foreign child) and marriage certificate must be produced to his/her immediate supervisor and the Human Resource Department for verification and entitlement of adoption leave.
2. Staff must submit the adoption leave application via HRIQ.

c. Staff is required to complete the government’s (MSF) Declaration form (Form GPAL1 attached) and submit to Payroll no later than **seven** (7) **days** after the full consumption of adoption leave.





##### MEDICAL COVERAGE

* + 1. **Group Outpatient Clinical Coverage:**

With effect 1 June 2019, full-time staff who are in the Company’s employment for at least 3 consecutive months are entitled to outpatient clinical consultation and treatment by the Company’s appointed panel of doctors as follows:

| No. | Classification of grade | Entitlement |
| --- | --- | --- |
| 1 | Full-time Staff | Up to $600 per policy year |

* + 1. For local employees (Singapore Citizen or Singapore Permanent Resident) who have exceeded the limit shown in Table 5.12.1, only outpatient medical expenses of up to

$35 per visit can be claimed via their Dental and Medical Items Reimbursement Benefit and the total reimbursement shall not exceed their current entitlement. In the event that the staff has exceeded the total limit, the Company has the right to claw back the excess amount from the staff.

* + 1. The current panel of doctors appointed by the Company is from Fullerton via AON Care. However, Company reserves the right to change its panel of doctors from time to time and will notify staff if there is any change.
    2. Eligible staff will be required to produce the necessary documents, to be presented to the clinic at the point of registration.
    3. If staff did not present his/her medical card (physical or virtual), the medical fees will not be reimbursable.
    4. Medical fees incurred at polyclinics can be reimbursed using the AON Care mobile application or online portal.
    5. Emergency & Outpatient Treatment at Accident & Emergency (A&E) department at Singapore Hospitals is limited to $100 per visit per day with reimbursement capped at up to 2 visits per policy year.
    6. For Permanent Part-timers who are in the Company’s employment for at least 3 consecutive months, the Company will self-fund the medical coverage where employee will be granted a yearly quantum of $150. There is no limit to the number of visits so long as the claims are within the yearly quantum.

##### Special Arrangement for contract employees who are 70 – 74 years old:

For local employees who have reached beyond 70 years old, the Company will self- fund the medical coverage as per below:

a. Employees on Re-employment Full-time Contract will be granted a yearly quantum of $200. There is no limit to the number of visits so long as the claims are within the yearly quantum. The basis of yearly quantum was derived from the premium amount had he been accepted by the insurer for Group Outpatient Clinical Insurance.





#### Group Outpatient Specialist Coverage:

Staff who has been referred by the Company’s panel doctor or polyclinic for outpatient specialist will be covered on a co-payment basis of 80% (employer) and 20% (employee) with a capped of S$300 per policy year for specialist consultation and treatment, and cap at S$1000 per policy year for Diagnostic X-ray & Lab Test (includes MRI & CT scans) for Plan 3. This co-payment scheme does not apply to those under Plan 1 & Plan 2. For details of the plan and coverage, please refer to the insurance policy for the insured period.

* + 1. Staff will have to settle the bill in full and thereafter submit the claims via AON Care mobile application or online portal. The original medical receipt and a copy of the referral letter must be provided to AON Care. The amount reimbursed is dependent on the medical insurance coverage undertaken by the Company.
    2. Specialist consultation or treatment expenses incurred outside of Singapore will not be reimbursed.

##### Group Hospital & Surgical Coverage:

Staff who needs hospitalisation and/or surgery will be covered under the Company’s Hospitalisation and Surgical insurance coverage. The coverage will be in accordance to the H&S insurance plan undertaken by the Company, which is based on the level of the staff. A summary of the various plans is attached in the Annex. For full details of the plan and coverage, please refer to the insurance policy for the insured period.

* + 1. All confirmed full-time staff may request for a Letter of Guarantee (LOG) from the Human Resource Department for both pre-planned or emergency hospital admission(s), or settle the bill first and then submit the AIA’S Group Hospital and Surgical Insurance Claim form to the Human Resource Department, who in turn will submit the form to insurer for reimbursement.
    2. Staff is required to bear the cost of any hospitalisation bill that is not covered by the insurance policy, or which has exceeded the cover limit of the policy.
    3. Staff must inform his/her immediate supervisor as soon as such referral of hospitalisation is made. The immediate supervisor must, in turn inform the Head of Department and the Human Resource Department of the hospitalisation details.
    4. Medical coverage does not apply to employees under the following employment scheme unless stipulated otherwise in their contract:
* Locum
* Temporary staff
* Traineeship/Internship Scheme

##### HUMAN RESOURCE POLICIES AND PROCEDURES



**5 STAFF BENEFITS** Date : August 2017



##### EXAMINATION LEAVE

* + 1. **Company-Sponsored Courses**

Confirmed Full-time staff on company-sponsored course will be granted examination leave for all the modules. Examination leave is granted based on table shown below in 5.13.3. A copy of the examination schedule must be furnished to his/her immediate supervisor and the Human Resource Department at least 2 weeks before the examination period.

* + 1. **Non-Company Sponsored Course**

Confirmed Full-time staff on non-company sponsored courses will be granted examination leave based on the table shown below and if they meet the following criteria:

* the course must be relevant to the job of the employee in the company
* the approval for examination leave must be obtained from the immediate supervisor and the Human Resource Department prior to the course/module commencement. A copy of the examination schedule must be furnished to his/her immediate supervisor and the Human Resource Department at least 2 weeks before the examination period.
* the maximum number of examination leave allowed for non-company sponsored courses is 3 working days per calendar year.
  + 1. Examination Leave will be granted on the following basis:

| **Timing of Exam Paper** | **Exam leave granted (*applicable on actual day of exam*)** |
| --- | --- |
| Before 2 pm | Leave will be 5 hours from reporting time (including 1 hour meal break) |
| After 2 pm onwards  (including exams held in the evening on a work day) | Leave will be 5 hours before shift ends (including 1 hour meal break) |

* + 1. If staff, who has been granted examination leave, fails to sit for the examination, the period of such leave shall be debited against his/her annual leave eligibility for that year. If the staff has insufficient annual leave or no annual leave to his/her credit, the period of examination leave shall be considered as no-pay leave.
    2. All examination leave application has to be submitted via HRIQ and it has to be duly approved before the staff goes on leave.
    3. Staff re-taking his/her examination will not be eligible to apply for examination leave.



**5 STAFF BENEFITS** Date : April 2023



##### FAMILY CARE LEAVE

* + 1. To reflect our position as a family friendly employer, all confirmed staff are eligible to apply for a maximum of **four (4)** working days of family care leave per annum.
    2. Staff has the flexibility to use this leave to care for or spend time attending to the needs of their immediate family members. An immediate family member is defined as spouse, children, parents, parent-in-laws, brother, sister, grandparents and grandparent-in-laws.
    3. Pro-ration of family care leave will apply for any staff who has not completed 12 months of continuous service in any year. In calculation, any fraction of a day which is ½ or more shall be regarded as 1 day, and any fraction of a day which is less than ½ shall be disregarded.
    4. Unconsumed leave in one calendar year cannot be carried forward to the following year and no encashment is allowed.
    5. Staff cannot use the family care leave to offset his/her notice of termination.
    6. Staff who is terminated / dismissed shall cease to be entitled to the family care leave.
    7. Family care leave taken in excess of eligibility will be deducted from his/her final salary.
    8. Procedures

a. Before a staff goes on leave, he/she must submit the leave application via HRIQ and it has to be duly approved by his/her immediate supervisor.

##### CRITICAL ILLNESS LEAVE

* + 1. All confirmed staff are eligible to apply for a maximum of **two (2)** working days of critical illness leave per annum. This is to allow them to care for their critically ill immediate family member in the event of hospitalization due to any of the 43 critical illnesses listed below.
    2. An immediate family member is defined as spouse, children, parents, parent-in-laws, brother, sister, grandparents and grandparent-in-laws.
    3. All applications for critical illness leave must be supported by a memo/certificate issued by a certified medical doctor from any of the following institutions:
* Singapore’s Restructured and Private Hospitals
* Malaysia’s Government Hospitals
  + 1. Critical illness leave will be treated as annual leave if no supporting document is produced. In the event that the annual leave has been exhausted, it will then be considered as no-pay leave.
    2. Procedures

1. Staff must submit a copy of the supporting document to the Human Resource Department for verification before the entitlement for Critical Illness Leave can be allocated via HRIQ.
2. Staff shall submit the leave application via HRIQ for his/her immediate

supervisor’s approval.



**5 STAFF BENEFITS** Date : April 2023



**LIST OF CRITICAL ILLNESSES**

1. Alzheimer’s Disease / Severe Dementia
2. Angioplasty & Other Invasive Treatment for Coronary Artery
3. Apallic Syndrome
4. Aplastic Anaemia
5. Bacterial Meningitis
6. Benign Brain Tumour
7. Blindness (Loss of Sight)
8. Coma
9. Coronary Artery By-pass Surgery
10. Creutzfeld-Jacob Disease
11. Deafness (Loss of Hearing)
12. Elephantiasis
13. End Stage Liver Failure
14. End Stage Lung Disease
15. Fulminant Hepatitis
16. Heart Attack of Specified Severity
17. Heart Valve Surgery
18. HIV Due to Blood Transfusion and Occupationally Acquired HIV
19. Kidney Failure
20. Loss of Independent Existence
21. Loss of Speech
22. Major Burns
23. Major Cancers
24. Major Head Trauma
25. Major Organ / Bone Marrow Transplantation
26. Medullary Cystic Disease
27. Motor Neurone Disease
28. Multiple Sclerosis
29. Muscular Dystrophy
30. Necrotising Fasciitis
31. Other Serious Coronary Artery Disease
32. Paralysis (Loss of Use of Limbs)
33. Parkinson’s Disease
34. Poliomyelitis
35. Primary Pulmonary Hypertension
36. Progressive Scleroderma
37. Progressive Supranuclear Palsy
38. Severe Myasthenia Gravis
39. Stroke
40. Surgery to Aorta
41. Systemic Lupus Erythematosus with Lupus Nephritis
42. Terminal Illness
43. Viral Encephalitis





#### REFRESH AND RECHARGE (R&R) LEAVE

* + 1. Refresh and Recharge (R&R) Leave is introduced to allow staff to refresh and recharge for a period up to 2 months. This is no-pay leave away from work agreed by the Company. Staff will return to work to the same position in the Company. Mobility clause will still apply to Store and Pharmacy staff.
    2. Permanent full time staff will be eligible to apply if the following criteria are met:

1. Must be in continuous service for at least 3 years before any application is allowed;
2. Past 3 years of performance rating should be consecutively at rating 1,2 or 3;
3. Have not applied more than 14 days of no-pay leave in the current and preceding calendar year;
4. Subsequent application of R&R leave should be at least 3 years from the previous application.
   * 1. This policy does not apply to staff under the following employment scheme unless stipulated otherwise in their contract:

* Staff on contract terms
* Locum
* Permanent Part-timers/Temporary staff
* Traineeship**/**Internship Scheme
  + 1. Procedures

1. Approval in writing must be sought from immediate supervisor/Head of Department at least 3 months in advance together in consultation with the HR department.
2. Allocation of R&R leave will be made available in HRIQ system once approval in writing is granted.
3. Leave application will be routed to immediate supervisor for approval.
   * 1. Immediate supervisor/Head of Department should ensure that the department has sufficient resources and adequate coverage during the staff’s absence.
     2. The period of absence must be agreed with the immediate supervisor/Head of Department and the HR department; any extension must be within the R&R leave policy of 2 months and to be taken consecutively without break from the last day of the agreed period. Eg. Staff applied for 1 month R&R leave from 1 Feb to 28 Feb. He decided to extend another 2 weeks which will start from 1 March to 14 March. He shall return to work on the next working day.
     3. All requests for extension must be made at least 7 working days in advance and subjected to the approval of the immediate supervisor/Head of Department in consensus with HR department. The extended request will be notified in writing. Should the request for extension be rejected for whatsoever reason, staff should report back to work on the original approved R&R leave period, otherwise please see point 5.15.12.
     4. Staff on R&R leave is not permitted to do paid work for another Company. If found guilty, staff will face disciplinary actions which may include termination of employment.





* + 1. Staff is not entitled to the following during R&R leave:
       - Allowances (eg, transport, mobile, attendance, any other work-related allowances)
       - All Incentives
       - Public holiday pay or Public Holiday in-lieu leave
       - Paid sick or hospitalisation leave
    2. Annual Wage Supplement (AWS) or any bonuses will not be affected or prorated if it is due to the R&R leave. AWS and bonuses will be paid only when staff has duly returned from the agreed leave period.
    3. Foreign staff who are returning to their home country during their approved R&R leave is required to provide return air ticket proof back to Singapore before commencing their leave.
    4. Should staff fail to return to work from the agreed period of R&R leave without written approval or good excuse, employment with the Company will be terminated without notice. For foreign staff, withholding of final salary is required for tax liability and clearance.

##### HUMAN RESOURCE POLICIES AND PROCEDURES



**5 STAFF BENEFITS** Updated : August 2022



##### WORK LIFE BALANCE SUBSIDY

* + 1. To further enhance the aim of having a fulfilling career and achieving work life balance, Company has a work life balance subsidy scheme which entitles **20** confirmed full- time staff to receive the subsidy of $100 via a computerized draw on a monthly basis.
    2. The draw is also used to reward our long serving staff with more winning chances. The number of chances increases with the years of service as follows:
* less than 3 years service - 1 chance
* 3 years < 5 years - 3 chances
* Above 5 years - 5 chances
  + 1. The scheme will cover any of the following:
* Expenses incurred for accommodation and/or transportation arising from a vacation locally or overseas including flight and hotel bookings, coach and ferry tickets, cruise and tour packages
* Events tickets ranging from pop concerts, musicals, theatre, family entertainment to sports
* Recreation/leisure/sports activities in Singapore
* Singapore attractions admission tickets
* Fitness classes including, but not limited to Yoga, Zumba, Pilates and Aerobics
* Restaurants
* Gym membership
* Spa and massage packages
* Personal care services
* Movie tickets including food and beverage
  + 1. The receipts must not be dated earlier than the email announcement of the draw.
    2. If the winning staff failed to submit his claim for subsidy within 3 months from the month of winning or resigned during the entitlement period, the benefit to claim will lapse.
    3. The computerized draw is programmed to allow a winning staff to win only once in the calendar year.
    4. Procedures
* The winning staff that has been selected through a computerized draw has to make the necessary booking and submit claims via HRIQ eClaims, along with the original receipt/s to Human Resource department for verification.
* Reimbursement will be made through giro. The claim must be submitted to HR department for approval within 3 months from the draw.



**5 STAFF BENEFITS** Date: January 2020

##### DENTAL AND MEDICAL ITEMS REIMBURSEMENT BENEFIT

* + 1. With effect 01 July 2016, confirmed staff who are in the Company’s employment for at least 3 consecutive months are eligible for Dental and Medical Items reimbursement. This will allow employees to exercise greater flexibility to their general health and well- being. They will be eligible for reimbursement for the following;
* **Dental** – Reimbursement of dental treatment expense and/or;
* **Medical Items** - Reimbursement of medical/health-related products
  + 1. Dental and Medical Items Reimbursement benefit does not apply to employees under the following employment scheme unless stipulated otherwise in their contract:
* Locum
* Preceptee (Pre-registration Pharmacist)
* Temporary staff
* Permanent Part timers
* Interns/Attachment students
  + 1. New staff who has not completed 12 months of continuous service in a year shall be entitled to a proration of Dental and Medical Items Reimbursement Claim.
    2. For staff who is leaving the company, the Dental and Medical Items Reimbursement Benefit will be pro-rated based on the number of completed months the staff has worked in the current year. Excess of Dental and Medical Reimbursement will be deducted from his/her final salary.

##### DENTAL

Treatment could be done at Singapore Government dental clinics or private dental clinic in Singapore with respect to filling, scaling, polishing, extraction, x-ray and oral surgery for wisdom tooth extraction.

* + 1. Dental benefit excludes:
* purchases for dental products
* treatment expenses incurred outside of Singapore
  + 1. All dental leave granted shall be offset against medical leave. Visits to dental clinics are to be made at the employee’s own time.

##### MEDICAL ITEMS REIMBURSEMENT

Employees may refer to an approved list of items that are claimable under this benefit. List of items may subject to reviews from time to time. The approved list of over 100 items can be found on the intranet.

* + 1. The Company will reimburse based on the nett amount (after all staff discounts or promotions) paid by the employee. The receipt submitted for claims reimbursement should only contain the items from the approved list (**excluding** all personal purchases). The medicine and medical items must be purchased from Watsons Singapore store only.
    2. Watsons point, Watsons voucher, mall voucher or any form of voucher is not reimbursable.

##### Claims procedure:

* Staff is to submit claims via HRIQ eClaims, along with the original receipt/s to Human Resource department for verification. Reimbursement will be made through payroll.
* The claim must be submitted to HR department for approval within 3 months from the date of purchase. However, purchase made in December need to be claimed in December in line with financial year closing
* Multiple receipts may be submitted for the same purpose. There is no limit to the number of purchases and submission for reimbursement till individual entitlement limit has been reached.



**5 STAFF BENEFITS** Date: August 2017

##### INSURANCE COVERAGE

* + 1. **Group Term Life Insurance**

All full-time employees are insured under Group Term Life Insurance. The coverage is worldwide and 24 hours per day. It covers only death or total permanent disablement.

The summary of the scheme is as follows:

Age limit: Below age 65 years old, renewable up to age 70 Benefits:

1. Death
   * sum insured payable in one lump sum
2. Total and Permanent Disability Benefit
   * immediate lump sum payment of S$1,000,000 of the sum insured. Balance of sum insured in excess of S$1,000,000, if any, will be payable in 5 equal annual instalments.
3. Extended Benefit on Death & TPD
   * upon termination based on medical grounds, insurance coverage may be extended for a period of 12 months beginning from the date of termination of employment subjected to the fulfilment of certain criteria specified in the policy.
4. Terminal Illness
   * upon diagnosis of a terminal illness from which death is highly probable within the next 12 months, the sum assured will be paid in one lump sum.
5. Family Income Benefit
   * Upon Death or Total and Permanent Disability, an additional monthly benefit of 1% of the sum assured is payable for a period of 12 months.





##### Group Personal Accident Insurance

All full-time employees are insured under Group Personal Accident Insurance. The coverage is worldwide and 24 hours per day. It covers only death or total permanent disablement from an accident.

The summary of the scheme is as follows:

Age limit: Between age 16 to age 80 years old Benefits:

1. Death
   * sum insured payable in one lump sum
2. On Permanent Disablement
   * a percentage of the sum insured (in accordance to Schedule of Indemnity)
3. Main Exclusion :
   * Self-inflicted injury, suicide or any attempts thereat, suicide pacts or agreement while sane or insane
   * For the full listing, please refer to the actual insurance policy clauses.

##### Work Injury Compensation Insurance

All employees are insured under Work Injury Compensation Insurance. It covers only work-related injuries and accidents. The coverage is governed by the Work Injury Compensation Act.

* + 1. Procedures

1. For non-fatal accidents, employees must notify his/her immediate supervisor as soon as possible after the accident. Such notice can be given orally in the first instance but subsequently it must be reported using the ‘Notice of Incident’ form where details such as the cause of the injury, the date of accident and the place at which the accident happened are clearly stated on the form,
2. The ‘Notice of Incident’ must be forwarded to the Human Resource Department within 1 working day of the accident. The Human Resource Department will, in turn submit the notice via i-report to the Commissioner of Workplace Safety and Health and to company’s insurer of ANY ACCIDENT





* 1. **STAFF DISCOUNT**
     1. All confirmed full-time staff, Permanent Part-Timer staff and Locum Pharmacists will be given Watsons membership eCard if they are not existing Watsons members.
     2. Staff discount is tagged to the Watsons membership physical or eCard and will be activated only upon online registration via Watsons website or App.
     3. Staff is allowed to let their immediate family members to use their Watsons membership eCard. However, the Watsons membership eCard shall not be shared with non-immediate family members. Parents, spouses, and dependent children residing in the same household are considered immediate family members.
     4. The Watsons membership eCard allows the staff to make purchases at the prevailing concessionary prices of up to 15% discount and earns points in any of the Watsons physical or online stores. A 15% staff discount is applicable for the purchase of all Watsons brand merchandise and a 10% discount for all other merchandise except for discounted items, items on special promotions, gift cards, vouchers, and items sold during special events such as EXPO and special Members' events. The total discount extended to each staff will be subject to a maximum of S$500.00 purchases per month.
     5. Staff members will earn 1 point for every S$5.00 spent. To receive the discount and earn points, staff will need to present the Watsons Physical or eCard to the cashier before paying, or scan the eMembership QR code at the self-checkout kiosk. The total nett amount settled in each purchase determines the number of points obtained. Before any points are awarded, a minimum purchase of S$5.00 is required.
     6. Points can be redeemed for use in purchases at Watsons. The conversion rate is: 20 points = S$1.00. Staff may redeem their points only when sufficient points have accrued. The smallest currency unit accepted for points redemption is S$1.00. For example, for S$5.00 purchase, 100 points are required for redemption (at conversion rate: 20 points = S$1.00 cash rebate).
     7. Watsons One Pass is available to Watsons Singapore Members, excluding members with Watsons Singapore Tourist Card. Watsons Singapore Members may enjoy basic loyalty points earning and other member benefits under the Home Watsons Loyalty Programme for purchases at Watsons Overseas Stores. The Watsons Overseas Stores participating in this promotion are: Hong Kong, Macau, Taiwan, Singapore, Malaysia, Thailand and Indonesia. Watsons members are required to present eCard or physical membership card at the payment counters at Watsons’ Overseas Stores to earn loyalty points on eligible purchases.
     8. More benefits of the Watsons membership can be found on the Watsons website or App.





* + 1. Staff are allowed to make purchases during their meal breaks, after work or on their off day.
    2. Store Staff are not permitted to serve members of their immediate family who are utilizing their Watsons membership.
    3. Store Staff are not allowed to process their own purchases.
    4. Under no circumstances should staff suggest or permit customers to use their Watsons membership to earn points for themselves.
    5. Store Staff are requested to hand-over his/her purchased merchandise voluntarily to the store in-charge or any other designated personnel for inspection before leaving the stores.
    6. If the staff loses his/her Watsons membership Card, he/she shall report to HR immediately so that the existing card can be cancelled. Staff will need to purchase another Watsons card and inform HR of the new card number if they wish to continue to enjoy the staff discount.
    7. The staff discount shall be ceased upon resignation, termination, dismissal or retirement. However, staff is allowed to keep the Watsons Membership Card and continue earning points if he/she makes purchases at any Watsons physical or online stores after leaving the Company.
    8. The staff discount scheme is offered solely at the discretion of the management, and it can be varied or terminated at any time by the management. Disciplinary action leading to dismissal shall be taken against anyone found breaking the rules stated in the staff purchase scheme.
    9. The Staff Discount Policy is subject to periodic review and all staff are bound by the latest policy.



**5 STAFF BENEFITS** Date : July 2021

##### CONFIRMATION BENEFIT

* + 1. With effect 01 July 2021, all full-time staff and permanent part timers (office, distribution centre and store) will be awarded a one-time confirmation benefit of

$10.00 Watsons eVoucher upon confirmation.

* + 1. Eligibility criteria
* Ex-staff who has to go through probation period will be eligible for eVoucher upon confirmation
* Staff who has tendered resignation or serving notice or is terminated / dismissed before the issuance of confirmation benefit will not be eligible for the eVoucher.
  + 1. The eVoucher together with the terms and conditions will be given to the confirmed staff during their confirmation month. Staff will have to utilize the eVoucher before the expiry and no further extension shall be granted.
    2. Watsons eVoucher is non-transferable and non-exchangeable for cash.

##### HUMAN RESOURCE POLICIES AND PROCEDURES



**5 STAFF BENEFITS** Date : August 2017



##### BABY GIFTS, FRUITS-FLOWERS BASKETS OR WREATHS

The Company will send baby gifts/fruits baskets in the event of child birth or hospitalisation of an employee and wreath in the event of demise of an employee’s immediate family members.

##### Eligibility

1. Baby Gifts/Watsons Vouchers

All permanent staff with new born babies is eligible for baby gift or Watsons vouchers

1. Fruits Basket

All permanent staff who has been hospitalized is eligible

1. Wreath

Demise of permanent staff or his immediate family members (spouse, children, parents, parent-in-laws, brother, sister, grandparents and grandparent-in-laws)

##### Procedures

1. Head of Department, Supervisor, or Department Representative is to advise the Human Resource Department on the request.
2. Information required:
   * Name and contact number of recipient
   * Address of delivery location
   * Gender of baby in the case of baby gifts
   * Relation of the deceased and date of funeral in the case of wreath





##### BIRTHDAY BENEFIT

* + 1. As a birthday benefit, staff will be awarded 200 Watsons member points on their birthday month.
    2. This scheme is applicable to confirmed full time-staff and permanent part-time staff.
    3. The 200 member’s points will be credited to the staff’s Watsons member card during the first week of the staff’s birthday month.

Example: staff birthday falls on 14 March, the points will be credited within the first week of March.

* + 1. If the staff is serving notice, he/she will not be eligible to the birthday points crediting.
    2. The Company reserves the right at its discretion to review, change, amend or discontinue the scheme, at any time, with or without prior notice.

##### LONG SERVICE AWARD

* + 1. Company appreciates the dedication and loyalty of both full-time and permanent part-time staff and as a form of recognition, eligible staff will be presented with a Long Service Award certificate and the award amount is credited into their bank account:

| **Years of Service** | **Award (Full-time)** | **Award (Permanent Part- time)** |
| --- | --- | --- |
| 03 | S$100 | S$50 |
| 05 | S$200 | S$100 |
| 10 | S$500 | S$250 |
| 15 | S$1,000 | S$500 |
| 20 | S$1,500 | S$750 |
| 25 | S$2,000 | S$1,000 |
| 30 | S$3,000 | S$1,500 |

* + 1. Staff should be in continuous service in his/her last position to be eligible for the award. Service length will be reset in cases of any conversion in employment type. Eg Staff joined in 10 September 2016 and converted to a part time position in 01 August 2019, as such he/she will not be eligible for the 3-year award in September 2019.
    2. Staff who is serving notice or has tendered his/her resignation before the Long Service Award Ceremony will not be eligible.





**5 STAFF BENEFITS** Date : June 2017



##### SKILLS FUTURE LEAVE

* + 1. To support the national initiative of continuous and lifelong learning, all confirmed full-time staff will be eligible for 2 working days per annum of Skills Future leave if the staff meets the following criteria:
       - Staff must be a Singapore Citizen;
       - Course registered must be an approved Skills Future programme. <http://www.skillsfuture.sg/>
       - Course hours must be during working hours.
    2. Pro-ration of Skills Future leave will apply for any staff who has not completed 12 months of continuous service in any year. For the purpose of calculation, any fraction of a day which is ½ or more shall be regarded as 1 day, and any fraction of a day which is less than ½ shall be disregarded.
    3. Unconsumed leave in one calendar year cannot be carried forward to the following year and no encashment is allowed.
    4. Staff cannot use the Skills Future leave to offset his/her notice of termination.
    5. Staff who is serving notice / terminated / dismissed shall cease to be entitled to the Skills Future Leave. Skills Future leave taken in excess of eligibility will be deducted from his/her final salary.
    6. This policy does not apply to staff under the following employment positions unless stipulated otherwise in their contract:
       - Locum pharmacist
       - Short-term contract staff with less than 1 year
       - Pre-registration Pharmacist
       - Part-timers
       - Temporary staff
    7. Procedures

1. Before a staff applies for the leave, he/she must register and pay for the Skills Future approved programme in full.
2. Staff needs to submit all documents (proof of confirmed course registration and receipt to show proof of payment) to the HR department before applying the leave.
3. He/she must submit the leave application via HRIQ and it has to be duly approved by his/her immediate supervisor.
4. Should there be a cancellation of the course registration, staff must inform his immediate supervisor and HR and he is to cancel the approved leave accordingly.





* 1. **UNPAID LEAVE FOR UNEXPECTED CARE NEEDS**

Being one of the early adopter of Tripartite Standards, we continue to look into ways to enhance our care and support to our employees.

For **Permanent Full-time** employees who may have greater caregiving needs in unforeseen circumstances, they are eligible to apply for unpaid leave in the following circumstances:

* Up to *4 weeks of unpaid leave* per annum if their child who is below the age of 2 and :

1. is born (a) preterm, or (b) with congenital conditions, or (c) as part of multiple births; or
2. has any medical conditions (subject to discussion with immediate supervisor and HOD)

* Up to *2 weeks of unpaid leave* per annum if immediate family members are hospitalised, during or after hospitalisation.

Please refer to the definitions below for “*preterm*”, “*congenital conditions*”, “*week*”, “*immediate family members*”.

* + 1. If a request cannot be granted, supervisors are to explain to employee on the reasons and where possible, discuss suitable alternatives that better meet the needs of both the employee and company.
    2. Employee cannot use the “Unpaid Leave for Unexpected Care Needs” to offset his/her notice of termination.
    3. Employee who is serving notice ceased to be entitled to this leave.
    4. **Procedures**

1. Before an employee submits the leave application in HRIQ, he/she must engage in a discussion with the immediate supervisor/HOD. The application must be supported by a memo/certificate issued by a certified medical doctor from any of the following institutions:
   * Singapore’s Restructured and Private Hospitals
   * Malaysia’s Government Hospitals

In the event that the above certification is not available, HR may consider accepting other documentation such as hospital bill and birth certificate to support the application on a case-by-case basis.

1. Once agreed, immediate supervisor needs to inform Human Resource Department via email to facilitate HR to allocate the leave entitlement in HRIQ.
2. The leave application has to be duly approved by his/her immediate supervisor before employee goes on leave.
3. Pro-ration of AWS and bonus will apply if total no pay leave utilized is more than 7 days in the calendar year as stated in the AWS and Performance bonus policy.





Definitions :

"***Week***" refers to the number of days in the work week of the employee

"***Immediate family members***" refers to parents, parent-in-laws, spouse, children, brother, sister, grandparents and grandparent-in-laws.

**“*Preterm*”** birth is defined as one that occurs before 37 weeks of pregnancy, in line with the World

Health Organisation’s definition.

“***Congenital Conditions***” refers to ‘Birth defects/ congenital anomalies/ congenital disorders/ congenital malformations’ are defined as structural or functional anomalies that occur during intrauterine life and can be identified prenatally, at birth, or sometimes may be detected later in infancy, in line with the World Health Organisation’s definition.

Some examples include inborn errors of metabolism, congenital malformations of the nervous system (e.g. anencephaly), congenital malformations of eye or ear (E.g. congenital cataract), congenital malformations of the circulatory system (e.g. atrial septal defect), congenital malformations of the respiratory system (e.g. choanal atresia, bilateral), cleft lip and palate, congenital malformations of the digestive system (e.g. anorectal atresia/stenosis/fistula), congenital malformations of genital organs (e.g. hypospadias), congenital malformations of the urinary system (e.g. obstructive urinary defects), congenital malformations and deformations of musculoskeletal system (e.g. polydactyl) and chromosomal abnormalities (e.g. Down Syndrome).

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**5 STAFF BENEFITS** Date : November 2020



##### BLUE SKY LEAVE

* + 1. With effect from 1 July 2019, the Company introduces Blue Sky Leave to all Head Office staff. This leave is a two (2) hours off from work in every two (2) months. Staff must apply the leave within the designated months.

The designated months are January – February, March – April, May – June, July - August, September – October and November - December.

* + 1. All Permanent Full Time staff is eligible for the Blue Sky Leave. This leave is applicable to all new staff upon completion of three (3) months continuous service of employment and existing staff who is serving notice. Blue Sky Leave will cease for staff who are terminated/ dismissed.
    2. Staff must apply for Blue Sky Leave on the second half of the day within the designated months.

Based on existing staggered working hours scheme, the Blue Sky Leave are shown as below,

|  | **Working hours** | **Blue Sky Leave** |
| --- | --- | --- |
| Group A | 7.30am to 5.00pm | 3.00pm to 5.00pm |
| Group B | 7.45am to 5.15pm | 3.15pm to 5.15pm |
| Group C | 8.00am to 5.30pm | 3.30pm to 5.30pm |
| Group D | 8.30am to 6.00pm | 4.00pm to 6.00pm |
| Group E | 9.00am to 6.30pm | 4.30pm to 6.30pm |
| Group F | 9.30am to 7.00pm | 5.00pm to 7.00pm |
| Group G | 9.45am to 7.15pm | 5.15pm to 7.15pm |

* + 1. For Customer Service Team, all Customer Service staff (except Customer Service Manager) must apply on the second half of the day within the designated months in Shift A only. The Blue Sky Leave for Customer Service team is as follows:

|  | **Working hours** | **Blue Sky Leave** |
| --- | --- | --- |
| Shift A | 9.00am to 6.30pm | 4.30pm to 6.30pm |
| Shift B | 2.00pm to 11.30pm | Not Applicable |

For Customer Service Manager, Blue Sky Leave is applicable as shown in Table 5.32.3.

* + 1. Blue Sky Leave cannot be carried forward to the next following designated months and no encashment is allowed for unconsumed leave.
    2. This Leave is applicable on the eve of public holiday with the exception of New Year’s Eve, Lunar New Year’s Eve and Christmas Eve.
    3. Staff cannot use the Blue Sky Leave to offset his/her notice of termination.
    4. This policy does not apply to staff under the following employment positions unless stipulated otherwise in their contract:
       - Staff on contract terms
       - Permanent Part-timers/Temporary staff
       - Internship Scheme

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**5 STAFF BENEFITS** Date : November 2020



* + 1. Procedures

1. Allocation of Blue Sky Leave will be made available to staff in HRIQ system before the designated month of eligibility.
2. All Blue Sky Leave application has to be submitted via HRIQ and it has to be duly approved by his/her immediate supervisor before the staff goes on leave.





##### JEWEL CORPORATE ANNUALPASS

* + 1. With the aim of fostering family/friends cohesiveness and achieving work life balance, employees are eligible for free admission to the Jewel Corporate Annual through the use of Company’s corporate Jewel Corporate Annual passes.
    2. To ensure a transparent and fair system to all users of the pass, employees have to adhere to the following booking procedures:
       1. Booking for the pass shall be made via phone to the Receptionist at Head Office. The booking line shall be opened only **from the last 5 working days every month** (excluding Public Holiday, Saturday and Sunday) from 10.00am to 5.00 pm for the usage of the Jewel Corporate Annual pass on the following month.
       2. Each staff shall be limited to one pass per booking and it will be on a first-come- first serve basis.
       3. Staff who has booked the Jewel Corporate Annual pass shall not be eligible to book for the Gardens By The Bay pass for the same booking period.
       4. The allocation of the 2 corporate passes are as follows :
          - 1 pass for store staff’s use
          - 1 pass for office staff’s use
       5. Collection and Return schedule for Jewel Corporate Annual Pass

| **Day to collect from HQ's Reception** | **Time to Collect** | **Day to return pass at HQ’s Reception** | **Time to Return** |
| --- | --- | --- | --- |
| Monday | After 4 pm | Thursday | Before 12 noon |
| Thursday | After 4 pm | Monday | Before 12 noon |

\**should a public holiday falls on either the collection date or the return date, employee is to collect or return the pass on the next day based on the same timeline.*

* + 1. Collection at beginning of the booking period

Staff is to bring along their staff pass during collection for identification purpose. Staff shall collect the Jewel Corporate Annual pass at the beginning of the period of the intended use. Failure to collect at the beginning of the period of the intended use does not constitute the rights to reserve the Jewel Corporate Annual pass for collection on any other days within the period.

* + 1. Failure to collect booked Jewel Corporate Annual pass

The onus shall be on the respective staff to ensure collection of the pass. A grace period of 2 hours from the collection time of 4.00 pm shall be granted to staff to collect, failing which the Jewel Corporate Annual pass shall be allocated to any impromptu requests and staff shall be subject to **30 days barred period**, which is a similar treatment as if the staff has booked and used the Jewel Corporate Annual pass.

* + 1. Failure to return the Jewel Corporate Annual pass on time

Failure to return the Jewel Corporate Annual pass by the stipulated day and time shall warrant the staff being barred from booking the Jewel Corporate Annual pass for the **next 6 months from the first booked date**. In addition, the staff will be liable to pay a penalty fee of $20 per calendar day for late return.





* + 1. Barred period

To ensure fair and well spread usage amongst staff, staff who already booked the Jewel Corporate Annual pass shall not be allowed to reserve the card 6 months from their last booked date.

* + 1. Usage of Jewel Corporate Annual pass

The Jewel Corporate Annual Pass shall be used appropriately under the following conditions:-

* + - 1. Only staff who have booked for the Jewel Corporate Annual pass and 3 of their guests are entitled to the use of the Jewel Corporate Annual pass;
      2. Each Jewel Corporate Pass allows unlimited access to Canopy Park and one entry per pax for Canopy Bridge, Hedge Maze, Mirror Maze, Bouncing Nets and Walking Nets per day.
      3. The Jewel Corporate Annual pass shall not be “sold” or be lent to any other persons other than the staff who has requested the Jewel Corporate Annual pass;
      4. Staff are not allowed to borrow or use other staff’s names to book on their

behalf;

* + - 1. Staff shall always be present with their family members / friends when visiting the Jewel Changi Airport;
      2. Admission to the Jewel Changi Airport will require presentation of Jewel Corporate Annual pass, together with either one of the following :

1. Staff Card and NRIC
2. Staff Card and Work Pass issued by the Ministry of Manpower
   * + 1. Staff should adhere to the rules and regulations set by Jewel Changi Airport at all times.
     1. Disciplinary actions shall be taken if staff is found to have breached the above mentioned conditions which include blacklisting and barring the staff from future reservation for a period of time depending on the severity of the breach of the terms and conditions.
     2. Loss of Jewel Corporate Annual pass and penalties

Any loss of Jewel Corporate Annual pass shall be reported to the Receptionist immediately, either by telephone or email. As the Jewel Corporate Annual pass is on a subscription basis, any staff who loses a Jewel Corporate Annual pass shall, as required by the Jewel Changi Airport, pay the penalty of $100 (inclusive of prevailing GST) per lost pass.

* + 1. Damages to attractions’ properties

Staff found to cause any damages at or to the Jewel Changi Airport’s properties shall be totally barred from reserving the Jewel Corporate Annual pass in future. In addition, such staff shall pay for the cost of damages incurred as stipulated by the Jewel Changi Airport.

* + 1. Loss, Damage or Injury while visiting Jewel Corporate Annual

The company shall not be liable for any loss, damages or injury arised or incurred by staff or any of its guests while visiting the Jewel Changi Airport.

* + 1. Staff shall forward any concerns with regards to Jewel Changi Airport’s operations matters to Head Office’s receptionist rather than to the Jewel Changi Airport or any third party. Head office’s receptionist shall then escalate the matter via the proper channels.



**5 STAFF BENEFITS** Date : August 2019

##### GARDENS BY THE BAY CORPORATE ANNUAL PASS

* + 1. With the aim of fostering family/friends cohesiveness and achieving work life balance, employees are eligible for free admission to the Gardens by the Bay through the use of Company’s corporate Gardens by the Bay pass.
    2. To ensure a transparent and fair system to all users of the pass, employees have to adhere to the following booking procedures:
       1. Booking for the pass shall be made via phone to the Receptionist at Head Office. The booking line shall be opened only **from the last 5 working days every month** (excluding Public Holiday, Saturday and Sunday) from 10.00am to 5.00 pm for the usage of the Gardens by the Bay pass on the following month.
       2. Each staff shall be limited to one pass per booking and it will be on a first- come-first serve basis.
       3. Staff who has booked the Gardens by the Bay pass shall not be eligible to book for the Jewel pass for the same booking period.
       4. Collection and Return schedule for Gardens by the Bay Pass

| **Day to collect from HQ's Reception** | **Time to Collect** | **Day to return pass at HQ’s Reception** | **Time to Return** |
| --- | --- | --- | --- |
| Monday | After 4 pm | Thursday | Before 12 noon |
| Thursday | After 4 pm | Monday | Before 12 noon |

\**should a public holiday falls on either the collection date or the return date, employee is to collect or return the pass on the next day based on the same timeline.*

* + 1. Collection at beginning of the booking period

Staff is to bring along their staff pass during collection for identification purpose. Staff shall collect the Gardens by the Bay pass at the beginning of the period of the intended use. Failure to collect at the beginning of the period of the intended use does not constitute the rights to reserve the Gardens by the Bay pass for collection on any other days within the period.

* + 1. Failure to collect booked Gardens by the Bay pass

The onus shall be on the respective staff to ensure collection of the pass. A grace period of 2 hours from the collection time of 4.00 pm shall be granted to staff to collect, failing which the Gardens by the Bay pass shall be allocated to any impromptu requests and staff shall be subjected to **30 days barred period**, which is a similar treatment as if the staff has booked and used the Gardens by the Bay pass.

* + 1. Failure to return the Gardens by the Bay pass on time

Failure to return the Gardens by the Bay pass by the stipulated day and time shall warrant the staff being barred from booking the Gardens by the Bay pass for the **next 6 months from the first booked date**. In addition, the staff will be liable to pay a penalty fee of

$30 per calendar day for late return.

* + 1. Barred period

To ensure fair and well spread usage amongst staff, staff who already booked the Gardens by the Bay pass shall not be allowed to reserve the cards 6 months from their last booked date.



**5 STAFF BENEFITS** Date : August 2019

* + 1. Usage of Gardens by the Bay pass

The Gardens by the Bay pass shall be used appropriately under the following conditions:-

* + - 1. Only staff who have booked for the Gardens by the Bay pass and up to 3 of their guests are entitled to the use of the pass;
      2. Each pass may only be used once (single entry) per day;
      3. The Gardens by the Bay pass shall not be “sold” or be lent to any other persons

other than the staff who has booked the Gardens by the Bay pass;

* + - 1. Staff are not allowed to borrow or use other staff’s names to book on their

behalf

* + - 1. Staff shall always be present with their guests when visiting Gardens by the Bay;
      2. Admission into the theme park will require presentation of Gardens by the Bay pass, together with either one of the following :

1. Staff Card and NRIC
2. Staff Card and Work Pass issued by the Ministry of Manpower
   * + 1. Staff should adhere to the rules and regulations set by Gardens by the Bay at all times.
     1. Disciplinary actions shall be taken if staff is found to have breached the above- mentioned conditions which include blacklisting and barring the staff from future reservation for a period of time depending on the severity of the breach of the terms and conditions.
     2. Loss of the Gardens by the Bay pass and penalties

Any loss of the Gardens by the Bay pass shall be reported to the Receptionist immediately, either by telephone or email. As the Gardens by the Bay pass is on a subscription basis, any staff who loses a Gardens by the Bay pass shall, as required by Gardens by the Bay, pay the penalty of $100 per lost pass.

* + 1. Damages to attractions’ properties

Staff found to cause any damages at or to the attraction’s properties shall be totally barred from reserving the Gardens by the Bay pass in future. In addition, such staff shall pay for the cost of damages incurred as stipulated by Gardens by the Bay.

* + 1. Loss, Damage or Injury while visiting Gardens by the Bay Park

The company shall not be liable for any loss, damages or injury arised or incurred by staff or any of its guests while visiting Gardens by the Bay park.

* + 1. Staff shall forward any concerns with regards to attraction’s operations matters to Head Office’s receptionist rather than to Gardens by the Bay or any third party. Head Office’s receptionist shall then escalate the matter via the proper channels.





#### REIMBURSEMENTS AND ALLOWANCES

This policy provides the guidelines and process relating to reimbursements, allowances and subsidies. However, the management reserves the right to review the policies and procedures from time to time.

##### Overseas Business Trips Mobile Phone Usage Claim

Staff who is on overseas business trip shall not be subjected to the fixed monthly mobile phone reimbursement limit for official business calls made during the trip. For business calls incurred by staff whilst on business or personal overseas trips, the international mobile phone usage charges shall be reimbursed in full, subject to the below guidelines.

Appropriate approval must be sought for such reimbursement on overseas mobile phone usage and the respective Manager’s / Head of Department’s approval limit for their staff’s claim will be as per the non-trade procurement authorisation limit.

Staff who is holding a Company mobile phone, he/she should use the Company mobile for business communication whilst on business or personal trips.

For cost effectiveness on making/receiving calls and sending SMSes AND data usage when overseas, staff are to follow the below process:

* + - 1. Those using Company’s phone are to activate ReadyRoam before leaving the

country.

* + - 1. Those who are not on Company’s phone but given mobile phone reimbursement, are to subscribe to their respective telecoms’ overseas data plan (ie most cost effective plan) before depart Singapore.
      2. Staff should always use cross-platform messaging and Voice over IP (VoIP) service such as Whatsapp, WeChat, LINE, etc for voice and text communications when they are in foreign countries.
      3. In the event that the cross-platform messaging and Voice over IP (VoIP) service is not available, staff should connect to their mobile telecoms preferred roaming partners or any plans available that are most cost effective when making/receiving calls or sending SMSes.
      4. The Company reserves the right not to reimburse if the above are not fulfilled.

##### Procedures

For staff on business trip, reimbursement of personal calls of up to 15 minutes per day is allowed.

As such, before submission of claim, staff shall deduct all personal usage charges, or any other personal value added service charges.

* + - 1. Staff is to submit the claims via HRIQ system for immediate supervisor’s

approval

* + - 1. Staff can then print out the form and pass it to the Payroll department for reimbursement together with the supporting documents (phone bills)





##### MEAL ALLOWANCE AND REIMBURSEMENT

* + 1. **Head Office and Distribution Centre**

This allowance is only applicable to head office and distribution centre staff. Full-time staff who work late is eligible to claim for a meal allowance of S$5 from 8.30pm onwards. Assistant Managers and above will not be eligible for this claim.

##### Head Office (Store Development) and Refit Team Only

Full-time staff in Store Development Department and Refit Team are eligible to claim for a meal allowance of S$7 when they meet both of the following conditions:

* Work a minimum of 7 hours (excluding meal break); and
* Working hours has past midnight (e.g. from 9 pm to 5 am, 10 pm to 6 am, etc)

##### MBS Meal Subsidy

Store staff who works in MBS store will be eligible for $5 meal subsidy per day to subsidize the higher cost of meal expenses incurred at the location on the condition that they have completed minimum of 7 hours of work for that day.

##### Member Preview Sales (MPS)and Refit

Store staff who works during MPS or Refit is eligible to claim for a meal allowance of S$5 per break only when they work in the shifts listed below:

* Normal shift: 8 hours (1 break)
* Full shift: 12 hours (2 breaks)

##### Claims procedure:

* Store-in-Charge is to be responsible for the input of claims on behalf of their staff via HRIQ eClaims, and it should indicate the name of the staff at the claim details.
* Store-in-Charge to print out the form for staff to acknowledge. This form and the original receipt/s have to be approved by Sales Operations Area Manager/Sales Operations Cluster Manager before reimbursement is given. All documentation has to be handed in to the Payroll department for record. Payroll has the right to verify and reject if claims are not in order.
* The claim must be submitted within 3 months from the date of event.
* Receipt for group purchase of meals is acceptable but the above procedures will still apply.

##### Stock-take

Store staff who works the day before or during Stock-take is eligible to claim for a meal allowance of S$5 per break only when they work in the shifts listed below:

* Normal shift: 8 hours (1 break)
* Full shift: 12 hours (2 breaks)

Eligibility is once per stock-take either on pre- or during stock-take.

##### Claims procedure:

* Store-in-Charge is to be responsible for the input of claims on behalf of their staff via HRIQ eClaims, and it should indicate the name of the staff at the claim details.
* Store-in-Charge to print out the form for staff to acknowledge. This form and the original receipt/s have to be approved by Sales Operations Area Manager/Sales Operations Cluster Manager before reimbursement is given. All documentation has to be handed in to the Payroll department for record. Payroll has the right to verify and reject if claims are not in order.
* The claim must be submitted within 3 months from the date of event.
* Receipt for group purchase of meals is acceptable but the above procedures will still apply.





1. **TRAVEL AND ENTERTAINMENT** Date : July 2023

##### TRAVEL EXPENSES (LOCAL AND OVERSEAS)

* + 1. Personal Vehicle

Staff who drives his/her own motor vehicle on Company’s business can claim for:

* + - * Electronic Road Pricing
      * Parking
      * Mileage travelled

For mileage claim, a standard formula is used to compensate staff who drives due to official business needs. This claim is applicable to staff who drives their personal vehicle and do not receive transport allowance, nor claim reimbursement for taxies, private hired cars or uses company vehicle:

* + - * Car : $0.70 per km
      * Motorcycle : $0.25 per km

The distance eligible for claim will be between office location and the place of meeting.

* + 1. Fixed Monthly Transport Allowance

1. Staff who is entitled to a Fixed Monthly Transport Allowance will be paid by Payroll. This transport allowance shall cover all ERP charges and car parking coupons and car parking fees.
2. Quantum of the Fixed Monthly Transport Allowance will be determined by Head of Department and the Human Resource Department.
3. Staff who is paid the Fixed Monthly Transport Allowance will not be entitled to make any claim relating to transport.
   * 1. Head Office Staff who is not on a Fixed Monthly Transport allowance may claim reimbursement for fares (using public transport such as MRT/ bus/ taxi/ ride-hailing services) incurred on Company’s business. If travelling via taxi, travelling in group is encouraged. Claims should be supported by receipts.
     2. Store staff who needs to do official travel, will use the Store’s EZ link card issued by the Company.
     3. For Head Office Staff who works beyond 10 pm in the office, he/she is eligible for taxi or ride-hailing claim. With effect from 1 July 2023, Head Office Audit Team are eligible for taxi or ride-hailing reimbursement when they perform store audit duties that extend beyond 12-hours as requested by the Company. This must be supported by official receipt and made through eClaim. Head of Department must approve the eClaim before Finance can process reimbursement.
     4. For Store staff who is required to work beyond 11.30pm, they will have to seek approval from their Sales Operations Area Manager / Sales Operations Cluster Manager to claim for transport expenses.
     5. Distribution centre staff is eligible for taxi or ride-hailing reimbursement with the following conditions:
        + Staff who worked before 10pm is eligible to taxi or ride-hailing claim of up to

$12.00 from Distribution Centre to Jurong East Interchange.





* + - * Staff who worked beyond 10pm is eligible to taxi or ride-hailing claim from Distribution Centre to home.
      * Staff who worked beyond official working hours of 6pm and missed the shuttle service due to exigencies of work will be eligible for taxi or ride-hailing claim from Distribution Centre to Jurong East Interchange, subject to the approval of Head of Department.
    1. Overseas Trip Claim

Staff travelling on business must seek the approval of COO/GM/MD prior to commencing the trip.

Overseas business related expenses are allowed to be reimbursed (e.g. meal and transport expenses in visiting country). The level of overseas business related claims must be reasonable and appropriate.

Airport transfer to and from airport shall also be reimbursable. This applies to staff who receives fixed monthly transport allowance as well.

For air travel arrangements, it will have to be made with the Personal Assistant of COO/GM/MD.

Meal Expenses

A reasonable meal cost at medium priced restaurants during a trip is reimbursable. Good judgment should be used in the choice and quantity of beverages consumed with meals. Expensive or excessive quantity of alcoholic beverages will not be reimbursed.



1. **INCENTIVES** Date : August 2017

##### 8.1 SECURITY INCENTIVE SCHEME

* + 1. Objectives

The Security Incentive Scheme is introduced to enhance security awareness in our staff. It is also to deter any potential acts of dishonesty, and to protect the interest of the Company. The following are 2 broad areas of incidents which will be eligible for payment under the scheme:

##### Apprehension of Shoplifter / Vendor Theft

Staff is entitled to an incentive of S$50 Watsons voucher per case., This is to be shared if more than one staff/promoter is involved in apprehending a shoplifter or vendor theft (sales representative, delivery man or sales promoter who steals from our store) where eventually a police case ensues.

##### b Staff Theft/Dishonesty

1. Caught Red-handed

Staff is entitled to an incentive of S$50 Watsons voucher per case for apprehending another staff who steals from the store and where eventually a police case ensues. Detection of theft could be via bag check, locker spot check, etc

1. Provision of Reliable Information and Testify as a Witness

Staff is entitled to an incentive of S$100 Watsons voucher per case if he/she provides information to the Sales Operations Area Manager and/or Loss Prevention personnel on any staff dishonesty pertaining to monies and/or stock theft. He/she must be willing to come forward, provide a written report and testify as a witness to the management and/or police when required, and the dishonesty act is found to be true and eventually when police case ensues.

* + 1. On the merit of each case, Management reserves the right to award the informant the security incentive even if the case is not lodged with the police.
    2. This scheme is applicable only to all staff/promoters working in the store.
    3. Procedure on submission of claims
* Loss Prevention Department is to raise the Watsons Voucher Requisition Form, together with the duly completed “*Security Department – Customer Case*” / “*Security Department – Staff Case*” form to Human Resource Department for approval
* Watsons voucher will be disbursed to the Store-in-charge/Store Representative during the Monthly Promotion Meeting
* Store-in-charge/Store Representative is to ensure that the incentive is fairly distributed among all staff/promoter involved in the case
* Incentives for other witnesses (external parties e.g. customers/suppliers) would be delivered by hand via the Sales Operations Area Manager/Cluster Manager, Loss Prevention and Human Resource personnel





##### 8.2 ’FRIEND RECOMMENDS FRIEND’ REFERRAL’

* + 1. Objectives

To support the recruitment needs in Watsons and in line with the Government’s call to increase employment of Singaporeans and Singapore Permanent Residents in the workforce, the ‘***Friend Recommend Friend’ Referral Scheme (FRF)*** is designed to reward staff who refer friends who are eventually employed by the Company.

* + 1. Eligibility

To be eligible for the FRF Referral Scheme, the following criteria will apply:

* + - 1. Staff is a full-time and part-time staff of Watsons and employed in any of the following categories:
         1. Store staff
         2. Distribution Centre staff (Executive level and below)
         3. Head Office staff (Executive level and below but exclude staff from Human Resource Department)
      2. The recipient of the referral payment applies to the referrer only.
      3. The referrer and the candidate who is being referred must be in active service with the Company at the time of payout.
      4. Cash reward shall be forfeited should the referrer or the candidate who is being referred resigns at any point during the qualifying period.
    1. Details of the FRF referral scheme are as follows:

| **Hiring Positions** | **Criteria** | **Award** |
| --- | --- | --- |
| All Positions (exclude Pharmacists\*) | * Candidate must be Singaporean / Singapore Permanent Resident * Upon completion of 6 months of service and is duly confirmed | **S$500.00 Cash** |

\*referral of Pharmacist is under a separate scheme

* + - 1. Staff who refers/introduces friends to work full-time with Watsons is eligible for the payout under this scheme provided that the candidate:
* who is being referred meets the hiring requirements
* is duly hired and has fulfilled the required length of service on a continuous basis
* has been duly confirmed
* who is being referred must not be an ex-employee of Watsons
  + - 1. Should there be any discrepancy, the Human Resource Department reserves all rights to decide on any action as deemed appropriate.
      2. The referrer will not be eligible for any cash reward if the candidate who is being referred has any of the following records during the qualifying period :
         1. applied for 7 days or more no pay leave
         2. was absent without proper notification





* + - * 1. faced disciplinary action
    1. Procedure
       1. The referrer’s name must be declared in the candidate’s job application form.
       2. Upon being selected, the referrer and the candidate who is being referred, shall complete FRF Form 1 (see attached) and forward it to the HR Department prior to the start date of the candidate.
       3. All FRF Form 1 must be verified by the HR Department before they are processed for payment.
       4. The cash reward, which are not Central Provident Fund (CPF) payable, will be credited to the referrer’s bank account if the criteria were met.

*Management reserves the right to amend the details of the scheme or to discontinue the scheme at any time and without notice.*





**8.3 PHARMACIST REFERRAL SCHEME**

8.3.1 Objectives

To support the recruitment needs of Pharmacists in Watsons, the ***Pharmacist***

***Referral Scheme*** is designed to reward employees who refer Pharmacist to be

employed by the company.

8.3.2 Eligibility

To be eligible for this Referral Scheme, you must be a full-time or part-time employee

of Watsons (exclude Operations & Pharmacy Practice Controller and HQ staff who are

at Managerial level & above or staff from Human Resource Department).

8.3.3 Details of the Pharmacist referral scheme are as follows:

| **Hiring Position** | **Criteria** | **Award** |
| --- | --- | --- |
| Pharmacist\* | * Candidate must be a licensed Pharmacist in Singapore * Upon candidate’s confirmation of service | **S$2000.00 Cash** |

\* applicable to overseas licensed Pharmacist who may be required by Singapore Pharmacy

Council to undergo a specific period of pre-reg training in order for successful registration of

their Pharmacist licence in Singapore.

1. An employee who refers/introduces Pharmacist\* to work full-time with Watsons is eligible for the payout under this scheme provided all of the following criteria are met:

* the candidate must meet our hiring requirements
* the candidate is duly hired and has fulfilled the required length of service on a continuous basis
* the candidate must be duly confirmed
* the referrer and the candidate who is being referred must be in active service (and not serving notice) with the company at the time of payout
* Payments shall be forfeited should either one of the party resigns at any point during the qualifying period.
* In the event that the candidate’s probation has been extended, the first payment to the referrer will only

be effected after the candidate has been duly confirmed.

1. The recipient of the referral payment applies to the referrer only.
2. Should there be any discrepancy Human Resource Department reserves the right to take any action as

deemed appropriate.





8.3.4 Procedure

* 1. The referrer’s name must be declared in the candidate’s job application form.
  2. Upon being selected, the referrer and the candidate who is being referred, shall complete Pharmacist Referral Form (see attached) and forward it to HR Department prior to the start date of the candidate.
  3. All referral form must be verified by HR Department before they are processed for payment via payroll.

*Management reserves the right to amend the details of the scheme or to discontinue the scheme at any time and without notice.*



#### PRINCIPLES & OBJECTIVES

The group’s Learning and Development (L&D) policy and activities are based on the following

principles:

##### The Learning and Development (L&D) principles represent Watsons’ beliefs and commitment with regards to employees’ learning and development.

**Our principles to employees’ learning and development are as follows:**

* + - 1. Watsons regards its employees as the most valuable asset. Watsons recognizes that the development of employees’ job competence will improve the collective performance of the company and gains a competitive advantage over its competition.
      2. Watsons believes in investing in learning initiatives to ensure the company’s continued growth and success. Learning initiatives can be in the form of in-house training programmes, public-run training programmes, on-the-job learning, conferences, symposiums, talks, work attachment and learning projects.
      3. Watsons sees employees’ development as a joint commitment to improve work performance. The company provides the resources for implementation of learning initiatives and the employees commit their time and make efforts to apply their learning back at work.
      4. Learning & Development initiatives identified for employees must be relevant to their current work.
      5. Learning & Development sees training & learning as a means of addressing employees’ competencies deficiencies.
      6. Learning & Development initiatives are also components of the Talent Management strategy to develop and retain the best people for the job/organization.

Watsons Singapore’s Management is committed to establishing and developing our employees’ work potential and abilities to its fullest. This will allow Watsons Singapore to achieve our present and future total organization’s performance and effectiveness.

##### To achieve this, Learning & Development’s policies and procedures aim to fulfil the following objectives:

* + - 1. To increase job competencies and work performance of every employee. Competencies refer to the knowledge, skills, abilities and the overall capacity to perform effectively and efficiently in the current job scope.
      2. To promote a learning culture in a learning organization, employee needs to be proactive in improving personal job competence, shares knowledge and adaptive in dealing with changes.



* + - 1. To identify training needs and set joint training plans with immediate Head of Department for their employees (Training Needs Analysis).
      2. To assist employees to constantly upgrade themselves to achieve their fullest potential and prepare them for changes in their job environment (Employee Development).
      3. To create a supportive learning climate which will promote and enhance learning, innovativeness and creativity at all levels.
      4. To orientate newly appointed employee in order for them to assimilate into the new working environment (Delivery of Orientation & Core Trainings).
      5. To assist in an employee’s self-development and advancement needs in line with the corporate career development strategy.
      6. To facilitate in the process of organizational change through organizational development programmes (Organizational Development & Succession Planning).
    1. It is the responsibility of all Line Managers (Store and Office) to ensure that their employees are adequately trained and developed to be effective in their jobs. Formal training programs form only part of the total development effort. The main thrust of learning and development should take place on the job.

The guidance and continuous training of the employee, evaluation of the employee’s performance, discovery and development of his/her abilities and needs constitute an integral part of the Line Managers’ responsibilities and must be done continuously.

##### This means that:

* + - 1. Managers should create a conducive environment to maximise individual and organisational performance and provide opportunities for the employee to develop and use his/her capabilities.
      2. Whilst Learning & Development will continue to provide regular programs to meet the organization’s learning requirements, the Line Managers must also provide resources in the form of instructions and program materials for training on their specific functional areas; if called upon to assist.
      3. The company recognises that not all learning and development needs can be fulfilled through the trainings conducted by Learning & Development Department or On-the-job trainings. External training programs to supplement in-house learning shall be used where appropriate.

##### The roles of the Line Managers in the learning and development of employees are to:

* + - 1. Identify and set priority on the learning and development needs, both current and future of individuals and groups within the department.



* + - 1. Together with the Learning & Development Department, identify suitable in-house and external training programs to meet the development needs of employees.
      2. Brief each employee before he/she attends a training program and discuss with the employee his/her commitment for change and results expected after the program.
      3. Follow-up on the learning acquired through discussions & implement continuous practice with the employee concerned.
      4. Encourage, guide and provide opportunities for and create an environment conducive to on-the-job learning and application of knowledge and skills acquired.
      5. Provide resources for developing and conducting formal training programs on functional areas.
      6. Assist Learning & Development Department in the evaluation of the effectiveness of learning acquired by providing feedback on employees’ performance after the program.

##### ROLES / RESPONSIBILITIES OF HEADS OF DEPARTMENT, LINE MANAGERS & EMPLOYEES

* + 1. **Heads Of Department**

Heads of Department must be seen as a driving force behind all training efforts and activities in order for training to be used correctly to fulfil the company’s objectives.

Their responsibilities are:

* + - 1. To support all training/development programmes.
      2. To provide feedback/input for planning and designing of in-house or external courses.
    1. **Immediate Supervisors**

Their responsibilities are:

* + - 1. To release employee for the training sessions.
      2. To ensure that the reasons for sending the employee for the course are made clear to the employee.
      3. To assist Learning & Development Dept (L&D) in planning the Total Training Plan for their departments’ employees.
      4. To provide feedback/input for the planning and design of the course.
      5. To provide feedback on perceived changes to employee after attending the course.



* + 1. **Employee Who Is Attending The Course**
       1. He/she must make full effort to complete the training course and to put in his/her full attention.
       2. Employee who is not able to attend the nominated course, must notify Learning & Development Department and his/her superior with enough time to avoid the payment for cancellation charges.
       3. To participate actively during the course.
       4. To identify areas that could be adopted during the course.

##### LEARNING AND DEVELOPMENT (L&D) FRAMEWORK

* + 1. The Learning & Development Framework aims to develop employee’s competence across various job levels.

The Learning & Development programmes identified in the Learning & Development Roadmap are guided by the Watson’s DNA values – Passion, Commitment, Teamwork, Innovation and Science.

* + 1. There are 6 domains in the Learning & Development Framework.
       1. **Orientation -** consists of foundational programmes that target employees across all levels.
       2. **Customer Service -** consists of programmes which address service to customers and internal partners, service processes, service excellence and standards.
       3. **Managing People -** consists of programmes which develop qualities/competencies that help to groom an individual to become a good leader.
       4. **Product Knowledge -** consists of programmes that build the employees’ knowledge about the products and categories we offer to our customers.
       5. **Personal Effectiveness -** consists of soft skill programmes pertaining to improving employee’s performance, professionalism, communication and work effectiveness.
       6. **Technical Competency -** consists programmes that enable the employee to perform tasks that requires the use of technology or computer knowledge to complete them.

Every position is required to complete mandatory trainings before confirmation. Detail of training for different position is shown in Annex I.



##### INTERNAL & EXTERNAL COURSES

The preferred mode of external and internal training would be based on the appropriateness and costs of the training. Learning & Development Department will determine whether the learning needs can be addressed through in-house trainings or by sending the employee for external courses.

* + 1. Procedures - In-House Programs
* Learning & Development Department shall co-ordinate with the respective departments on the training schedule regularly and the courses will be reflected in the course calendar that will be notified through email or intranet.
* An employee shall be sent for programs which are relevant to his/her job requirements.
* Department Managers/Heads of Departments shall plan for the release of the employee to attend the program and be committed to the attendance.
* Cancellation of accepted nomination at short notice must be avoided as this will disrupt the training schedule.
  + 1. Procedures - External Programs

Based on the learning needs, an employee may be nominated to attend selected external programs upon recommendation by either the Head of Departments, Human Resource Director (HR Director) or by the Learning & Development Manager himself/herself.

##### The criteria for selections of external programs are:

* Proposed learning must be relevant to the employee’s current position or future role

or career path.

* Suitability in meeting the employee’s current and future job needs.
* Employees should be at least 6 month of service with Watsons. Exceptions would be granted in certain circumstances.
* Employees must achieve a ‘meet target’ performance rating and displayed the appropriate behaviour. For employees performing ‘below target’ due to lack of knowledge and skills but with good attitude, training assistance will be granted with the objective of improving their current skills or knowledge.
* Reputation and quality of the program instructors and organizers.
* Cost effectiveness of the programme; Learning & Development would firstly support government subsidized programs.
* The employee’s ability to give full commitment to the present job responsibility as

well as able to cope with the workload of the external program.



* + 1. Approving Authority
* The Learning & Development Manager (L&D Manager) shall approve the nominations planned for in the Total Company Training Plan, subject to the approving limit accorded to them.
* Programs not planned for shall be approved by the Human Resource Director (HR Director)
* All nominations for external programs shall be directed to Learning & Development Department for facilitating the administration procedures.

##### TRAINING / DEVELOPMENT NEEDS ANALYSIS

* Learning & Development Department will conduct a training/development needs analysis (TNA) after the annual performance review held in December (Office) and March (Stores) each year. The summary for each department will be given to the Heads of Departments/Directors to create a formal system to assist Heads of Departments/Directors in meeting their human resources responsibilities.
* All needs identified (TNA) will be reviewed by Human Resource Director and Learning & Development Manager (L&D Manager) in order to develop specific or group training/development plans for the year. This will be done in consultation with the respective Heads of Departments/Directors. The plans will be prioritized in line with the organization’s plan and budget.
* Learning & Development Department (L&D) will track on the fulfilment of the learning needs against the trainings conducted for the year.

##### TRAINING / DEVELOPMENT BUDGET

* At the beginning of each financial year, a budget will be planned for company’s directed training/development and for individual employee’s training/development.
* The allocation of the budget is to cater for:

1. Company Directed Training/Development Programmes
2. Individual Employee Training Programmes
3. Employee Development (Certificate/Tertiary) Programmes
4. Overseas Training/Programmes & work attachment
5. Training Resources



##### TRAINING / DEVELOPMENT NOMINATION

Training and Development are broadly grouped into the following approaches:

* + 1. **Nomination Guidelines:**
       1. **General Nomination Guidelines:**

The guidelines for nomination and selection of employees to attend programs are based on:

* + - * + Suitability of the programs in bridging the required competency of the employee’s current job (E.g.; Personal Development/Fulfilling the competency matrix requirement in the current job).
        + Suitability of the programs in meeting the requirements of the employee’s next job

or identified developmental needs.

* + - * + The employee must have the ability and interest to meet the program requirements.
        + Time factor - ability to juggle work, family and the required program requirements.

##### Company Directed Training / Development Programmes

These are courses based on the needs of the organization due to business activities, business goals and the career growth/succession planning that have been agreed by the organization through the senior management recommendations.

##### Courses Initiated By Employee

These courses are based on appropriate perceived needs of the employee in line with the requirements of the job. In situation where the employee feels that there are areas of weaknesses which he/she needs to improve on, the employee may apply for the course but approval is subject to immediate Superiors/Heads/Directors’ consent and final approval is done by the Learning & Development Manager (L&D Manager) and/ or Human Resources Director.

##### Courses Based On The Nomination Of The Employee’s Immediate Superior Or Head Of Department

These are based on the plans and perceived training needs as determined by the employee’s immediate Superior or Head/ Director.



#### LEARNING AND DEVELOPMENT SUPPORT

* + 1. Company directed learning & development initiatives and programmes will be fully sponsored by the company.
    2. Courses initiated by employee or nominated by employee’s immediate Superior, supported by the Director/ Head of Department could be fully sponsored or co- sponsored by the company based on the relevance to the job, cost and duration of the programme.

##### TRAINING / DEVELOPMENT CLASSIFICATION & INITIATIVES

* + 1. Learning and development initiatives are broadly classified as follows:
       1. Structured Training Programmes

These are formal and structured training programmes with specific programme outlines and time-table. Such trainings are usually conducted within a classroom or in an enclosed premise. (E.g.; Core Trainings and Orientations etc)

* + - 1. On-the-Job Training (OJT)

OJT are functional, skills-based training conducted between the subject matter expert to employee within the work environment. The OJT trainer is usually the line manager/supervisor who imparts the skills through demonstration, coaching and ensuring trainee applies the learning on-the-job through continuous skills practice. (E.g.; Selling skills OJT and Store Attachment Programs etc)

* + - 1. Conferences / Symposiums / Seminars/ Talks

These are ad-hoc learning events where subject-matter expert shares knowledge and skills to a large audience. Knowledge is gained through sharing of case studies, best/innovative practices, panel discussions and networking amongst participants that are professional in their field. (E.g.; Pharmacy talks, Seminars, Product trainings &/or talks etc)

* + - 1. Learning Projects / Case Studies

Learning projects are undertaken by individuals or a team of project members to address a specific real-work issue and derive learning from the project process itself.

* + - 1. Coaching And Mentoring Programmes

Coaching and Mentoring Programmes focus on improvement of individual performance and effectiveness. There is an assignment of Coach(s) or Mentor(s) to an individual employee.



A mentor is someone usually more senior in position and experienced. The person does not necessarily have subject-matter expertise however; he/she is able to provide guidance, advice and counselling to individual to heighten his/her self- awareness and takes ownership to improve their performance.

A coach must have the necessary subject-matter expertise and the coach is able to empower individuals to improve individual’s work performance.

* + - 1. Certificate/Tertiary Development Courses

These include programmes based on employee’s development needs that are in line with the organization plans.

* + - 1. Overseas Training Programmes

These are programmes of the following nature:

* Conducted study tours
* Overseas seminars/workshops/ tradeshow
* On-the-job/Project attachment overseas

##### ELIGIBILITY FOR APPLICATION FOR COMPANY SPONSORED CERTIFICATION PROGRAMS

* + 1. To apply for company sponsored courses which lead to certification, the employee must satisfy the following conditions:
       1. Be a confirmed employee, unless employee is nominated by his immediate Superior/ Head of Department/ Director.
       2. The course is job-related and/ or is in line with development plans agreed by the immediate Head of Department/ Director; and
          - The employee must discuss with his/her Superior/Head of Department prior to application.
          - The application is to be sent to the Learning & Development Department three month before the program application cut off date for approval.
          - Pass all examination and satisfy at least 75% of the total attendance. (Applicable to programs which require employee to sit for examination and meet the minimum attendance requirement)
          - The employee must serve the Company for a continuous period of time following the completion of the program. (Refer to bonding guidelines)
          - An employee who resigns before the expiry will be required to repay any financial assistance provided by the Company. The Company retains the right to deduct such monies from his/ her final salary.



* + 1. Program fees as stated in the application must be substantiated by program brochures and syllabus and attached together for review.
    2. Learning & Development Department shall inform the employee of the status of the application as soon as it has been approved or rejected.
    3. Sponsored Items

**Only** the following items of the course are sponsored:

* Application or registration fee.
* Program fee.
* Examination fee.
* Examination leave (applicable only if examination falls during official working hours).

All other expenses such as transportation, textbooks, supplementary exam fee and stationery are not supported. The employee must submit the examination schedule for examination leave application, subject to approval.

* + 1. Amount of Sponsorship

The Company shall pay for an employee's full fee if:

* He/she is asked by the Company to attend a special program.
* The program qualifies for Skills Development Fund (SDF) funding.
  + 1. Employee's Responsibilities
* The employee must submit the training schedule to his/ her Manager/ Head of Department/ Director to release him/her to attend classes.
* Upon completion of the program, the employee must submit a copy of the original transcript and certificate to the Learning & Development Department.
* If an employee wishes to terminate the sponsored study program, he/ she must forward a written explanation to the Human Resource Director and Learning & Development Manager (L&D Manager) at least 14 working days before the termination. The employee shall repay any financial assistance provided by the Company.



##### APPROVING AUTHORITY FOR TRAINING / DEVELOPMENT COURSES, CERTIFICATE / TERTIARY DEVELOPMENT PROGRAMME / OVERSEAS TRAINING OR STUDY PROGRAMME

* + 1. The employee has to go through a proper procedure before applying for any training/ development programme.
* He/she has to seek the approval of his/her direct superior before applying for any training/development programme. Upon approval, he/she has to get the endorsement of the relevant approving authority.
* Any employee who is nominated by his/her superior also needs to get the endorsement of the relevant approving authority.
  + 1. Depending on the value of the programme, only the relevant approving authority is authorized to approve the application.

| **No.** | **Program Cost** | **Approving Authority \*\*** |
| --- | --- | --- |
| 1 | Less than $1000/pax | Department Head |
| 2 | $1000 - $5000/pax | Department Head & HR Director |
| 3 | More than $5000/pax | Department Head, HR Director & BU Head |

***\*\* The Learning & Development Department has to look into the budget availability and ensure that the programme is relevant to employee’s job scope before final approval is granted by the approving authority.***

* + 1. For programmes that require bonding or undertaking, the approving authority will be HR Director and/ or the BU Head.
    2. For any overseas training, seminar or study programme, the approving authority will be the BU Head.

##### NOTIFICATION PROCESS REGARDING THE OUTCOME OF APPLICATION

* + 1. Notification of the outcome of the application for training would go through the Immediate Head of Department/ Director.
    2. The Immediate Head of Department/ Director is to brief the employee of what he/she hopes to see from the employee when he/she returns from the training/development programme.
    3. An “Evaluation Form” will be given out to the employees and it must be filled up and returned to Learning & Development Department a week (latest) after he/ she returns from the training/ development programme.



* + 1. Employees are to present the programme handouts to Learning & Development Department (L&D Dept) for review. If the handouts are relevant for organization’s future reference, a copy will be made for the Watsons training purposes.

##### COURSE ATTENDANCE

* + 1. For local courses that are held during office hours, it is compulsory for employee to attend all the sessions.
    2. If an employee is unable to attend the course for any reason, he/ she must keep his/ her Head of Department/Director and Learning & Development Department informed.

##### TRAINING EVALUATION

* + 1. At the end of each course, Learning & Development will conduct an evaluation to review the training effectiveness. A post training evaluation form will have to be filled in by the participants and submitted to Learning & Development Dept.
    2. Learning & Development Department will consolidate the evaluation into a summary report for analysis.

##### SKILL DEVELOPMENT FUND APPLICATION

* + 1. For purposes of SDF application, Training Application forms must be submitted to Learning & Development Department before the commencement of the course.
    2. Each course will first be determined if it is either Approved-In-Principle or otherwise as specified under the SDF guidelines.
    3. For Non Approved-In-Principle courses, the SDF application form will be prepared and sent through the Skillconnect System before the commencement of the course.
    4. Learning & Development Department will monitor the application in order to make an appeal if the application is unsuccessful.
    5. Learning & Development Department will inform Finance Director and/or Finance Manager when the letter of disbursement of grants is received.



##### OVERSEAS TRAINING PROGRAMMES

* + 1. **Criteria For Sponsorship**

The sponsorship will depend on either of the following criteria:

* + - 1. Specialized programmes that are not available in Singapore (i.e. courses/ workshops/ seminars/ work related induction or orientation programmes); or
      2. Programmes where employee needs to be exposed to international experiences/ exposures or network; or
      3. Attachments to overseas organizations or overseas Watsons business units for cross exposures and learning.
    1. **Application Procedures For Overseas Training**
       1. Under The Total Training Plan

When the Company receives the brochure for the planned programme by either an academic institution or by Hong Kong Group Learning & Development distribution or correspondence, the employee will be informed of our intention of nominating him/ her to the overseas course nominated by Learning & Development Department.

* + - 1. Ad-Hoc Application
         1. Employee application has to be made with the support from both his/her Head of Department/ Director.
         2. Approval will come from the BU Head upon the advice of Human Resources Director (HR Director).
         3. Learning & Development Department (L&D Dept) will inform the employee of the outcome of the application through his/her Head of Department/ Director.
  1. **TRAINING BOND/LETTER OF UNDERTAKING**
     1. An employee who has been successfully nominated/selected for sponsorship by the Company may be required to sign a bond/undertaking.
        1. **Letter of Undertaking:** *It is an agreement where an employee who signs this letter of undertaking has a clear understanding that if he/she resigns before completing the required period of service as stated in the Letter of Undertaking, he/she would have to pay the Company monies as indicated in the Letter of Undertaking.*



* + - 1. **Letter of Bond**: *It is an agreement where an employee who signs the bond has a clear understanding that if he/she resigns before completing the required period of service as stated in the Letter of Bond, he/ she would have to pay the Company course fee as indicated in the Letter of Bond.*
    1. The Letter of bond/ letter of undertaking shall be signed by the employee before he/she proceeds on the scholarship or training course and will take effect upon completion of the course.
    2. If an employee who has signed a letter of undertaking resigns before completing the period as specified in section 9.18 (Bond/ Undertaking Guidelines) he/ she has to pay the Company an amount equivalent to the course fee
    3. If an employee is bonded and resigns before completing the period of bond, he/ she shall be liable to repay the amount as indicated below:

The full repayment sum comprises the following items:

* The course fees and any other related payments or allowances made.
* If it is a full-time course, the salary paid to him during the course period; the salary based on the number of working hours spent on the course period OR if it is a part-time course, the salary based on the number of working hours spent on the course.
* 10% interest on the sum of items above.
  + 1. The liquidated damages will be calculated as follows:

*Full period of bond minus*

*Full repayment sum x number of completed months served*

*Full period of bond*

(Note: The training bond will take effect upon the completion of the course)

* + 1. An employee who tenders his/her resignation during the undertaking period/bond period is deemed to have breached the terms of the sponsorship, regardless if the last day of service coincide with the last day of undertaking/ bond. The period of serving resignation notice will not be deemed as the period for serving the bond.
    2. If an employee takes on two courses at the same time and is required to serve a bond upon each completion, he/ she has to complete the first bond after accomplishing the first course before continuing with the second bond.



##### BOND/ UNDERTAKING GUIDELINES

**Bonding period / Sponsorship (WATSONS SINGAPORE)**

***\*\* The Learning & Development Department has to look into the budget availability and ensure that the programme***

***is relevant to employee’s job scope before final approval is granted by the approving authority.***

|  | **Qualification** | **Min Service Period** | **Other Requirements** | **Bond Duration** |
| --- | --- | --- | --- | --- |
| 1 | Diploma  (Local & Overseas) | Confirmed employee/Min 1 year in Service | Employees who have taken more than 2 Diplomas while in service with Watsons is not eligible unless by special approval from BU Head | 1 Year |
|  |  |  | Nominated by HOD/Directors, approved on case to case and based on his/her performance |  |
|  | Degree  (Local & Overseas) | Confirmed employee/Min 2 yrs in Service | Employees who have taken more than 1 Degree in service with Watsons is not eligible unless by special approval from BU Head | 2 Years |
|  |  |  | Nominated by HOD/Directors, approved on case to case and based on his/her performance |  |
|  | Masters  (Local & Overseas) | Confirmed employee/Min 3 yrs in Service | Candidate who are more than 40 yrs old and above are not eligible unless by special approval from BU Head  HOD/ Directors/ Managers level Only | 2 - 3 Years  (For master programme published rate that costs between  $20000 to  $35000 – 2  years bond) |
|  |  |  |  | (For master programme published rate that costs more than $35000 – 3 years bond) |



##### BOND/UNDERTAKING GUIDELINES (cont’d)

|  | **Qualification** | **Min Service Period** | **Programme Published Rate** | **Other Requirements** | **Bond Duration** |
| --- | --- | --- | --- | --- | --- |
| 2 | Other Certification Program / Training Program  \*\* does not include certificate in pharmacy technician | Confirmed employee/ Min 1 year with Watsons | Less than  $5000 | Nominated by HOD/ Directors or Managers, approved on case to case basis and based on his/ her performance | No Bond |
| $5000 or more | Require special approval | 6 Months |
|  | *(please refer to point 9.21 for certificate in pharmacy technician)* |  |  |  |  |

* 1. **TIME BOND/UNDERTAKING GUIDELINES FOR PHARMACY EXECUTIVE FOR NUSAGE POSTGRADUATE COURSE**
     1. Any pharmacy executive who is keen to take up the NUSAGE postgraduate course will be required to sign a bond/ undertaking before he/ she proceeds with the course.
     2. The company will grant time-off during the normal work schedule to those pharmacy executives who have successfully applied for Watsons’ sponsorship to pursue NUSAGE postgraduate course. The time off granted would be according to the programme schedule.
     3. In accordance with the terms of the company’s sponsorship, the pharmacy executive will be accepted as a Preceptee within the organisation upon successful completion of the course. He/ she will have to complete 12 months pre-registration training programme and thereafter, to serve a bond period of 12 months as a Pharmacist.



* + 1. While undertaking the NUSAGE postgraduate course, the pharmacy executive will have to commit at least 28 working hours per week with Watsons.
    2. Any pharmacy executive who enrols in this programme is required to fulfil the attendance stated by the programme, pass all the modules and achieves an average C grade for each module.
    3. If he/ she fails any assessments, for any reason, the pharmacy executive has to repeat the assessment or module at his/her own time. Time off would not be granted for repeat assessment or module.
    4. After signing the letter of undertaking and if the pharmacy executive decides to terminate his/her employment before completing the course or anytime during the training or bond, he/she will be liable to compensate the company for liquidated damages in addition to serving the required notice.
       1. Termination at any point after the commencement of Nusage Postgraduate Certificate in Pharmacy Practice but before the commencement of bond as a pharmacist, the liquidated damage would be ***S$20 000***.
       2. Termination during bond period as pharmacist, the liquidated damages amount would be equal to:

###### Monthly salary x remaining unserved bond period

* + 1. An employee who tenders his/her resignation during the undertaking period/bond period is deemed to have breached the terms of the sponsorship, regardless if the last day of service coincides with the last day of undertaking/bond. The period of serving resignation notice will not be deemed as the period for serving the bond.

##### TIME & MONETARY BOND/UNDERTAKING GUIDELINES FOR PHARMACY EXECUTIVE FOR NUSAGE POSTGRADUATE COURSE

* + 1. Any pharmacy executive who is keen to take up NUSAGE postgraduate course will be required to sign a bond/undertaking before he/she proceeds with the course.
    2. The company will sponsor 50% of the cost of the programme up to a maximum of S$10 000 inclusive of GST and grant time-off during the normal work schedule to those pharmacy executives who have successfully applied for Watsons’ sponsorship to pursue NUSAGE postgraduate course. The time off granted would be according to the programme schedule



* + 1. In accordance with the terms of the company’s sponsorship, the pharmacy executive will be accepted as a Preceptee within the organisation upon successful completion of the course. He/ She will have to complete 12 months pre-registration training program and thereafter, to serve a bond period of 24 months as a Pharmacist.
    2. While undertaking the NUSAGE postgraduate course, the pharmacy executive will have to commit at least 28 working hours per week with Watsons.
    3. Any pharmacy executive who enrols in this programme is required to fulfil the attendance stated by the programme, pass all the modules and achieves an average C grade for each module.
    4. If he/she fails any assessments, for any reason, the pharmacy executive has to bear the costs of repeating the assessment or module and would have to repeat it at his/her own time. Time off would not be granted for repeat assessment or module.
    5. After signing the letter of undertaking and if the pharmacy executive decides to terminate his/ her employment before completing the course or anytime during the training or bond, he/ she will be liable to compensate the company for liquidated damages in addition to serving the required notice.
       1. Termination at any point after the commencement of Nusage Postgraduate Certificate in Pharmacy Practice but before the commencement of bond as a pharmacist, the liquidated damages would be ***S$30 000***.
       2. Termination during bond period as pharmacist, the liquidated damages amount would be equal to:

###### Monthly salary x remaining unserved bond period

* + 1. An employee who tenders his/her resignation during the undertaking period/bond period is deemed to have breached the terms of the sponsorship, regardless if the last day of service coincides with the last day of undertaking/bond. The period of serving resignation notice will not be deemed as the period for serving the bond.

##### TIME & MONETARY BOND/UNDERTAKING GUIDELINES FOR PHARMACY EXECUTIVE FOR CERTIFIED PHARMACY TECHNICIAN COURSE

* + 1. This sponsorship is only applicable to all Singaporeans and Singapore Permanent Resident. Any pharmacy executive who is keen to take up Certified Pharmacy Technician course will be required to sign a 9-month bond/ undertaking before he/she proceeds with the course.



* + 1. The company will sponsor 100% of the programme cost inclusive of GST and grant time-off during the normal work schedule to those pharmacy executives who have successfully applied for Certified Pharmacy Technician course. The time off granted would be according to the programme schedule.
    2. While undertaking the Certified Pharmacy Technician Course, the pharmacy executive will have to commit at least 33 working hours per week with Watsons during the course term.
    3. Any pharmacy executive who enrols in this programme is required to fulfil the attendance stated by the programme and pass all the modules.
    4. If he/ she fails any assessments, for any reason, the pharmacy executive has to bear the costs of repeating the assessment or module and would have to repeat it at his/ her own time. Time off would not be granted for repeat assessment or module.
    5. After signing the letter of undertaking and if the pharmacy executive decides to terminate his/her employment before completing the course or anytime during the training or bond, he/she will be liable to compensate the company 100% of the programme cost inclusive of GST.
    6. An employee who tenders his/ her resignation during the undertaking period/ bond period is deemed to have breached the terms of the sponsorship, regardless if the last day of service coincides with the last day of undertaking/ bond. The period of serving resignation notice will not be deemed as the period for serving the bond.





**10 PHARMACIST SCHEME** Date : Jul 2019

#### REGULATORY AFFAIR SCHEME

* + 1. The purpose of the Regulatory Affair scheme is to encourage Pharmacist to gain exposure and opportunities on areas of regulatory affairs.
    2. Pharmacist who is performing regulatory affair tasks will be eligible for payment upon the completion of tasks based on the below scheme:

| **Service** | **Rates**  **(3rd Party)** | **Rates (Pharmacist)** |
| --- | --- | --- |
| Generic pharmaceutical product registration in Singapore | $5000/licence | $2,000 |
| Singapore Class B Medical Device SINGLE Licence Application via Abridged or Immediate Route – includes gap analysis and local administrative documents, online  submission | $3500/licence | $1,500 |
| Class B (Pregnancy test kits) registration only | $4000 – $5000 per PLU | $1,800 |
| Updating or changing labels | $950 per PLU | $380 |
| Review Class A exempted list | $80 per item | $40 |
| Review Supplements | $400 per supplement | $160 |
| Review Skincare | $360 per product | $150 |

* + 1. This scheme is only applicable to all Pharmacist and Locum Pharmacist working in the store.
    2. This rate is paid together with the monthly salary upon satisfactory completion of task.
    3. The Company reserves the right at its discretion to review, change, amend or discontinue the scheme, at any time, with or without prior notice.



**11 BIAS-FREE RECRUITMENT AND DEI POLICY** Date : Feb 2023

##### Bias-Free Recruitment Policy

At Watsons Singapore, we are committed to ensuring that all candidates are treated fairly and given equal opportunities during the hiring process. We will not discriminate against any candidate based on their race, gender, age, religion, sexual orientation, or disability.

* + 1. Non-discrimination: All candidates will be considered for employment based on their qualifications and skills, and not their personal characteristics.
    2. Job requirements: Job requirements will be clearly defined and necessary for the successful performance of the role. They will not include any unnecessary qualifications or qualifications that could be used to discriminate against certain groups of candidates.
    3. Recruitment sources: We will use a variety of recruitment sources to reach a diverse pool of candidates, including recruiting at job fairs, advertising on job boards and social media, and using recruitment agencies that specialize in working with diverse candidates.
    4. Interview process: The interview process will be designed to assess the candidate's qualifications and skills, and not their personal characteristics. Interviewers will be trained to avoid bias and to ask questions that are relevant to the job.
    5. Decision-making: The decision-making process will be based on the candidate's qualifications and skills, not their personal characteristics. Multiple people will be involved in the decision-making process to reduce the risk of bias.
    6. Monitoring and reporting: We will monitor the effectiveness of this policy and take steps to address any issues that arise. We will also report on the diversity of our workforce to ensure that we are meeting our goals.
    7. Regular Review: We will review this policy on a regular basis in order to ensure that it is still effective and relevant.
    8. Communication and Training: This policy will be communicated to all employees and candidates, and recruitment teams will be provided with training on how to implement the policy and how to recognize and avoid bias in the recruitment process.

By adhering to this policy, we will ensure that all candidates are given equal opportunities during the hiring process and that our workforce is diverse and inclusive.

##### Diversity, Equity, and Inclusion (DEI) Policy

Mission Statement: Our organization is committed to creating a diverse, inclusive, and equitable workplace where all employees feel valued and respected. We believe that a diverse workforce and inclusive culture are essential for our success and will strive to create an environment where everyone can reach their full potential.

Policy Statement: It is our policy to ensure that all aspects of our workplace, including recruitment, hiring, training, promotion, and advancement, are conducted in a non- discriminatory manner. We will not discriminate against any employee or applicant on the basis of race, colour, sex, sexual orientation, gender identity, religion, national origin, age, disability, veteran status, or any other protected characteristic.



**11 BIAS-FREE RECRUITMENT AND DEI POLICY** Date : Feb 2023

* + 1. Recruitment and Hiring:
       - We will actively seek out and recruit candidates from diverse backgrounds to ensure a diverse workforce.
       - We will not use any recruitment or hiring practices that have a discriminatory impact.
       - We will evaluate candidates based on their qualifications and ability to perform the job, without regard to their background or identity.
    2. Employee Development:
       - We will provide training and resources to help employees understand and address issues related to DEI.
       - We will encourage employee participation in DEI-related initiatives.
    3. Workplace Culture:
       - We will promote a positive, inclusive culture where all employees feel comfortable expressing themselves and where diverse perspectives are valued.
       - We will not tolerate any form of discrimination, harassment, or retaliation in the workplace.
    4. Promotion and Advancement:
       - We will ensure that all employees have equal opportunities for promotion and advancement.
       - We will actively work to address any barriers to advancement for underrepresented groups.
    5. Evaluation and Accountability:
       - We will regularly review and evaluate our DEI policies and practices.
       - We will hold all employees accountable for implementing and upholding our DEI policies.
    6. Inclusion and Respect:
       - We will ensure that all employees are treated with respect and that their contributions and perspectives are valued, regardless of their background or identity.
       - We will create an environment where everyone feels included and respected.

**2022 MONTHLY AMAZON SALES INCENTIVE FOR AMAZON STORE STAFF**

1. **Objective**

The key objective of the Amazon Sales Incentive Scheme is to motivate and reward store staff for the helping of fulfilling Amazon online orders in the store.

1. **Mechanics**

The scheme is applicable to all Full-Time, Permanent Part-Time and Temporary Amazon store staff only. It does not apply to Casual Temporary Staff.

| **Title** | **Incentive %** |
| --- | --- |
| Senior/Store Manager/SIC | 0.06% |
| Deputy/Asst Store Manager | 0.05% |
| Senior/CE, MT | 0.04% |
| Trainee/Senior/Customer Supervisor | 0.03% |
| Senior/CA | 0.02% |
| Permanent PT/Temp Staff | 0.01% |

The incentive is calculated using the following percentage applicable to each appointment multiplied by the total Amazon online sale made each month. The staff will receive the payment in the following month together with their monthly salaries.

E.g. If the Amazon Sales is S$250,000, the payout amount will be as follows:

| **Title** | **Incentive %** | **Amount**  **Payout** |
| --- | --- | --- |
| Senior/Store Manager | 0.06% | $150.00 |
| Deputy/Asst Store Manager | 0.05% | $125.00 |
| Senior/CE, MT | 0.04% | $100.00 |
| Trainee/Senior/Customer Supervisor | 0.03% | $75.00 |
| Senior/CA | 0.02% | $50.00 |
| Permanent PT/Temp Staff | 0.01% | $25.00 |

The staff attendance shall be taken into consideration in the calculation of the Amazon Sales Incentive. The incentive will be pro-rated if the staff is on:

* + Incomplete month of work (applicable to new joiner or resigned staff)
  + Sick Leave of 3 days or more
  + Hospitalization Leave of 14 days or more
  + Maternity Leave
  + Paternity Leave
  + Refresh & Recharge Leave
  + No Pay Leave or Reservist Leave for 7 days or more



*2022 Monthly Amazon Incentive Scheme* Page 1

For staff who have been stationed away from Amazon store for that month, the monthly incentive will be calculated on a prorated basis depending on the number of days work at the Amazon store.

Staff who have been served a written warning in any month will not be eligible for the incentive for that month.

Amazon Sales incentive is a monthly scheme and the Company reserves the right at its discretion to review, change, amend or discontinue the scheme at any time, with or without prior notice. The rules of the scheme do not form part of the contract of employment



*2022 Monthly Amazon Incentive Scheme* Page 2

Harassment Prevention Policy

1. Introduction

Our company is committed to providing a safe and respectful work environment for all employees. We do not tolerate harassment in any form, including verbal, physical, and sexual harassment. This policy outlines our commitment to preventing harassment in the workplace and the procedures for reporting and addressing incidents of harassment.

1. Definition of Harassment

Harassment is any behaviour that creates an intimidating, offensive, or hostile work environment for another person. This can include, but is not limited to, unwelcome verbal comments, jokes, gestures, or physical contact of a sexual nature, as well as offensive or derogatory remarks based on a person's race, gender, age, religion, national origin, disability, or any other protected characteristic.

1. Reporting Procedures

Employees who experience or witness harassment are encouraged to report the incident as soon as possible to their supervisor, HR representative, or any other designated person. Reports may be made in person, in writing, or anonymously. The company will take all complaints of harassment seriously and investigate them thoroughly.

1. Investigation Process

The company will investigate all complaints of harassment promptly, thoroughly, and impartially. The investigation may include interviews with the complainant, the accused, and any witnesses, as well as a review of any relevant documents or evidence. The company will maintain confidentiality throughout the investigation process to the extent possible and will take appropriate measures to protect the complainant from retaliation.

1. Consequences for Harassment

Harassment is a violation of our company's policies and will not be tolerated. Employees who engage in harassment may be subject to disciplinary action, up to and including termination of employment. The severity of the disciplinary action will depend on the nature and severity of the harassment, as well as any previous violations of the company's policies.

1. Training and Education

The company will provide regular training and education to all employees on the prevention of harassment, the company's policies and procedures for reporting and addressing incidents of harassment, and the consequences for violating these policies. The training will be conducted at least once a year and will be provided to all employees, including supervisors and managers.

1. Support and Resources

The company will provide support and resources to employees who have experienced harassment, including counseling services or legal resources. The company will also take appropriate measures to prevent retaliation against the complainant or any other employee who reports harassment.

1. Review and Update of Policy

The company will regularly review and update this policy to ensure that it remains effective and up-to-date with changes in the law and our workplace culture. Employees will be notified of any changes to the policy and will receive training on any new procedures or requirements.

By implementing this harassment prevention policy, our company is committed to creating a safe and respectful work environment for all employees.