

Employee Handbook

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Statement of philosophy

Terralogic Vietnam Inc. wishes to maintain a work environment that fosters personal and professional growth for all employees. Maintaining such an environment is the responsibility of every staff person. Because of their role, managers and supervisors have the additional responsibility to lead in a manner that fosters an environment of respect for each person.

It is the responsibility of all staff to:

- Foster cooperation and communication among each other
- Treat each other in a fair manner, with dignity and respect
- Promote harmony and teamwork in all relationships
- Strive for mutual understanding of standards for performance expectations, and communicate routinely to reinforce that understanding
- Encourage and consider opinions of other employees or members, and invite their participation in decisions that affect their work and their careers
- Encourage growth and development of employees by helping them achieve their personal goals at Terralogic and beyond
- Seek to avoid workplace conflict, and if it occurs, respond fairly and quickly to provide the means to resolve it
- Administer all policies equitably and fairly, recognizing that jobs are different but each is important; that individual performance should be recognized and measured against predetermined standards; and that each employee has the right to fair treatment
- Recognize that employees in their personal lives may experience crisis and show compassion and understanding

WHO WE ARE

Terralogic is a software solutions company paving way for an India+1 strategy for technology companies, big or small. Headquartered in Silicon Valley, and development center in Vietnam, we have been delivering continued customer delight to our customers in the USA and Japan. We have a unique blend of Indian software processes, solution architects, and reliable Vietnamese implementation teams overseen by very experienced global management. Terralogic provides Mobility, Product Engineering & Testing to the Entertainment, Networking and Healthcare industries.

With young, creative and talented technical employee base, we can guarantee your business needs are met! Terralogic has acquired more than 35 global customers in the past two years, making it the fastest growing software services company in Vietnam – we are building the unimagined and aspiring to be the most loved global company in the coming years! Our core values are:

- Commitment
- Sincerity
- Creativity
- Flexibility

VISION

To be a universally accepted front runner focusing on value creation for all our stakeholders

MISSION

To be an organization with deep expertise, quality and processes, maximizing customer satisfaction, and delivering best in class solutions.

1 Code of Business Conduct and Ethics

This Code of Business Conduct and Ethics applies to all employees of Terralogic Vietnam, which are referred to in this Code as Company or the Company.

Terralogic is proud of its reputation for integrity and honesty and is committed to these core values. Personal responsibility is at the core of Terralogic's principles and culture. Terralogic's reputation depends on you maintaining the highest standards of conduct in all business endeavors. You have a personal responsibility to protect this reputation, to "do the right thing," and to act with honesty and integrity in all dealings with customers, business partners and each other. You should not take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair-dealing practice.

The principles set forth in this document describe how you should conduct yourself. This Code does not address every expectation or condition regarding proper and ethical business conduct. Good common sense is your best guide. It does not substitute for Company policies and procedures. In every business-related endeavor, you must follow the ethics and compliance principles set forth in this Code as well as all other applicable corporate policies and procedures.

You are accountable for reading, understanding and adhering to this Code. Further, compliance with all laws, rules and regulations related to Company activities is mandatory and your conduct must be such as to avoid even the appearance of impropriety; Failure to do so could result in disciplinary action, up to and including termination of employment.

If you are uncertain about what to do, refer to the relevant section of this Code. If you are still unsure, speak with your supervisor or manager or HR Department. If you have any doubt, ask HR for help hrvietnam@terralogic.com.

1.1 In the Workplace

Terralogic is committed to providing a diverse and inclusive work environment, free of all forms of unlawful discrimination, including any type of harassment.

1.1.1 Respect

Terralogic's greatest strength lies in the talent and ability of its associates. Since working in partnership is vital to the Company's continued success, mutual respect must be the basis for all work relationships. Engaging in behavior that ridicules, belittles, intimidates, threatens or demeans, affects productivity, can negatively impact the Company's reputation. You are expected to treat others with the same respect and dignity that any reasonable person may wish to receive, creating a work environment that is inclusive, supportive and free of harassment and unlawful discrimination.

1.1.2 Equal Employment Opportunity

The talents and skills needed to conduct business successfully are not limited to any particular group of people. Terralogic has a long-standing commitment to a meaningful policy of equal employment opportunity. The Company's policy is to ensure equal employment and advancing opportunity for all qualified individuals without distinction or discrimination because of race, color, religion, gender, sexual orientation, age, national origin, disability, covered veteran status, marital status or any other unlawful basis. As part of this commitment, the Company will make reasonable accommodation for applicants and qualified employees.

1.1.3 Sexual Harassment and Other Discriminatory Harassment

Sexual harassment and other discriminatory harassment are illegal and violate Terralogic's policies. Actions or words of a sexual nature that harass or intimidate others are prohibited. Similarly, actions or words that harass or intimidate others based on race, color, religion, gender, sexual orientation, age, national origin, disability, covered veteran status, marital status or any other unlawful basis are also prohibited.

1.1.4 Conflicts of Interest

- Employees are expected to devote their primary work efforts to the business of Terralogic. Certain interests or activities of employees and/or their friends or relatives may be in conflict with the interests of Terralogic. Therefore, each employee must be alert to such potential conflicts of interest and should scrupulously examine and avoid any situations in which an improper personal benefit will arise from the use of knowledge acquired through his or her association with Terralogic.
- Employees must report immediately any potential conflict to their immediate manager, so precaution can be established to protect all parties. Employees must report immediately any work they are doing outside of Terralogic except for when it is clearly a non-related field.
- Employees are not permitted to conduct any business or political activities using Terralogic's premise at any time regardless of the nature of the business. Employees are not permitted to seek employment from Terralogic's customers without written approval from the CEO.

1.1.5 Client Relations

The success of Terralogic depends upon the quality of the relationships between Terralogic, its employees, its clients, partners, and the general public. Therefore, the policies, procedures and guidelines for conduct contained in this handbook apply to all employees while they are working on the clients' and/or partners' premises. Employees conduct plays a critical role in creating a good impression for current and potential clients to do business with Terralogic. Here are several things you can do to help you to do that role:

- Act competently and deal with customers in a courteous, respectful and timely manner.
- Communicate pleasantly and respectfully with other employees at all times.
- Follow up on orders and questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
- Take great pride in your work and enjoy doing your very best.

1.1.6 Public Relations

- You are not allowed to make any statements about the Company and/or its products and services, nor make any bad remarks about the competitor products and services.
- You are not allowed to speak and/or communicate with media unless authorized by the CEO of the Company or his/her delegate.

1.2 Protection and Proper Use of Company Assets

Terralogic assets either in paper file form, electronic data, computer resources, and trademarks must be used appropriately and with protection.

1.2.1 Confidentiality

Terralogic is committed to preserving customers and employees' trust. All information including business, customers' and/ or employee-related, must be treated in confidential manner. Disclosure of any the information is limited only to those who have appropriate business or legal reasons to have a right to access. Therefore, you need to take special precautions when transmitting information via e-mail, fax, the Internet or media. Remember to treat such communications as if they were public documents and printed on letterhead.

In addition, Company meetings are confidential. You may not use audio or video equipment to record these meetings without specific pre- authorization of the head of your department.

1.2.2 Technology

Safeguarding computer resources is critical because the Company relies on technology to conduct daily business. Software is provided to enable you to perform your job and is covered by federal copyright laws. You do not have permission to duplicate, distribute or lend software to anyone unless permitted by the license agreement.

Terralogic provides electronic mail (e-mail) and Internet access to assist and facilitate business communications. All information stored, transmitted, received, or contained in these systems is the Company's sole property and is subject to its review at any time. All e-mail and Internet use must be consistent with Company's policies, practices and commitment to ensuring a work environment where all persons are treated with respect and dignity. Because these systems provide access to a worldwide audience, you should act at all times that you are representing Company to the public, and should preserve Company's system security and protect its name and trademarks.

You must act responsibly and adhere to all laws and Company policies when using e-mail or the Internet.

You must use your computer appropriately in accordance with Company standards and be sure to secure both the computer and all data from loss, damage or unauthorized access, reporting all instances of unauthorized access to the Information Technology Department.

2 General Administrative Matters

2.1 Working days

- The working days at the Company will be from Monday through Friday.
- Unless otherwise stated, work hours would be as follows:
 - Five days a week – from Monday to Friday
 - Working time – from 8:00 AM to 5:00PM
 - Lunch break – 60 minutes: 11:45 am to 12:45 pm
- In some urgent circumstances, longer working hours might require in order to adapt with the business and/or customer' needs.
- If a national/public holiday falls on Saturday or Sunday, employees are entitled to have the next working day (usually Monday) as a day off.

- Any employee who prefers having other working hours must discuss and have the approval of his/her immediate manager. The working hours need to be fixed and should not vary from day to day; the total working hours in a day must be equal with the working hours in a day of the company.

2.2 Weekly off

Saturday and Sunday will be the weekly holidays. However, an employee may also be required to work either on a weekly off or a public holiday. In such a case, and after obtaining due approval from his/her immediate manager, the employee is entitled to take any of the weekdays in the following week as a compensatory off in lieu of the day of the weekly off/public holiday.

2.3 Late arrival

Employees are expected to arrive at work and for meetings on time. If an employee anticipates late arrival he/she must inform the immediate manager (or a colleague in case the immediate manager is not available) in advance to allow for schedule changes and to handle coverage of working hours. Repeat challenges with late arrivals will be recorded as misconduct in the employee's file. All employees working with customers must ensure that all meeting commitments are met on time. Lapses in punctuality will not be acceptable.

2.4 Absenteeism

- Any employee, who is not present at the office during working hours, should ensure that his/her immediate manager (or a colleague, if the immediate manager is not available) is aware of his/her whereabouts.
- Unauthorized absence from office, or absence from office without prior approval from the immediate manager, will be recorded as misconduct in the employee's file.
- Unauthorized absence will be treated as Loss of Pay (LOP).

2.5 Telecommuting (Work from home)

- Any employee who is unable to make it into the office premise can work from home if his immediate manager approves him/her to do so.
- Employees need to ensure that they have appropriate equipment (functioning laptop) and content required to be fully productive working from home. If this is not the case, they will need to come into the office.
- Requests to work from home more than 1 day a week need to be approved by Group/ Dept. Manager.
- Employee needs to ensure that they are accessible via phone and instant messenger throughout the workday.
- Unproductive days may be treated as Loss of Pay (LOP).

2.6 Housekeeping

It will be the responsibility of all employees to ensure that the offices of the company are kept neat and tidy at all times. The work area should be cleared of all files and papers every evening prior to leaving the office. Computers and any lights in the work area need to be switched off.

2.7 Dress code

Men	Women
<ul style="list-style-type: none">• Formal / smart casual shirts, trousers and shoes.• Formal clothes are mandatory for sales personnel; and others when meeting customers / visitors.	<ul style="list-style-type: none">• Formal shirts, slacks, pants, suits, skirts.• Formal business-wear when meeting customers/ visitors.

Employees are expected to use their discretion in determining what appropriate office wear is. Shorts or knee-length capri pants are unacceptable in the office

2.8 Smoking

In order to maintain a clean and healthy atmosphere in the workplace and arising out of our concern for fellow employees, smoking is prohibited within the office premises.

2.9 Alcohol/Drug Abuse

No employee shall work or report to work while under the influence of alcohol, illegal drugs (e.g., marijuana, heroin, cocaine, etc.) or drugs that affect his/her ability to perform the job in a safe and efficient manner. No employee shall consume or have in his/her possession alcoholic beverages or illegal drugs in the Company premises. In addition, using alcohol or all illegal drugs is banned in all activities/events organized by the Company. This action will result in written warning or immediate dismissal. Company will not be responsible or liable for any incidents or accidents (inside or outside the Company premises) that are result of Employee being under the influence of alcohol or illegal drugs.

3 Terms of Employment

Terms of employment are as set out in the appointment letter.

- The terms of employment are as per the details contained in the appointment letter. The company reserves the right to amend, alter, and change any or all the terms and conditions governing employment. The company will also be the sole judge of the meaning and interpretation of all or any of these terms and conditions and its decision thereon shall be binding on all employees.
- The employment contract is a contract between the individual employee and the company and the terms of contract are individual to each employee. Hence, all employees are required not to share the terms of contract with others including fellow employees.

3.1 Joining Process

An employee submit the copies of the following documents on the date of joining:

- Notarized Personal record: 01 hard copy
- Notarized of ID card: 02 hard copies
- Certificate(s): hard copy. The Company will photo and return back to the employees the original one(s).
- Photos: 02 portrait photos - 4cm x 6cm
- Birth certificate: 01 hard copy

- [Family record book: 01 hard copy](#)

Appointment letter: Original to be retained by the employee; and one signed copy to be handed over to Company by the employee (for the Employee file)

3.2 Employment Types

There are 3 types of employment at Terralogic:

- Full-time employment: For employees who sign unlimited contracts with the company
- Contractors: For employees who sign fix period of employment with the company
- Internship: For students who might be doing their thesis at a university and would like to get industrial experience. These employees are not eligible for company benefits unless otherwise stated.

3.3 Probationary Period

The probationary period usually runs 2 months and gives the immediate manager(s) an opportunity to evaluate an employee's performance, behaviors and values to make sure that they are suitable for the requirements of the Company. The Company often requires probationary periods for all types of employees. During this period, the both sides (the Company and employees) are eligible to withdraw the job offer at any time as needed by informing the decision 3 working days in advance. If the employee is a good fit, he/she will be offered a full-time employment contract with the company.

4 Employee Development

4.1 General

- It is the policy of the Company that the work of each employee will be evaluated periodically by the employee's manager/supervisor, in order to monitor individual performance on the job, assess training needs and to identify future leaders.
- The process of employee development is covered by:
 - Performance Plan
 - Training and Development
 - Career Development
 - Performance Evaluation

4.2 Performance Plan

- The process of performance plan provides a systematic approach for communicating/ setting Individual Development Plan (IDP), key responsibilities, outcome, and their goals/ expectations of an employee with his/her direct manager.
- This Performance Plan often starts after finishing the performance evaluation/appraisal time.

4.3 Training and development

- The objective of the training and development policy at the Company is to develop relevant skills in the organization taking into account:
 - Organizational requirements

- Functional requirements; and
 - Individual learning objectives
- It will be the responsibility of the supervisor/manager to ensure that all employees get an equal opportunity to attend training programs based on their individual training needs and/or the job needs.
- Training program shall include:
 - Technical training: for the Company employees;
 - Behavioral training (soft skills training): for the Company employees; and
 - Leadership programs: for the Company employees for specific career progression needs.
- The training needs identification will be based on the following:
 - Training needs arising out of the Corporate/regional objectives.
 - Training needs arising out of the team goals and priorities.
 - Training needs linked to individual job.
 - Training needs linked to individual potential and career progression needs.

4.4 Career Development

It will be the endeavor of the Company management to provide all its employees with the opportunity for personal growth and progress. This section deals with the Career Planning policy. In case of further details, the employee may contact Human Resources.

- It will be the intention of the Company to provide all employees with growth and development opportunities.
- All career progression opportunities will be contingent upon the existing vacancies but it will not be binding on the Company to promote an employee.
- All matters with respect to promotions and career progression will be the responsibility of the Company management
- An employee is entitled to select his/her career path that aligns with the career development of the company. He/she should discuss this with his/her managers to receive the advice, support from the managers that might help him/her to develop the career development successfully.

4.5 Performance Evaluation

- The process of performance evaluation provides a systematic approach for communicating and evaluating the performance, IDP set in the Performance Plan to each employee as well as documenting them.
- The process of performance evaluation is covered in two major steps:
 - *Performance review:*
 - Performance review is conducted periodically (semiannually and/or project closure meetings) to assess individual performance and to take necessary action to remove bottlenecks and to provide suggestions for improvement. The outcome of this review would result in the identification of training needs, rewards and recognition and career development.

- *Performance appraisal:*
 - Performance Appraisal is done based on careful consideration of employee performance for the assessment period (normally one a year).
- *Face to Face meeting:*
 - An employee will have a face-to-face meeting with his/her direct manager to discuss and evaluate his/her actual performance and his/her IDP vs the plans. The proposed performance appraisal score (PA score) will be agreed by the both sides at the end of the meeting.

5 Employee Termination

An employee will be separated from the Company in the four (4) major categories:

1. End of fixed contract period.
2. Retirement age according to the regulations of Vietnamese Labor Code.
3. Resignation.
4. Dismissal.

For the first two types, the Company will follow strictly the regulations of Vietnamese Labor Code. The remaining two types will be mentioned as follows:

5.1 Resignation

Is the case that an employee who wishes to leave the services of the Company.

5.2 Dismissal

An employee's services may be terminated due to

- a) Breach disciplines (see Employee Discipline for more information)
- b) Fail to achieve his/her performance caused by his/her lack of job related skills and faults from day to day for over two consecutive months.
- c) On medical leave without any prospect of recovery in the future for Twelve (12) consecutive months under a permanent contract/ Six (6) consecutive months under a fixed term contract.
- d) Inadequate work performance.
- e) Improper character or attitude.
- f) The Company completely terminates its business operations in Vietnam.
- g) The Company has to downsize its business operations or reduce its workforce due to natural disasters, fire or reasons of force majeure.
- h) The Company changes or restructures its business by merging or disbanding a number of groups/divisions.

5.3 General Procedures

Except the cases: (a), (b), (c) in the section 5.2 that the employee's services may be terminated without notice. The following steps will be implemented when a termination/ resignation happens:

- a) If the Company terminates an employee, the company has to give an employee the notice period that is written in his/her job offer. The company is entitled to request the employee to stop working at any time in the notice period while his/her termination date still remains as informed. In this case, the employee still receives his/her net remuneration for the remaining days of the notice period.
- b) If an employee who wants to quit the company has to submit a resignation letter serving as stipulated in his/her appointment letter, to his/her immediate manager and a copy of the same to Human Resource Department. The notice period is based on the current regulations of Vietnamese Labor Code (45 calendar days). [In case employee apply/submit for annual leave/sick leave/unpaid leave, the last working day will be changed accordingly](#). However, under special circumstances, the company may make an exception and either waive off the entire notice period amount or deduct Cost to Company (CTC) pay for less than the stipulated notice period.
- c) [The compensation leave days are not available after the resignation was sent](#)
- d) The employee's final salary will normally be paid until the last day of the notice period and it will be transferred to the employee's bank account.
- e) No awards, prizes, bonuses, or other benefits will be paid after the employee left the company.
- f) All company property including but not limited to the following: notebook, memory stick, office access card, taxi card, books, health insurance card, swipe card, customer records, software, etc. have to be handed over to authorized persons in Finance, Admin, HR, and IT Depts.

Notice:

- Regarding reduction of the work force, an announcement needs to be sent out to the affected employees at least two (2) months in advance for his/her preparation. A request for voluntary termination is also informed and encouraged.
- HR is responsible for conducting an Exit Interview with an employee who voluntarily resigns, before the employee's last day of employment. The purpose of the Exit Interview is to provide Terralogic with insights into possible areas for improvement. All information will be kept confidential and will not affect any reference information that Terralogic may provide on the employee's behalf.
- HR is responsible for calculating the termination payment for any leaver before his/her departure. The termination payment will only be made if the leaver has already returned all company property.

6 Employee Discipline

There cannot be a complete set of written rules that will cover all possible offenses an employee may commit. Therefore, the managers are expected to exercise good judgment in recognizing those acts that are harmful to the Company and must be subject to disciplinary action. Violations are minor or severe. A severe violation will result in immediate dismissal.

6.1 Minor Violations

These violations will result in warnings. Multiple minor violations will result in a moderate and possibly a severe violation.

Examples of Minor Violations include but are not limited to:

- a) Failure to observe operating standards (working hours, permission to leave, using ID card, posting, removing and amending Company announcements).
- b) Failure to notify HR and/ or superior before 9:00AM when being absent from work without explanation.
- c) Using work hours for personal reasons.
- d) Gambling in any form on the Company premises.
- e) Abusing one's authority.
- f) Removing any company property from company premises without the approval of the reporting manager. This includes confidential documentation of projects and/or customers.
- g) Accepting commissions resulting from a company business transaction with individuals or other companies personally. If monetary commissions as such are given, they should be turned over to the Treasurer to be deposited as company funds.

6.2 Severe violation (leading to Termination)

These are violations that normally will subject the violators to immediate termination.

Examples of Severe Violation leading to Termination/Discharge include but are not limited to:

- a) Quit the job willingly totally 05 days in 01 month or 20 days totally in 01 year without any proper reason. The cases are considered the proper reason including: natural disaster, fire, self and relative falls ill with the certification of the competent medical facility and other cases prescribed in the labor rule.
- b) Bad manners, disturbance and disruptive behavior during office hours.
- c) Intentional Non-observe of Company safety or security practices/regulations that can lead to serious damage to Company property or others' safety.
- d) Intentional damage to company property.
- e) Disclosure of confidential information to any unauthorized person.
- f) Conflict of interest. Doing work for another company in a similar line of work while on Terralogic's payroll.
- g) Gross dishonesty, proved stealing, embezzlement, etc.
- h) Gross insubordination, accompanied by abusive language, threats or physical violence against fellow workers.
- i) Using or reporting to work under the effect of alcohol or drugs/narcotics.
- j) Sexual harassment.
- k) Abuse of Company Plans and Benefits through fraud or deliberate non-declaration of personal data.
- l) Insubordination, refusal to perform work assigned.
- m) Involvement in physical violence against fellow employees on the Company premises.
- n) Seriously violations of State law.

6.3 Severe violation leading to Termination/Discharge

6.3.1 Principles of disciplinary action

The disciplinary action against employees in the company shall be made in the following principles:

- a) Each action contravened shall be disciplined with one measure of disciplinary action. When an employee contravenes several acts at the same time, he will be disciplined with the most serious disciplinary action against the most serious act.
- b) Measure of monetary punishment, salary cut in replacement of disciplinary action is not allowed.

6.3.2 Forms of disciplinary action

The actual action taken by the company will depend on the severity of the offence, and whether or not the employee has previously been subject to disciplinary action. After due investigation of the incident, possible forms of disciplinary actions are:

1. Verbal warning: from an immediate manager.
2. Written warning: from an immediate manager, copied to HR and Dept./ Division Head to record.
3. Prolong the time of salary increment and/or transfer to lower positions/jobs: from Division Head; copied to HR and the immediate manager to implement and/or follow.
4. Immediate dismissal: from Division Head/ VP/ CEO; copied to HR to implement.

1. Verbal warning:

The duration of this disciplinary will be one month with, but not limit to, the specific violation as follows:

- Go to work late or leave the workplace early.
- Gather to talk on personal purpose or perform personal works in working hours.
- Make working areas or Company premises dirty.
- Make discrimination treatment to customers and colleagues.
- Leave working area or absent working area without proper approval or reason.
- Sleeping while on duty.
- Provide wrong personal information for personal benefit or causing adverse effect to the Company.
- Insult to colleague(s), superior(s) or customer(s).
- Fail to report on time.
- Utilize company telephone for personal purposes that has not been approved by competent personnel.
- Listen music loudly without earphone.
- Playing game or use Internet for private purpose in working hours.
- Using inappropriately the properties, equipment and tools given by the company results in damaging company' properties.
- Threaten or slander his/her colleagues, superiors or customers.
- Violate security policies in the company (Refer to Security Policy)

2. Written warning:

The duration of this disciplinary will be three months with the specific violation as follows:

- The employee who was disciplined in form of verbal warning commits the same mistake and/or other violations in the period where the disciplinary action has not expired.

3. Prolong the time of salary increment for a period (not exceeding 6 months), or transfer to other job with lower salary for a period not exceeding 6 months or demote:

- The employee who was disciplined in form of written warning commits the same mistake and/or other violations in the period where the disciplinary action has not expired.

4. Immediate dismissal:

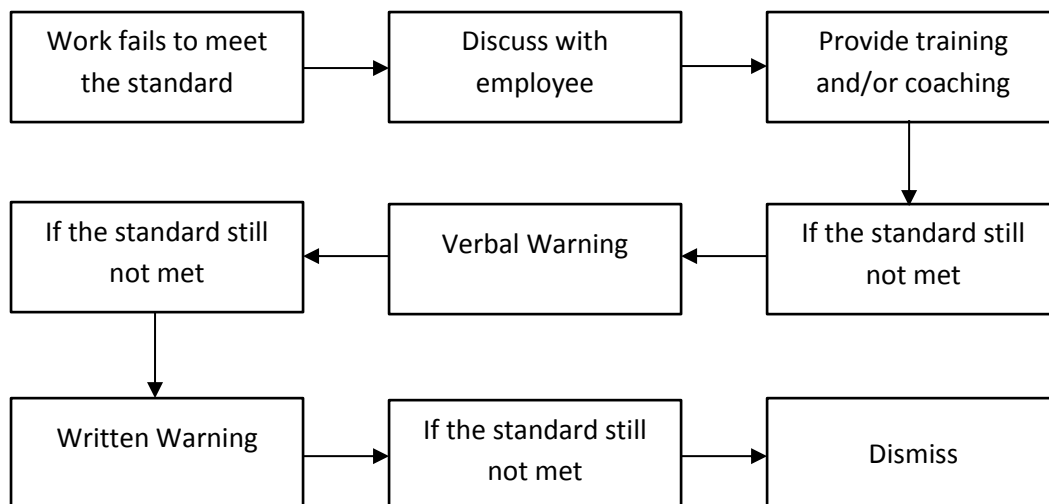
The specific violation as follows:

- An employee who was discipline with disciplinary measure of prolonging salary increment time not over six months or transfer to other job with lower salary not over six months commits the same mistake and/or other violations within the period where disciplinary action has not expired.
- Unauthorized absence for five (5) consecutive days.
- Insubordination.
- Verbal or physical intimidation.
- Gambling under any types in working hours or within the Company's premises.
- Failure to comply with the policies and procedures set out in this handbook.
- Failure to comply with clients' policies and procedures when working onsite or remotely accessing their systems.
- Loss, damage, or destruction of company or client property.
- Failure to comply with the Internet security stipulated in Internet security policy.
- Theft, dishonesty, bribery, embezzlement, fraud, or unauthorized disclosure of confidential information

Notice:

- In case of loss or damage the company's property, the company will recover the cost of the property replacement through a payroll deduction to the maximum extent allowed under Vietnamese Labor Code.

6.3.3 Dismissal for Poor Performance



7 Grievance Procedure

7.1 Principles

The company realizes that there will be occasions when our employees may wish to raise formally issues or complaints about the company or other employees. While we would hope that in most cases these could be resolved informally, we will try to deal speedily and effectively with any that remain unresolved, through the following procedure; this procedure applies to all employees, but does not confer any contractual rights.

1. Any employee pursuing a grievance should continue to work normally while the grievance is being investigated. Generally the status quo will be maintained during this investigation, unless doing so could result in serious problems for the employee or the company.
2. You may be accompanied or represented by a fellow employee or a trade union representative at any stage of the procedure.
3. If your grievance relates to disciplinary action it should be raised under the company's disciplinary procedure.
4. Where a grievance is against your immediate manager, the matter should be raised with the next manager above that person.
5. In any collective disputes or grievances a spokesperson should be appointed to represent the group of employees affected.

7.2 Procedure

Stage 1

Any grievance should be raised initially with your immediate manager. The manager should normally respond in writing within five working days.

Stage 2

If the matter is not resolved at Stage 1 or within five working days you should refer the grievance in writing to the next senior manager, who should normally arrange a meeting to consider it within five working days of your request. You should clearly set out the reason for referring the grievance to the second stage of the procedure. This grievance, at this stage, will be informed to the Head of HR to record.

Stage 3

If the matter still remains unresolved after Stage 2 you may refer the grievance in writing to Head of your Department/ Division, who should normally arrange a meeting to consider it within 10 working days. You need to inform HR at this stage too. At this stage, should clearly set out the reason for referring the grievance to the third stage of the procedure. The decision of the Department/ Division Head will be given in writing and will be the final decision.

8 Compensation

8.1 Salary Administration

All employees will be paid their salary on a monthly basis on the fifth of next month. Their salary will be transferred to their bank account (could be ACB or HSBC).

8.2 Salary Increases

Compensation review is an annual exercise, which determines the increment in salary. The increment is done on the cost of living adjustments and market trends in compensation levels. However, increment in the employee's salary is not automatic and will be subject to the employee's performance and the company's performance. All salary adjustments need to have the final approval of the CEO.

Things to note:

- All employees who have been with Terralogic before November are eligible for annual performance review cycle.
- Any employee serving notice period with resignation sent orally or through a letter format is not eligible for the review.

8.3 The Thirteenth Month Salary

Every year, local employees are entitled to have the thirteenth month salary. The policy of this is as follows:

- Only employees who are working at bonus payment period are eligible to receive the thirteenth month salary.
- Employees are entitled to a bonus equivalent to one gross monthly salary if they complete a full year of employment (calculated from Jan 1 to Dec 31).
- Employees are entitled to a pro-rata amount of the bonus if they have less than a full year of employment. The calculation is based on the employee's start date (at the beginning of their probationary period) with the company.
- The thirteenth month salary will be paid in Jan of coming year.

8.4 Overtime Working

Every overtime working must have approvals in advance from direct manager, engineering head and head of business operations.

8.5 Night shift working

Following a special request from a customer, certain employees may be asked to working on night shift with approvals in advance from direct manager, engineering head and head of business operations.

9 Leave Policy

9.1 General

- For the purpose of calculating leave accounts, “year” shall mean the calendar year commencing on the first day of January and ending on the last day of December of the current year.
- Leave, other than maternity leave, cannot be claimed as a matter of right. Discretion is reserved with the authority empowered to sanction leave, to refuse or revoke leave at any time, depending on the company’s work.
- All leave must be informed for approval to immediate manager, with the exception of sick leave, which may be intimated verbally and post facto approval sought upon resumption of work.
- Leave records are being maintained on the Company’s internal tool. It will be the employee’s responsibility to enter their leave for the month and keep the record updated.
- In case employees are found not maintaining regular leave records in system, by default the employee’s leave balance at the end of the year will be assumed as zero.

9.2 Public holidays

- Public holidays may be availed and be notified by the company at the beginning of each year.
- If the employees have to work on the holidays because of the urgent of the business needs, the employees will be eligible to take these holidays at another time of the current year.
- Public holidays are:

• January 1st	New Year Day
• Tet (Vietnamese New Year)	5 days. From last day of the last lunar month to 4th day of the first lunar month.
• March 10 th (Lunar calendar)	Hung Kings Commemorations
• April 30th	Liberation Day
• May 1 st	International Labor Day
• September 2 nd	National Day
• December 25 th	Christmas Day

9.3 Maternity Leave

- According to current Vietnamese Labor Code, women employees will be allowed maternity leave on full pay for 6 months. An approved medical practitioner should certify the confinement and the

employee must not take up any employment, temporary or part-time, or otherwise, during this period.

- This leave shall be limited to two children. The maternity benefit will not be applicable for a third child, when the first two children are living.
- An applicant for maternity leave must give notice to the Company supported by a medical certificate not less than 4 weeks prior to the start of the leave period.
- Maternity leave may be availed in combination with other leave entitlements.
- Female employees who are nurturing their blood baby less than 12 months of ages are entitle to 60 minutes off during working day while continuing to receive full pay.

9.4 Annual Leave

- The company follows Vietnam labor law. Annual leave starts on January 1st and ends on December 31st. After probation time, employee is eligible to have one (01) paid day leave per month from the time joining company. In case employee does not work fully for that month then employee is only eligible to have 1 paid day leave if:
 - Join company before the fifteenth of the month
 - Leave company after the fifteenth of the month
- Employees can only accrue two (2) days or less of unused annual leave every year.
- An Employee wishing to take annual leave must get written approval from both their immediate manager and their project manager. Absences can affect project and other business commitments, so advance notice needs to be given as follows:

Number of leave days	Time of inform in advance
<= 1 day	2 days
>1 day and <= 5 days	1 week
>5 days and <=10 days	3 weeks
>10 days	1 month

- When absent due to illness or other urgent reasons, an employee must notify his/her direct manager and/ or HR Department before 9:00AM of the absent date. First-time failure to notify is deemed a minor violation; repeated failures to notify are deemed severe violations. The direct manager must inform HR immediately when receiving this absent notification. In any case, the employees must file a leave of absence on Intranet system at the earliest opportunity.

9.5 Funeral Leave

In the event of a death in the immediate family, regular full-time employees will be permitted to take up to three (3) days off with pay. The term “immediate family” shall be defined as an employee’s spouse, parents, spouse’s parents, siblings and children (natural, adoptive, or step).

9.6 Leave during probation period

Employees are not eligible to take any leave when they are serving their probation time. Any leave taken during the notice period will be considered as leave on loss of pay (unpaid leave).

9.7 Unauthorized absence

- Unauthorized absence refers to absence from work without requisite approval.
- The employee will need to offer an explanation to the immediate manager in the event of any unauthorized absence.
- The employee will not be eligible for payment of salary for this period of absence.
- Any unauthorized absence without clearly explanation is deemed a minor violation.

10 Benefits

10.1 Paternity Leave

- Paternity leave is the time a father can take off work at the birth of his child. Company allows 3 days off with pay for each paternity leave, even when the child is adopted. These days off will not increase with the numbers of children in one pregnancy. For example, the father will still have only 3 days off if his wife has twin.

10.2 Sick Leave - 3 days

- All full-time employees may avail of sick leave up to 3 days in a given year. [After probation time, employee is eligible to have one \(01\) sick leave day per four \(4\) months from the time joining company](#)
- Submission of medical certificates of sickness to HR will be required.
- An employee may take sick leave keeping the immediate supervisor informed. The day the employee reports back to work, leave records need to be updated.
- If the limit of sick leave is exceeded, the additional sick leave days must be taken as vacation time.
- Sick leave is not an entitlement. Employees should not use sick leave for any other purposes.
- Sick leave is not carried over to the next year; all unused sick leave days will be reset after the first day of January in every year.

10.3 Extra annual leave for senior employees

- Full-time employees, who have been working continuously for the company for five (5) years are entitled to five (5) additional paid-days off per year (total annual leave will be seventeen (17) days/ year).

- Full-time employees, who have been with the company for at least ten (10) years, are entitled to eight (8) additional paid-days off per year (total annual leave will be twenty (20) days/ year).
- The additional paid-days off will be calculated at the beginning of the year. In case employee does not work for the company for fully 5 years at the beginning of the New Year, the extra annual leave day will be applied the next year.

10.4 Wedding leave

- According to Vietnamese Labor Code, an employee is eligible to have three (3) paid-days when getting married.
- The Company allows the employees to have two (2) more paid-days in their wedding.

10.5 Meal Allowance

10.5.1 Lunch allowance

- The Company supports lunch allowance of VND 20,000 per working day.
- If an employee takes a whole day off, he/she is not eligible to have lunch allowance of that day.

10.5.2 Reimbursement meal allowance for working extra hours

The lunch/dinner payouts in case employees are working extra hours. The reimbursement limit of lunch and/or dinner is VND 30,000. In all cases please make sure:

- For dinner the employee has worked more than 10 hours, and beyond 20:00.
- For Lunch on weekends the employee has worked more than 6 hours.
- Reimbursement vouchers with the bills need to be submitted by the project manager with clear explanation of the overtime details to Delivery Manager and Engineering Head, and need to have CEO approval before proceeding by Finance Dept.

10.6 Petrol Allowance

Company supports the petrol fees for employees as follow:

- Leaders: VND 250,000 per month
- Managers and above: VND 400,000 per month

10.7 Internet Allowance

Company supports the Internet fees for employees as follow:

- Leaders: VND 150,000 per month
- Managers: VND 200,000 per month
- Directors and above: VND 250,000 per month

10.8 Mobile Phone Allowance

Company supports the mobile phone fees for employees as follow:

- Leaders: VND 150,000 per month

- Managers: VND 200,000 per month
- Directors and above: VND 250,000 per month

10.9 Team building

The company supports VND 100,000 per month for each employee. This fund is used for team building activities in order to promote, maintain and develop teamwork and relationships of team members.

10.10 Company Annual Event

Company is flexible to organize events that are a good time for all employees refresh, build up and maintain good relationships with other colleagues. Events could be quarterly or annually based on Company's business.

10.11 SNAP Award

- In order to promote creativity and initiative in work, the Company grants Snap Award (VND 1,000,000 and an appreciate letter from the Company) for the employees.
- One (1) Snap Awards (maximum) per quarter will be granted each group of each Delivery Manager. Candidates of the awards are persons who contribute and/or propose solutions that enhance project quality and/ or customer relationships.
- One (1) Snap Awards per quarter will be granted for other departments including HR, Admin, Finance, and Business Support etc.
- Dept. Head will send the list of his/her team to HR to proceed.

10.12 Professional Certificate Sponsorship Scheme

The Company encourages the employees to be proactive to develop their skills and career development at the Company. The Company will sponsor for some professional certificates per year. Types and number of certificates that will be sponsored are considered and approved by the CEO each year.

10.13 Referral Scheme

- All employees are appreciated and encouraged to introduce their friends to work for the company. Based on the case by case of business needs, the Company could offer the referral bonus to reward to the employees as follows:
 - Engineering Levels: VND 2,000,000
 - Senior Levels: VND 5,000,000
 - Leader Levels: VND 8,000,000
 - Manager Levels: VND 10,000,000
 - Director and above: VND 15,000,000
- The referral bonus will be paid in different ways depended on the position as follows:
 - Engineering level: paid 100% of the bonus if the recommended employee passes the probation period and signs the contract with the company.
 - Senior and above levels:

- 50% of the bonus is paid if the recommended employee passes the probation period and signs the contract with the company.
 - 50% of remaining bonus will be paid after the probation period 6 months if the recommended employee would be still working at the company until the payment time.
- Employees are eligible for referral bonus if the company decides to hire their candidates within 12 months. In other cases, the company is entirely entitled to hire introduced applicants without payment.

10.14 Financial Support for Funeral

With the desire to be shared the sorrow of an employee when his/her immediate family members passed away, and to be shared a part of the expense for the funeral, the company would like to support 10,000,000VND for each employee if his/her parents, children, siblings, parents-in-law passed away. This is granted one time only in the employment time of an employee at Terralogic.

11 Insurance Policies

In addition to the existing health insurance required by the Vietnamese government, Terralogic (Vietnamese) employees are entitled to the following additional insurances:

11.1 Accident insurance (Accident 24/24)

Company will pay one hundred percent (100%) of accident 24/24 insurance for all full-time employees when the labor contract is signed.

11.2 Health insurance

The Company will pay one hundred percent (100%) of Health insurance for all full-time employees as follows:

- Senior Levels and below are eligible to have this insurance when working for the company at least 6 months
- Leaders and above are eligible to have this insurance for them when passing the probation period and signing the labor contract.
- Managers and above are eligible to have health insurance for one relative.

11.3 Travel insurance for employees working abroad

Company will pay one hundred percent (100%) of full medical insurance for employees working abroad on assignment. The time of the insurance must be greater or equal to the planned duration of the trip.

11.4 Annual health check Reimbursement

All Leaders and above are eligible to take an annual medical examination paid by the company with the maximum payment is VND 1,500,000 per year.

12 Travel and Expenses Policy

- All employees are responsible for:
 - Exercising good judgment and discretion in spending company funds so that expenses incurred are necessary, have a good business purpose and are reasonable.

- Filling expense reports in a timely manner to facilitate the paying of charged items relating to the employee's travel and other record keeping directly related to expense reports.
- Requests for business travel should be made by the employee and approved by the immediate manager. Approval can be over email.
- Upon return from business travel, employees are expected to claim reimbursements for expenses by the submission of all original receipts. In case of a lost receipt, approval needs to be obtained from the immediate manager.
- Business-related expenses will be reimbursed by cash or by direct credit transfer once a month provided that your expense claim is supported by receipts and is approved by your immediate manager

12.1 Domestic Business Travel

The company will reimburse business related expenses, including:

- An allowance of VND 250,000 per day for weekday
- An allowance of VND 400,000 per day for weekend

12.2 Monthly onsite salary (For Domestic Business Travel ONLY)

- Engineer: VND 2,100,000 per month
- Manager and above: VND 3,150,000 per month

The rate for monthly onsite salary will be:

- ≤15days - 50% of the onsite salary above
- >15 days - 100% of the onsite salary above

12.3 Overseas Assignment Logistics

12.3.1 Visa

The Company will apply for an appropriate business visa for any employee who is assigned to work abroad. Such visas do not permit employment in the country visited and the visa applicant must prove intent to return home to Vietnam within the period of the authorized stay.

Non-compliance with the regulations under which a visa is granted is a serious matter and may result in severe disciplinary action, including discharge and/or criminal prosecution.

12.3.2 Travel

- A detailed flight itinerary and air ticket will be provided in good time. The standard air ticket is Economy Class. Business Class travel may be approved in case where:
 - Economy class seats are not available on any reasonable route in the timeframe required
 - The travel is required at short notice and is for a short period of time (so very limited recovery time is available on arrival) and is intercontinental
 - It is necessary to accompany a client or prospective client, who is traveling business class.
- Airport transfer:

- In Vietnam: take a taxi by yourself to get to/from the airport in Hanoi or HCMC. Keep the receipt as the expense will be claimed back from the company.
- Overseas destination: A transfer service of your hotel/apartment will pick you up at the airport. You will be notified of any other arrangements prior to your departure from Vietnam.
- Airport departure tax can be claimed back from the company.

12.3.3 Travel Insurance

Travel Insurance which provides a complete package of benefits covering many eventualities, will be bought by the company before your departure.

Please read the Terms and Conditions of the Insurance Contract and Guidelines carefully, prior to departure.

12.3.4 Per Diem and Other Travel Costs

The Company provides per diem allowances to employee traveling overseas on company business. The per diem allowances are not paid if and when the employee takes annual leave while overseas. If employee travel full day in the weekend (depart before 10AM, or return after 14PM of the week-end day), the per diem is still paid for the travel day.

The per diem allowance amounts are:

- In India: USD 25 per day.
- In the US: USD 50 per day
- Other countries will be defined case by case.

US accommodation: There are 2 options

- The company book a place for engineer
- The company will pay \$40 cash per day to engineer if engineer wants to take care of the accommodation himself/herself (stay at relative's place or they don't like the booking).

The per diem allowance includes weekends and that destination's public and covers meals, beverage, and other incidental expenses. The Employee needs to manage his day-to-day

Expenses such as transportation between the office and hotel/apartment, Internet access, and personal calls and faxes will be claimed based on receipts, provided that:

- From Airport to Hotel (and return) by Airport Shuttle/Bus/Train with budget not exceeding USD 60 each way
- More than 2 people going to the same destination can use taxi provided the total cost for two is less than USD 100 each way
- Telephone
 - Local SIM card is limited = USD 40/ month.
- Transportation from hotel to office and return at overseas location
 - Taxi cannot be used
 - Public Transport or Bicycle could be used
- Cars could be rented if there are more than 2 people staying in the same/ very close locations. Car rental option is available only in the US.

The per diem allowances and advances are paid in cash prior to departure, and using an ATM or credit card when overseas, which will be provided for the trip.

All business travel expenses in excess of these allowances and categories must be supported by invoices/receipts/vouchers when sending to Finance for processing. The employees should consult Finance and/or their immediate manager before incurring any expense without an official receipt/voucher, or which is beyond the stated allowances and categories. If not, his/her unreasonable expense will not be approved.

12.3.5 Accommodation

Admin Department is responsible for arranging accommodation for an employee during his/her visit/working with the budget under USD 70 per day. The address and booking confirmation will be given to the employee via email before his/her departure.

12.3.6 Commitment

Considering the significant investment of the company to sending employees to apply for foreign visas and to abroad training, the Company wants to seek assurances in the form of this bond, to ensure that the employee will not defect to another employer before the cost of the training is amortized. Therefore, we would like to request employee to:

- Sign an agreement to work for the Company for at least 6 months before applying the visa and commit to refund the fees if the working period is violated.
- Sign an agreement to work for the Company for at least 6 months after finishing training abroad and commit to refund the fees if the working period is violated

13 IT Policy

13.1 Internet Policy

- The Company recognizes that the Internet can be a helpful tool in dealing with family and other personal matters; however, its use must not interfere with work responsibilities, conflict with business needs, or violate any Company policy or law. Company reserves the right at all times to monitor, access and decrypt associates' use of the Internet, Company property, equipment, phone lines, computers (including disks, drives, storage media, electronic mail, etc.) and information.
- All users are expected to use good judgment when using the Internet. Company strictly prohibits:
 - Playing, uploading, downloading, disseminating, participating in bulletin board or electronic forum discussions regarding subject matters containing inappropriate materials or information that may be offensive to others;
 - In accordance with the Company's standards of business conduct, hacking or other attempts to penetrate non-public systems or any dishonest, defamatory, fraudulent, immoral, illegal and/or unethical activities; and
 - Using Company's name or property or a Company-provided Internet access ID to conduct business on behalf of an entity other than Company or on behalf of any individual, including you to represent yourself as someone else; or to solicit Company associates.

- All users must respect Company's, its affiliates' and third parties' intellectual property rights (patents, copyrights, trade-marks, trade secrets, as well as rights of privacy and publicity) and must take precautions to protect software, information and data that are owned, licensed or managed by Company. No software, information or data may be used or distributed in a manner that infringes upon any intellectual property right or violates a license agreement or jeopardizes Company's trade secrets.
- No one may conduct business by or on behalf of Company with third parties using personal access accounts or IDs.
- Misuse of Company resources and conduct in violation of Company policy will result in disciplinary action in accordance with the Company policy, up to and including termination.

13.2 Company Device Usage Policy

- All employees have to use the devices provided by the Company or it's Customer, collectively called as Company Device, for Company's official purpose only. The Company's Devices should not be used for the personal purpose.
- All customer-supplied devices that are hand carried by the staff have to be submitted to IT Dept for Inventory ID issue and Inventory tracking.
- The Company Devices are assigned to the staff, on the need basis, after they sign the "Equipment Use Agreement".
- The Company Devices should not be taken out of the Company's premises. In case the devices need to be taken out of the Company's premises, for official use purpose, then a written approval should be taken from the Department or Group Head or above and the movement of the devices, in & out of the premises, to be logged in the Devices Log book maintained by the Security team.
- The Devices that are assigned for use on Daily basis have to be returned to IT Dept at the end of the day. The daily reconciliation of the Devices has to be done at the IT Room or within the secured area of the Company premises.

13.3 Software Installation Policy

- All employees have to sign Software Installation Agreement at the first day working at Terralogic.
- Employees are only allowed to install non-commercial software placed in the Company's software store.
- If an employee needs a non-commercial software program but it is not in the Company's software store, he/she has to send a request to IT. IT will review the request. If this software is allowed to use in the company, IT will download the software to the Company's software store. IT will inform the employee the progress of the request.
- If an employee needs commercial software for his/her project needs, he/she needs to inform his/her immediate manager, engineering head and IT to proceed. Requests for additional commercial software will be justified as follows:
 - Specific features are unavailable on the existing software program provided by the Company.
 - No good open-source alternative.
 - Software required by customer should be paid by the customers.

14 For Expatriate Employees

This employee handbook is applied to expatriate employees with following notes

14.1 Insurance for expats

In addition to the existing health insurance required by the Vietnamese government, the company will buy insurance package for expatriate employees.

14.2 Work Permit & Resident Card

The Company will apply for work permits and resident cards for expatriate employees. HR is responsible for work permit applications. Admin is responsible for resident cards. Expatriate employees are responsible for providing all documents required by HR, Admin to support the application process.

15 Implementation Provision

This handbook will take effect from the date of approval of Labor, Invalids and Social Affairs Department and is popularize to each employee, all employee is responsible for strictly complying with the policy, struggle to prevent from violating or damaging to the Company's property and business operation

Employee Acknowledgement of Receipt

I have received a copy of Terralogic's Employee Handbook. The Employee Handbook contains personnel policies and work rules that will apply to me. I agree to read the Employee Handbook and follow it during my employment. I further understand the Company may amend the Handbook at any time, and, in such case, the Company will communicate any new changes in personnel policy or employment benefits and working conditions to me.

I understand and agree that this revised version of the Company Employee Handbook supersedes all prior versions that have been issued by the Company.

I further understand that this Employee Handbook is not a contract of employment between the Company and me and that I should not consider it as such.

Employee's Signature: _____

Date: _____

Employee's Name: _____

HR Representative: _____

Date: _____