

sociolla

Employee Handbook

SOCIAL BELLA

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EMPLOYEE HANDBOOK Version 009 /February 2025

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INTRODUCTION

Welcome to Social Bella. Congratulations on becoming a part of our team. As part of the new employee orientation, you are required to review this Employee Handbook. This source will help you to outline the existing regulations and the company expects all employees to understand and follow them. Please read the entire contents of this manual and if you have any questions, please ask your supervisor directly or you can send an email to HR@sociolla.com

Once again, welcome and we look forward to your contribution and cooperation for the betterment of the Company.

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CHAPTER I: GENERAL RULES

A. Working Days & Hours

1. Working hours in the company are a minimum of 8 (eight) hours a day, not including lunch breaks. This is also regulated in accordance with the applicable laws and regulations.

Working hours are as follows:

- Monday to Friday 09.00 - 18.00
- Monday to Friday 08.00 - 17.00 (Branch)

Employees need to fulfill 8 hours of work, for example: If the employee checks in at 09.15 then the employee may check out at least at 18.15. However, if the employee checks in before 09.00, the employee may only check out at least at 18:00.

2. Lunch break is 1 (one) hour per day and does not count as working hours. On Fridays, employees who perform Jum'ah Prayer are allowed to start their break from 11:30 a.m
3. For employees with a relatively flexible nature of work, working hours can be arranged in separate terms with prior approval from their immediate supervisor.
4. For employees working under a shift system, working days and hours shall be determined based on a predefined schedule set by the company.
5. Each employee must be present at their respective place at the appointed time; HR will send monthly attendance reports to division heads.
6. For employees who arrive late after 09.30 am (description is as follows):
 - For the operational division, lateness starts at 09.00 or according to the shift that has been applied
 - Lateness more than 3 (three) times a month will get a verbal warning from the supervisor.
 - Lateness more than 3 (three) times a month (for the second time): First Warning Letter and consultation with HR.
 - (The third time) Lateness more than 3 (three) times a month in less than 6 months: Second Warning Letter and consultation with HR.
 - (The fourth time) Lateness more than 3 (three) times in less than 6 months will lead to the issuance of a Final Warning Letter.

- Exceptions are given to the tech and product teams with the approval of superiors

Note:

The Warning Letter is valid for the next 6 months after the last Warning Letter is issued. If there are new violations within 6 months during the warning letter period, a further warning letter will be issued. The company cannot accept reasons such as traffic jams if they occur consecutively. Some reasons that are acceptable and not counted as lateness are floods, demonstrations, riots, force majeure, and urgent family matters. The reasons for this must also be communicated before work hours begin.

7. Employees who will work outside the office for meetings, events, filming, coverage, or other out-of-office activities so that they do not attend the office; are expected to inform superiors and HR via email.
8. For lateness due to out-of-office assignments such as meetings before 10 am, employees are required to send an email to their direct supervisor cc HR. If the information is not submitted, HR will consider it late without information.
9. For permission to leave the office early due to an out-of-office meeting, the employee is obliged to inform the direct supervisor via email cc HR. If the information is not submitted, HR will consider it a half-day leave.
10. For permission to leave the office early due to illness, the employee is required to report to the direct supervisor via email cc HR, or if the employee's condition does not allow, the supervisor must report it to HR.

B. Attire

1. Every employee may wear casual formal attire.
2. Employees are prohibited from wearing flip-flops in the office area.

CHAPTER II: COMPANY CODE OF CONDUCT

A. Code of Conduct & Discipline

1. Employees are required to read the information and announcements provided. Therefore, the reason for the violation is because the employee has not read the information/announcement provided will not be accepted.
2. Attendance:

- Each employee is required to record fingerprint attendance on the attendance machine upon arrival at the office. If the employee does not record the attendance, then the employee is considered not yet arrived. If the employee is not recorded as being present on the attendance machine at both check-in and check-out, and there is not any information relating to the employee, the employee is considered absent.
 - Employees are prohibited from asking other people to register their attendance in any way
 - Employees are required to notify the direct supervisor and the HR team via email if they are absent or late and/or leave the workplace before working hours end.
 - Employees who are absent due to illness are required to provide a medical certificate no later than two days after getting back to work.
 - Employees are not allowed to be absent from work for reasons that are not acceptable to their superiors
 - During working hours, employees are prohibited from leaving the workplace if they do not obtain permission from their superiors
3. Employees are not allowed to bring documents belonging to the Company outside the Company's environment, without obtaining permission from their direct supervisor.
 4. Employees are required to maintain and safeguard all Company property and take steps to protect them in the event of an accident, disaster, or any other thing/condition that may result in a hazard to the running of the Company.
 5. Employees are required to report immediately if they know that there is loss or damage to equipment/goods belonging to the Company to their Direct Superior
 6. Employees who, in carrying out their duties, are aware of the occurrence of crimes such as theft and/or similar crimes, or are aware of any malicious plans that could harm the Company, must immediately report to HR and their Direct Superior.
 7. Employees are required to maintain the cleanliness and tidiness of the room, place, and work environment.
 8. Employees must uphold the accountability and reputation of the company and not do things that can harm the Company.
 9. Employees are required to maintain a good atmosphere and mutual respect between fellow workers and help each other in daily life
 10. Employees are required to report if there is a change in the Employee's personal data, accompanied by valid supporting documents.
 11. Employees are prohibited from bringing tools/goods that can violate the law and disrupt security and order.
 12. Employees are prohibited from engaging in immoral acts or gambling in the Work Environment.
 13. Employees are prohibited from drinking liquor/alcohol during working hours.
 14. Employees are required to keep company secrets and other matters regarding the company which are not to be informed to other parties outside the company, especially those that may result in losses for the Company. Violation of this matter may result in Termination of Employment.

15. The calculation of salary payments is applied using the divisor of the number of days in the month, as well as employees doing unpaid leave, then the number of days of unpaid leave is divided by the number of days in the month.
16. In order to support the Government's program and for the common good, both the Company and the Employees must actively participate in creating a drug-free work environment. In this regard, then:
 - a. Every Worker who knows or suspects that there are users and/or dealers of drugs, psychotropics, or other addictive substances in the Company's work environment, must report to the Company.
 - b. If the Company found that an employee uses or distributes drugs, psychotropics, and other addictive substances in the Company's environment illegally, the Company has the right to terminate the employee's employment relationship in accordance with the provisions of the applicable legislation.

B. LEAVE PERMISSION

1. The employee who wishes to take leave must fill out the LEAVE FORM or apply through Shield to get approval from supervisor and HR.
2. Every employee who takes leave without permission from the company or without a certificate or reason acceptable to the company is considered absenteeism, which is counted as unpaid leave.
3. The employee who is absent from work for 5 (five) consecutive days without a written statement and/or valid evidence, and has been summoned by the Company 2 (two) times properly and in writing, but is still absent from work, then the employee can be qualified to resign and can be processed for Termination of Employment.

4. Regulations regarding ANNUAL LEAVE:

- Employees who have completed the 3 (three) month probationary period are entitled to annual leave of 12 (twelve) working days. Meanwhile, employees who have worked for more than 5 (five) years are entitled to annual leave of 14 (fourteen) working days, which the addition takes effect in the 6th (sixth) year.
- For employees who work less than 12 (twelve) months in the ongoing year, then the calculation of annual leave will be prorated.
- If employees who are still in the probation period take leave, the leave must be approved by their superior and will be considered unpaid leave on their monthly salary on a pro-rata basis.

- Unused or remaining annual leave can be added up to 5 days leave for the following year. If there are more than 5 remaining leaves from the last year, a maximum of 3 (three) days will be paid. The calculation of this paid leave uses the latest salary reference in December of the previous year. Payment of last year's remaining leave will follow Company Policy.
- If the employee's annual leave has been exhausted and the employee has to take additional leave, then the leave must obtain approval from his superior and a direct deduction of unpaid leave will be made to the monthly salary on a pro-rata basis.
- Joint Leave from the Government will be deducted from the employee's annual leave balance. On the day of joint leave, the company can decide whether the company will run as usual. Employees who don't come to work or take leave will be subject to leave deduction.
- Applications for annual leave of less than 3 (three) days can be submitted no later than 1 (one) day in advance to the immediate supervisor for written approval. However, if the request for leave is for more than 2 (two) days, the applications should be submitted at least 2 (two) weeks in advance. Exceptions are only for force majeure conditions.
- Extension of the employee's leave without information will be counted as absenteeism.

5. Regulations regarding MATERNITY LEAVE:

In accordance with the Manpower Law, for maternity purposes, employees who are about to give birth will be given maternity leave of 1.5 (one and a half) months before delivery (according to a doctor's certificate), and 1.5 (one and a half) months after delivery, with a basic salary.

- If according to the doctor who treats her, the employee needs a longer rest for the sake of her health, then she can apply for an extension of her maternity leave period in writing accompanied by a certificate from the doctor who treats her.
- If the employee has a miscarriage, then the leave is given in accordance with the doctor's instructions but for a maximum of 1.5 (one and a half) months while still receiving the basic salary.
- Employees who need to take maternity leave have to inform at least 4 (four) weeks in advance and are required to make a written confirmation

to their immediate supervisor regarding the estimated date of delivery, the date when the employee will stop working, and the date when the employee will return to work.

6. Regulations regarding PAID LEAVE

Employees are given leave with a salary other than annual leave in case of an emergency or other needs as follows:

- Employee marriage 3 (three) working days
- Employee's wife gives birth or has miscarriages 2 (two) working days
- Death of wife/husband, siblings, children, parents, children/parents in-laws 2 (two) working days
- Death of grandparents, brother/sister in-laws, grandchildren, or person living in the same house 1 (one) working day
- Employee's child marriage 2 (two) working days
- Circumcision or baptism of employee's child 1 (one) working day
- Disaster: fire, flood, eviction, natural disaster 1 (one) day

Permission to leave the job must be obtained in advance from the company, unless in urgent circumstances the evidence can be submitted later. Permission to leave work outside of the provisions mentioned above is categorized as annual leave.

7. Regulations regarding SICK LEAVE

- Employees have the right to take sick leave by including a doctor's certificate via Shield. The doctor's certificate forementioned is a doctor's certificate for a face-to-face (offline) consultation.
- If an employee is unable to work due to illness, on the same day the employee or his/her family must notify the immediate supervisor and HR department via email: HR@sociolla.com at least 1 (one) hour before work time starts.
- Employees may take sick leave without a doctor's certificate for a maximum of 6 (six) days in 1 (one) year. If it is more than 6 (six) days, an annual leave/salary deduction will be automatically deducted.
- Employees are allowed to apply for sick leave for 6 days without a doctor's letter in 1 (one) year, this information must be informed by employees via HR email or can be represented by superiors if not

possible. The latest information must be given 1 (one) day from the sick leave.

- Employees who apply for sick leave without a doctor's certificate during the probationary period will be subject to unpaid leave.
- Sick leave without a doctor's certificate on the day before the joint government leave/national holiday, the period of joint leave, and one day after the joint leave/national holiday will be counted as annual leave

CHAPTER III: TRANSPORTATION CLAIM

Claims for transportation costs as a result of meetings or other work activities must obtain the approval of the immediate supervisor by using a payment voucher or submission via Shield. The direct supervisor in question is the Head of Division / Head of Business Unit.

CHAPTER IV: EMPLOYEE BENEFIT

A. SOCIOLLA EMPLOYEE BENEFIT

1. Discount vouchers for shopping at www.sociolla.com and www.lilla.id or offline store Sociolla/Lilla will be given as employee facilities.
2. Voucher Code Format
 - For Internal Brand purchase: **SEBINTmmyy**
 - For External Brand purchase : **SEBEXTmmyy**

Notes:

mm : month (following valid month : 01-12)

yy : year (following valid year : 19-99)

For example, the voucher codes for January 2020 are **SEBINT0120** & **SEBEXT0120**

3. Terms and Conditions:
 - a. The voucher code can only be used for the email address registered in the SOCO account that has been registered by Human Resources
 - b. The voucher code is different every month but with the same format, namely **SEBINTmmyyy** and **SEBEXTmmyyy**
 - c. The voucher code can be used both in Sociolla online and offline stores.
 - d. Only valid for employees who have passed the probation period
 - e. 40% discount for internal brands (For example: Ariul, COSRX, Derma Angel, Sukin, Carasun and other internal brands)
 - f. 15% discount for external brands

- g. **Discount only applies to products with normal prices**
- h. You can only use 1 voucher code for every transaction (cannot be combined with other voucher codes)
- i. The maximum use of vouchers is 3 times a month with a maximum discount of IDR 200,000/transaction, with a maximum total discount of IDR 600,000 per month.

B. MEDICAL BENEFIT

1. Every employee gets BPJS Health services
2. Each employee will receive health benefits for inpatient or outpatient after passing the 3-month probation period, the maximum limit is 1 (one) month of basic salary in 1 (one) year with an 80% replacement system every time reimbursement is submitted.
3. The health benefits are arranged and provided by the Company for Medical Platform starting from the date the employee graduated from the 3 (three) months probation.
4. The health benefit applies to face to face (offline) consultation or treatment by including ORIGINAL receipt of payment and a doctor's prescription, or an extension of a doctor's prescription.
5. If at the end of the period it turns out that the current medical fund for an employee has not been used up, then the employee cannot ask the company for the rest in cash. And also the remainder cannot be accumulated for the next period.
6. Likewise, if an employee's current medical fund has been used up before the end of the relevant period, the employee is not allowed to borrow funds for the current medical limit from the next period.
7. Included/covered in the Reimbursement of Medical Expenses are treatment from general practitioners, specialists, dentists, as well as medical laboratory examinations based on the recommendations of the treating doctor.
 - In addition to the things mentioned above, cosmetic medical procedures or cosmetic surgery procedures cannot be reimbursed or replaced by the Company.
 - Treatment at the dentist does not include anything related to aesthetics.

- The amount of the Glasses Allowance will be based on the level/position of the employee.
- The data/documents submitted for the claim process are verified in advance by HR and submitted to the finance team no later than date 5th after the transaction and if the 5th falls on a holiday, then the deadline for submitting claims is the last working day before the 5th. The claim will be paid following the payment schedule determined. For submission other than terms mentioned can not be processed except it has been approved by BOD. For example, invoice date from 1-30 July 2021, maximum submission is 5th August 2021.
- Employees who have submitted their resignation (either verbally or in writing) cannot claim medical expenses.

C. BEREAVEMENT COMPENSATION

1. If an employee passes away, the heirs will receive compensation from BPJS Ketenagakerjaan in accordance with applicable regulations.
2. If an employee's nuclear family passes away (Father, Mother, Son, Husband, Wife), the company provides a condolence contribution in accordance with company policy.

CHAPTER V: BUSINESS TRIP

1. Business trips can only be done with the permission of the immediate supervisor.
2. Business trips must be requested to the HR department no later than 2 (two) weeks before the planned departure date for hotel and flight ticket reservations, requests that come less than 2 (two) weeks will be claimed after the employee has completed the business trip.
3. The business trip platform will be provided via email before the business trip takes place, the policy regarding allowance will be applied according to the position, as well as the designated business trip area.
4. The business trip request form can be accessed [here](#) and submitted via email or Shield

CHAPTER VI: USE OF COMPANY ASSETS

1. In carrying out the employees' duties, the Company will lend facilities such as assets and equipment in accordance with their respective positions. It is required to fill out the form provided and submit it to the HR team in every use of company facilities/assets (computer, laptop, monitor, mouse, tablet computer, smartphone, modem, mobile wifi, etc.)
2. Employees have full responsibility for the condition of the assets/facilities lent by the Company. If there is damage or loss of the Company's assets lent, the Company has the right to give material sanctions to employees to replace the assets in accordance with the market value of the assets.
3. The manager/supervisor is directly responsible for checking/maintaining the assets of the team/staff, and must report any damage, and so on.
4. The company has the right to check regularly or at any time on the assets used.
5. If there is a demand for assets, employees need to inform and ask for superior approval (HOD) in advance.

CHAPTER VII: KEEPING THE ENVIRONMENT CLEAN

1. All employees are required to keep the office area or work environment clean, including, but not limited to, not littering and not leaving any items out of place.
2. Untuk selalu meninggalkan ruangan kerja/ruang meeting dalam keadaan To always leave the work/meeting room clean, and turn off all electrical equipment after use.
3. The company has a serious attitude toward maintaining comfortable working conditions in the company and has the right to impose disciplinary sanctions or material sanctions for employees who violate this.

CLOSING

This handbook is provided to support the comfort of employees in carrying out their work. All provisions in this manual are provisions that need to be understood and obeyed by all employees of Social Bella. Every employee has an obligation to carry out the existing provisions. Any violation of the provisions that have been drawn up or changes to new existing policies will result in a warning that can be followed by termination of the employee's employment relationship at Social Bella. Thank you for your cooperation and attention.

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