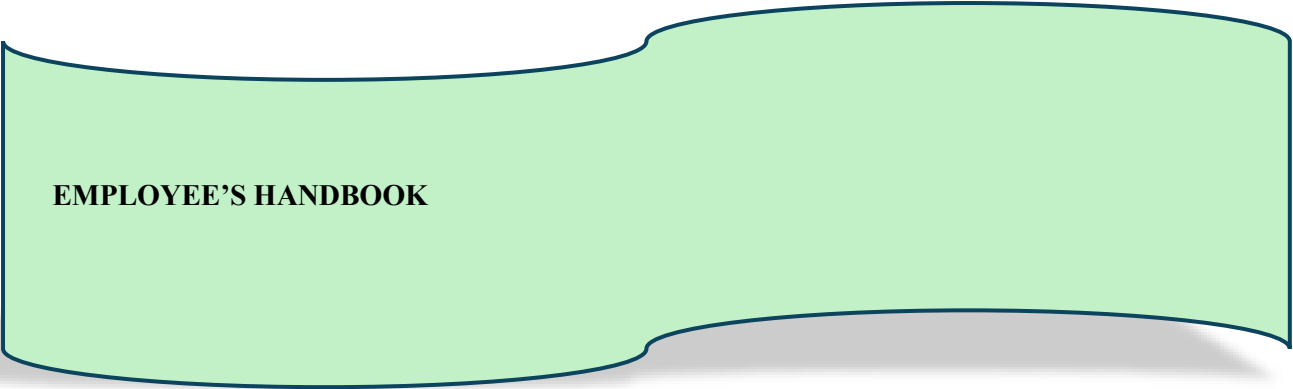




**Harbour Tech Solutions Sdn Bhd**



## EMPLOYEE'S HANDBOOK

Welcome to HTS!

As a new employee, you are entitled to certain benefits and privileges written in this handbook. Moreover, this handbook provides general information on employment status, duties, responsibilities, authorities and accountabilities of every employee. You are, therefore, expected to familiarize yourself with the details and religiously abide with whatsoever conditions stated herein. To further enhance this handbook, you are most welcome to ask questions, comments and suggestions addressed to the HTS Leadership through the Human Resource Department. The Management is looking forward to your enjoyable and challenging work with us as you endeavor your career path.

This handbook is primarily created to guide the employees with their employments with the Company. It contains the Company's rules and regulations, policies and procedures, guidelines as to the code of conduct and discipline which will necessarily bind every employee, as a consequence of his or her employment. Thus, it aims to establish a uniform standard of code of discipline amongst the Company's employees.

**Note:** Whenever necessary, the Company reserves the right to modify or change any of the provisions in this handbook to meet its business needs. The Company likewise reserves the right to amend, alter, improve, modify or change any portion of this Handbook, as warranted by the circumstances. As a consequence, the aforementioned adjustments shall be considered as an integral part of this handbook upon due notice to the employees.

All provisions of this handbook are subject to change at any time at the discretion of the Management, and in accordance with the laws of Sri Lanka. In such case, employees shall be notified immediately in writing.

This handbook was recently updated on November 14, 2025.

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## **INTRODUCTION**

At HTS, we connect people, processes, and technology to drive sustainable business growth. Operating under an Authorized Person (AP) license in Port City Colombo, we bring together the best of HR expertise, BPO efficiency, and cutting-edge technology to serve local and international clients.

Our services are designed to help businesses focus on their core operations while we handle the complexities of human resource management, outsourced business processes, and innovative tech solutions. With Colombo as strategic hub in Sri Lanka, we deliver cross-border excellence backed by compliance, security, and innovation.

### **Vision**

To be the most trusted HR, BPO, and technology partner in the region. We bring people, processes, and innovation together to create real impact.

### **Mission**

We empower businesses with smarter processes, skilled talent, and digital solutions. Our goal is to help people and companies thrive in a fast-changing world.

### **Core Beliefs**

- Humanity

Customer First: We put our customers at the heart of every decision.

Employee Wellbeing: We support healthy, balanced lives.

- Trust

Integrity & Transparency: We communicate openly and act with honesty.

One Team: We act as a unified, aligned organization.

- Smart Innovation

Innovation & Agility: We adapt quickly and challenge the status quo.

Exceptional Performance: We set the bar high and exceed it.

## **PART I. GENERAL**

### **I. EMPLOYMENT**

#### **1.1 Hiring Standards**

Without prejudice to the final decision of the Chief Executive Officer, all hiring requests must be initiated by the requesting Department Head through the Recruitment Hiring Portal by submitting a completed Recruitment Requisition Form (RRF). The Human Resources Department (HRD) will review and evaluate the request. Upon HRD's recommendation, the RRF will be routed through the portal for final approval by the CEO. The hiring process shall prioritize internal candidates; external recruitment will be considered only if suitable internal candidates are not available.

HTS offers two types of employments,

1. Permanent Contracts
2. Fixed Term Contracts (FTC)

In compliance with the Labor laws, a newly hired employee shall be given six (6) months of PROBATIONARY PERIOD, during which, the performance of the employee is strictly monitored and evaluated. The company has the right to rescind the employment contract during this period once performance is determined UNSATISFACTORY. However, should the employee consistently perform satisfactorily, the company may, even before the six-month probationary period expires, grant him/her PROBATION CONFIRMATION STATUS, during which, all incentives and benefits as provided in this handbook shall be enjoyed.

#### **1.2 Hiring of Temporary/ Contractual Employees**

Other businesses that require flexibility in operations. During peak season and/or excessive workload, the concerned department requiring temporary/contractual employees must submit request to the HRD by filling out Staff Requisition Form. HRD shall exercise hiring process specifically selecting employees for temporary/contractual service.

### **1.3 Rehiring**

The company recognizes the value of former employees who have contributed positively during their tenure. Subject to business needs, the following conditions will apply to re-employment of ex-employees.

- Employees who resigned or terminated due to disciplinary action, policy violations, or performance-related issues will not be eligible for rehire.
- A former employee may be considered for rehire after a minimum period of three (03) years from the date of their resignation, provided all other eligibility conditions are met.
- All applications from ex-employees will be subject to the standard recruitment and selection process.
- Previous employment records, performance history, and reason for separation will be reviewed during the evaluation.
- Rehired employees will be considered as new employees and will not be entitled to continuity of service for purposes of benefits, seniority unless otherwise required by law or specifically approved by management.

The HTS's Management reserve the sole discretion to make the final decision on rehire eligibility, including exceptions to the above conditions, based on business requirements and individual circumstances.

## **II. EMPLOYMENT STATUS/ CLASSIFICATION**

In accordance with the Shop and Office Employees Act and other applicable laws of Sri Lanka, the following are status of employment the company shall implement:

### **2.1 Confirmed Employment & Confirmed on Fixed Term Contracts (FTC)**

Employees on permanent contract who successfully complete the probationary period with a satisfactory rating shall be awarded CONFIRMED EMPLOYEMENT STATUS while employees in Fixed Term Contracts shall be CONFIRMED ON FTC STATUS. Employees who are appointed confirmed status at the sole discretion of the Management prior to expiration of the probationary period.

## **2.2 Probationary**

A probationary employee is someone hired on a trial basis for a set period of time to assess their ability to perform the job. During this period, they are evaluated against reasonable standards, which are explained to them at the time of hiring. A written notice of successful completion of the probationary period and appointment to confirmed position are essential in an employee's continued employment in the Company. In the absence of these documents, the employee is not expected to continue to report for work unless he is advised in writing, and he has consented, that his probationary employment has been extended. The probation period may be extended once for a maximum of three (3) additional months, based on performance evaluations and other relevant factors. Further, at any given time during the probationary period, the company at its sole discretion may pre-terminate the employment contract. During probation either party may terminate with TWO (02) weeks' notice.

The supervisor will conduct the evaluation and will be discussed with you, highlighting strengths, areas for improvement, and development needs. The outcome of the evaluation will be documented and shared with HR for record keeping and documentation.

Conducting yourself with professionalism, dedication, and enthusiasm will help you succeed.

## **2.3 Casual, Project or Fixed-Term**

Those hired to perform work not related to the usual course of business of the Company. Employees belonging to this class do not become regular employees and do not undergo a period of probation or testing. Casual employees enter into specific period of service.

## **2.4 Employment of Non-Resident Foreign Nationals**

Any non-resident foreign national seeking admission to the Sri Lanka for employment purposes and any domestic or foreign employer who desires to engage a foreign national for employment in the Sri Lanka shall obtain an employment permit/resident's visa from the issuing authorities - Colombo Port City Economic Commission (CPCEC) and the Department of Immigration & Emigration (DI&E).

The employment permit may be issued to a non-resident foreign national or to the applicant employer after a determination of the non-availability of a person in the Sri Lanka who is competent, able and willing at the time of application to perform the services for which the foreign national is desired.

After the issuance of an employment permit, the foreign national shall not transfer to another job or change his employer without prior approval of the Department of Immigration and Emigration of Sri Lanka. Each visa is specific to the employer and the role, so a change in job or sponsor will mean that you need to submit a fresh application and obtain re-approval from the relevant authorities.

## **2.5 AH Registration for New Joiners**

As required by law under the Employee's Provident Fund (EPF) Act, HTS must register every new employee for EPF using the AH registration process. The following steps now apply:

1. Complete Documentation - Ensure all required details are accurately filled in the AH forms.
2. Submission to Labour Department - Submit the AH form to the Labour Department by HRD on behalf of the employee, to facilitate system updates.
3. Employee Photograph Capture – HRD arranges visits to Labour Department with the respective employees to capture photographs required for system updates.
4. Issuance of B Cards - Upon completion of the photograph capture and system update, the Labour Department will issue both the Employer Copy and Employee Copy of the B Card.

The Employees' Provident Fund (EPF) is a mandatory retirement savings scheme where both employer and employee contribute to ensure financial security after employment.

## **III. TRANSFERS & MOVEMENTS**

For purposes of optimizing the operation, the company shall adopt a policy whereby modification of duties, and transfer and movements of employees will take effect. Employees shall be occasionally transferred or reshuffled, without adversely affecting the salary and compensation. Transfer or movement under this policy does not imply demotion or disciplinary action against the employee, rather, an opportunity for promotion.

### **3.1 Lateral Movements**

An employee may be transferred from his present position to another position of similar rank and compensation as well as responsibilities. Transfer of personnel that may result to demotion does not fall under this policy.

### **3.2 Promotion**

Promotion is defined as the advancement of an employee from one position/rank to another with an increase in duties and responsibilities and usually accompanied by an increase in salary. Employee who demonstrates ability, diligence and professional competence are granted the opportunity to advance to more responsible and high-paying jobs.

### **3.3 Transfers**

Employees with confirmed employment or confirmed on FTC, contractual, and/or casual, seasonal/part-time employment status are given priority in case of job opportunity, provided, the employee is qualified for the position.

### **3.4 Suspension**

At the sole discretion of the Management, an employee who is undergoing investigation for administrative or criminal offense may be required to refrain from work without pay, and without prejudice to further action after the conduct of investigation.

## **IV. WORKDAY/ HOURS & WORKWEEK**

Under the Shop and Office Employees Act, and relevant provisions of the Colombo Port City Commission's Act, the employees are required to work eight hours a day excluding meals and tea breaks. The commencing time and closing time will vary according to the shift work schedules. As per the Act, the normal working hours of the employees will be 45 hours a week, excluding meal and tea breaks.

### **4.1 Working Days**

As per the Shop & Office Employees Act, the normal working days shall be Five and Half (5.5) days per week. The number of working days may be adjusted by the Management depending on the exigencies of the operations of the Company, in accordance with law.

### **4.2 Working Hours**

The normal working hours shall be eight (8) hours per day, exclusive of one (1) hour meal break. However, the work shifts may differ from employee to employee, and may be adjusted from time to time at the discretion of Management. The number of working hours may be adjusted by Management depending on the exigencies of the operations of the Company, in accordance with law. In special cases, Management may require the employee to work overtime, which the employee shall not refuse, subject to the payment of overtime pay in accordance with law.

#### **4.2.1 Flexible Working Hours / Flexy Hours**

To promote work life balance, HTS allows general shift employees to adjust their reporting time by up to one (01) hour within the standard work schedule, commencing at 7.30 a.m. and ending 6.30 p.m.

- Employees may utilize this flexibility for a maximum of four (04) working days per month, subject to prior approval from their immediate supervisor.
- To avail this benefit, employees must report to work no later than 9.30 a.m.
- Employees using flexi hours must ensure they cover a total of nine (09) working hours on those days including one hour of meal and tea break.

Employees must obtain prior approval from their immediate supervisor before using flexible working hours.

#### **4.3 Non-regular (Overtime) Work**

Employees in non-permanent employment categories may be asked to work beyond their scheduled work hours or workweek. Such work hours are compensated at premium rates in accordance with the Labor laws in Sri Lanka. No employee is allowed to work extra hours or days outside his schedule unless authorized in writing.

The eligible employees who work overtime when requested, shall be paid overtime on the basis of one and a half times (1.5) the hourly rate of pay.

The hourly rate of pay shall be determined by dividing monthly basic salary by 240 as per the statutory regulations in Sri Lanka.

As per the Act, employees can work up to 12 hours of overtime per week.

**Calculation: (Monthly Basic Salary / 240 Hours) x 1.5) x No of overtime hours.**



240 Hours = 30 Days per month x 8 Hours per Day.

30 Days is fixed for a month as per the Shop and Office Act.

#### 4.4 Rest-days / Weekly Holidays

In line with the Shop & Office Employees Act, all employees are entitled to 1.5 days of holidays each week.

#### 4.5 Night Differential

In Sri Lanka, the regulation of working hours, including shift classifications, is governed by labor laws and overseen by the Ministry of Labour. Typically, the distinctions are as follows:

- **Evening Shift:** Generally considered the period from **2:00 PM to 10:00 PM**.
- **Night Shift:** Usually defined as the period from **10:00 PM to 6:00 AM**.

Employees who are scheduled to work during night hours shall be entitled to a **night differential allowance / Shift Allowance** of [e.g. % – %] of their basic hourly wage for each hour worked during the defined night period.

### V. ATTENDANCE AND PUNCTUALITY

Employees are required to regularly report for work on or before the scheduled time. Unless necessitated or for official purpose, frequent abandoning of post will be subjected to disciplinary action.

#### 5.1 Timekeeping

The time of arrival and departure of employees shall be recorded and monitored with the use of the Company's attendance monitoring system. Punctuality is expected from HTS employee.

##### 5.1.1 Time-In

This refers to the time that the employee actually records his/ her arrival on the Company's attendance monitoring system. An employee will no longer be allowed to go out before their official time ends except:

- A. During break time
- B. With the approval of their Immediate Supervisor

### **5.1.2 Time-Out**

This refers to the employee's time of departure as evidenced by his recorded exit time. No employee shall be allowed to stay inside the Company's working areas after their work shifts.

### **5.1.3 No Time-In/ Out and/ or Wrong Entry**

If any employee fails to time-in or out, or committed any error in recording his/ her attendance, he must inform the immediate superior, and have it rectified and signed from the actual time of attempt; otherwise, any entry therein shall be considered valid.

### **5.1.4 Punching the Time Card of another Employee**

Under no circumstances shall an employee be allowed to post any entries or time-in and out for any other employee. This shall be considered as a serious offense, which shall be ground for immediate termination.

## **5.2 Meal time**

Employees are entitled to one-hour meal break per day. Such break is without pay or compensation, unless determined by the Management at its sole discretion.

## **5.3 Absences**

As a general rule, a 30 days prior notice is required for an employee who wishes to file vacation / annual leave. However, during emergency or sickness, he/she must immediately notify the Management through telephone or personal visit before the working schedule. Upon determination of the Management, such absence may be charged against available sick/annual / casual leave benefits, or without pay as the case may be.

### **5.3.1 Authorized Leave**

This is defined as the inability of the employee to report for work with prior permission and valid reason(s). An employee who wishes to take authorized leave of absence must accomplish and submit to HRD the required form duly approved by his/her immediate supervisor.

### **5.3.2 Unauthorized Leave**

Defined as the inability of the employee to report for work without prior permission and/or valid reason. Leaves taken when application for leave has been denied or those taken for valid reasons but are not covered by a properly accomplished leave of absence form and attachments of required supporting documents are considered unauthorized and will be considered as absences.

### **5.3.3 Absence without official leave (“AWOL”) / Vacation on Post (“VOP”)**

An employee is deemed to have committed a serious breach of discipline if he is continuously absent from work for more than two (02) days without intimation.

The Departmental Head / Supervisor will inform the HR Department whenever an employee is absent without leave. After the second day of absence without intimation, the HR Department should send a written message to the employee stating that he should report for work immediately. If the employee does not turn up in response, the HR department should dispatch a registered letter / show caused in written stating that if the employee does not respond immediately on receipt of the same it will be presumed that he has terminated his contract voluntarily.

In the event he/she reports to work either in response to the company’s messages or on his /her accord, action taken accordingly by the Management.

### **5.3.4 Abandonment**

Abandonment is the severance of the employer-employee relationship by the employee without the approval of the employer.

## **5.4 Tardiness / Late Attendance**

Tardiness is late arrival not exceeding one (1) hour in scheduled reporting time. Tardiness with duration of one (1) hour but not longer than four (4) hours will be treated as “Under-time”. It should be noted

that in any event, an employer is entitled to make proportionate deductions from the salary on account of late attendance. Tardiness of one (1) minute or longer, regardless of what portion of the workday or work shifts it was incurred, shall result in a deduction from salary or wage. Corresponding deduction from the employees' salary shall be proportionate to the incurred number of minute(s)/ hour(s) of tardiness.

An employee shall be considered late if he arrives after his/ her scheduled official work time. Should the employee be late because of an unforeseen emergency, the employee must contact and notify his/ her immediate supervisor at least an hour before his/ her work shift. Three (3) accumulated tardiness in a month regardless of the time shall be considered habitual tardiness.

For purpose of this provision, emergency does not include oversleeping, traffic jam, unavailability of the house helper and other unjustifiable grounds.

## **5.5 Under- time**

Under-time means reporting for work one (1) hour but not more than four (4) hours after the scheduled reporting time and/or leaving the work place at a time earlier than the regular quitting time. A half-day or half-shift of work is considered under-time.

An employee who intends to work under-time must first obtain the approval from his immediate superior using the prescribed Leave form and submit the same to the office of the HRD.

## **VI. SALARY AND COMPENSATION**

The Company ensures that employee's remuneration is commensurate to his education, experience, demonstrated ability/knowledge, job performance, position and potentials. Moreover, the Company provides a compensation package which is at par, if not above, company Salary Structure.

### **6.1 Components of Compensation**

The total compensation package of employees may consist of the following components:

#### **1. Basic Salary**

The fixed monthly salary forming the core part of an employee's compensation. Used as the basis for statutory contributions such as EPF/ETF, and gratuity.

## **2. Transport / Travel Allowance**

Employees may be provided with a Transport allowance to support commuting costs, considering fluctuations in fuel and transport expenses in the country. This allowance is considered a temporary / variable benefit and may be revised at the discretion of the Management, depending on economic conditions. Therefore, is not subject to EPF/ETF, or gratuity. The applicable amount and eligibility are aligned with the company's compensation framework and may vary according to the employee's role and level of responsibility.

## **3. Other Allowances**

Depending on client / project requirements, employees may be entitled to additional allowances (e.g., shift allowance, mobile allowance).

## **4. Overtime Pay**

Non-Permanent Employees are eligible for overtime payments. Overtime will be paid according to statutory regulations and or client billing agreements for hours worked beyond standard working hours.

## **5. Festival Advances**

All confirmed status employees, regardless nationality, are eligible for this benefit for a major festival or religious celebration observed in their home country or culture.

Confirmed employees may request the festival advance up to 30% of basic salary subject to management approval. Advances will be deducted from the subsequent months' salary in three equal installments.

## **6. Statutory Deductions & Contributions**

- Employees' Provident Fund (EPF): 8% employee contribution, 12% employer contribution.
- Employees' Trust Fund (ETF): 3% employer contribution.
- Stamp Duty: LKR 25/- employee contribution.
- Income Tax (PAYE): Do not apply to the employees working under companies registered with the Colombo Port City Economic Commission (CPCEC).

## **7. Leave & Absence Deductions**

Deductions will apply for unpaid leave, no-pay leave or unauthorized absence, tardiness etc.

## 8. Other Deductions

Only with employee's written consent (e.g., festival advances, welfare contributions etc).

### 6.2 Schedule of Payment of Salary

Payroll period runs from the 1<sup>st</sup> to end of the month. Payroll will be processed on a monthly basis, and salaries will be credited on the **25<sup>th</sup> of each month**. In the event that the 25<sup>th</sup> falls on public, bank or mercantile holiday or during a weekend, salaries will be paid on the preceding working day.

#### *Notes:*

- 1. New joiners who join on or before 15<sup>th</sup> of the current month will be eligible to receive their first month's salary within the same month and joining on or after 16<sup>th</sup> of the current month, will receive their first month's salary in the following month along with the arrears.*
- 2. Tardiness and / or absences deductions – Records from the previous month will be applied to the current month's payroll.*

The salary shall be paid directly to the official payroll bank account of employee. The e-payslip and password emails will be sent by HR Payroll team. Please use the provided password to open the e-payslip.

### 6.3 Payroll Coverage

Employees are expected to accurately record their hours by means of Company's attendance monitoring system. Hours include all time spent on the job performing assigned duties. Employees are responsible for promptly reporting of corrections before their hours are submitted to the HR Department, in order to ensure correct pay. Altering, falsifying or tampering with time records may result in corrective action up to and including termination of employment.

If there is an error or discrepancies in the amount of pay, the employee should promptly inform the supervisor or HR Department. If the same was determined to be an error, the corrected adjustment on the next regular scheduled payroll.

All statutory payments/contributions will be deducted from each month's payroll and paid to the respective statutory bodies in the following month, in accordance with the stipulated timelines. Please refer to Section VI for the types of statutory payments.

Corresponding deductions shall be made to cover the accumulated minutes and hours of tardiness and/or absences not covered by approved leave of absence.

## **VII. OVERTIME, HOLIDAY AND REST-DAY PAY**

### **7.1 Overtime**

Overtime work refers to:

- Authorized work rendered by employees in excess of the regular 8 working hours per day and 45 working hours per week excluding one hour of meal and tea breaks
- Work rendered during rest day / weekly holidays
- Work rendered during special and regular non-working holidays

#### **7.1.1 Overtime Authorization Approval**

Overtime (OT) work may be performed only upon prior written request and authorization. The requesting supervisor must accomplish the OT requisition form and submit to the manager for endorsement to the office of the HRD. The request must stipulate the name of employees who will render OT, duration of work, and justification or reason for extending work hour. Unauthorized OT shall not be compensated by the company; rather, a disciplinary action shall be imposed if warranted.

#### **7.1.2 When Payable**

To provide ample time in facilitating payment of OT rendered by the employee, Overtime from the previous month will be paid in the next month's payroll.

##### **7.1.2.1 Night Shift Differential**

HTS recognizes the additional effort required for working night shifts. As part of the overall compensation package, a **night shift allowance** will be considered for employees scheduled to work during designated night hours.

## 7.2 Holidays

Employees are entitled to the following holidays:

- **Weekly holidays:** In line with the Shop & Office Employees Act, all employees are entitled to 1.5 days of holidays each week.
- **Poya Days:** All Full Moon Poya Days.
- **Statutory Holidays:** 8 Holidays declared under the Act
- **Mercantile Holidays:** As declared by the Government each year and observed by the Company.

Bank holidays and some public holidays declared by the Government are not automatically holidays in the private sector and will not apply unless specifically announced by the Company.

The company will publish an Annual Holiday Calendar at the beginning of each year for the convenience of employees. Certain religious holidays will be applicable only to employees of the relevant religion.

Employees will be notified in advance of any changes or additional holidays declared by the company.

### 7.2.1. Weekly Holidays

Harbour Tech Solutions opts to work for 5-day week and consider Saturday and Sunday as official weekly holidays. Employers retain the right to adjust these holidays based on business needs, provided compliance with the Act is maintained.

For employees working on shifts and rosters, whose weekly holidays fall on different days, those days will be treated as their weekly holidays instead of Saturday and Sunday.

The particular Department shall prepare a roster before the commencement of the month in which the relevant rest days fall, informing the employee of the days appointed to be his weekly holidays.



### **Payment for Weekly Holiday**

The employees who work on weekly holidays will be paid **1.5 times** their normal **hourly rate** of pay for the **hours worked** and in addition be granted a day off in lieu to be taken within the ensuing week.

### **7.2.2 Statutory Holidays**

Employees are entitled to all statutory holidays declared annually by the Government of Sri Lanka.

### **Payment for Statutory Holiday**

An employee who is required to work on a statutory holiday, the employee will receive a day off in lieu on or before 31<sup>st</sup> December of that year instead of extra payment.

### **Working on Weekly holiday overlapping with statutory holiday**

If a statutory holiday falls on an employee's weekly holiday, the employee will be given a replacement weekly holiday (usually the next working day) within the same week or within the following week.

In addition, HTS will pay double the daily wage for the statutory holiday.

The 8 statutory holidays declared are:

1. Tamil Thai Pongal Day
2. The National Day
3. The day immediately prior to the Sinhala & Tamil New Year
4. The Sinhala & Tamil New Year Day
5. May Day
6. The day immediately succeeding the "Wesak" Full Moon Poya Day
7. Milad Un Nabi Birth Day
8. Christmas Day

### **7.2.3 Full Moon Poya Day**

Every full moon Poya Day is a public, bank and mercantile holiday. Employees are entitled to a paid holiday on Poya Days.

### Payment for Poya Day

Employees required to work on a Poya Day will be paid an additional 1.5 days' wage.

### Working on Poya Day overlapping with Statutory holiday

If a Poya Day falls on statutory holiday, the employee will be given a replacement holiday on or before 31<sup>st</sup> December of that year.

### 7.2.4 Calculation Table for Holiday Payments & Lieu Leave:

Situation & Name of the Allowance If Pay via Payroll	Payment Entitlement & Calculation	Lieu Leave Entitlement
Working on weekly holidays (Weekly Holiday Allowance)	Entitled for the payment.  Calculation: Hourly rate x 1.5 times x No. of hours worked	Yes
Working on a Poya Day (Poya Day Allowance)	Entitled for the payment.  Calculation: 1.5 Times Daily Wage (Subjected to EPF/ETF)	No
Working on a Statutory Holiday	Not entitled for the payment.	Yes
Working on Weekly holiday overlapping with statutory holiday (Weekly & Statutory Holiday Allowance)	Entitled for the payment.  Calculation: 2 Times Daily Wage (Subjected to EPF/ETF)	Yes
Working on Poya Day overlapping with Statutory holiday	Not entitled for the payment.	Yes

- *Daily Basic Salary = Basic Salary / 30 Days*
- *Hourly Rate = Basic Salary / 240 Hours.*
- *240 Hours = 30 Days per month x 8 Hours per Day.*
- *30 Days is fixed for a month as per the Shop and Office Act*

## **VIII. PERFORMANCE EVALUATION & MERIT SALARY INCREASES**

Performance Appraisal may be defined as the method by which through observations by the appraiser, the individual worker's efficiency in performing his duties and responsibilities during a given period is evaluated on the basis of pre – determined performance standards mutually set by the employee and the supervisor.

It monitors and measures individual productivity and reinforces performance with rewards.

### **8.1 Basis for Salary Increase**

All employees are expected to perform their respective tasks at the highest possible levels of their individual capabilities, training and skills. A superior work performance level results in higher efficiency and productivity and justifies the compensation the employees receive for their services. On the other hand, poor work performance serves as a weak link in the organization and creates an unfair situation for other employees who have superior contributions to the total organizational effort and performance. Meritorious performance is the basis for increased remuneration from the Company.

### **8.2 Performance Evaluation**

An employee's work performance is evaluated and rated by his immediate superior by end of the company's financial year. The factors used to appraise an employee's performance are productivity/ quality output, supervisory/ managerial skills and Work attitude.

### **8.3 Performance Evaluation System**

- The immediate Supervisors together with the employee and the Department Manager must conduct a performance appraisal to evaluate the performance of the employee according to the factors in the rating sheet. This shall be forwarded to the HR Department for the approval of the Management.
- A Confirmed Employee, who has served the Company for one year or more, shall be appraised by his/ her Immediate Supervisor and Department Manager once a year.

- A Probationary Employee shall be appraised at least twice within his/ her six-month probationary period by his/ her Immediate Supervisor and Department Manager. The Management may conduct additional appraisal as needed. The maximum probation period can be 9 months including 6 months and 3 months. If performance is not satisfactory level supervisor can extend the probation by another 3 months. Any probationary employee, however, may be terminated on any month within his/ her probation period for any of the causes mentioned in his Probationary Employment Contract or for failure of the Employee to satisfy the criteria or standards for his/ her regularization or continued employment as made known to him/ her at the time of his/ her employment.

#### **8.4 Performance Cycle**

- Goal Setting – At the beginning of the year/period, employees and managers agree on clear, measurable goals.
- Mid-Year/Interim Review – Progress review and feedback session to realign objectives if necessary.
- Year-End Review – Formal assessment of performance against agreed goals and competencies

#### **8.5 Performance Ratings**

Performance may be rated according to defined categories (e.g., Meets Expectations, Exceeds Expectations, Needs Improvement). These ratings guide decisions related to training, development, promotions, and rewards.

#### **8.6 Career Development Plans & Support**

Employees are encouraged to discuss career development plans with their managers. Where performance gaps exist, managers will provide support through coaching, training, or performance improvement plans (PIP).

### **IX. LEAVE PRIVILEGES**

Upon submission of duly filled-out Leave Application Form, the following leave privileges may be enjoyed, subject to guidelines and conditions set herein:

## 9.1 Annual Leave & Casual Leave

The leave entitlement will be based on the calendar year (January to December) in accordance with the Shop and Office Employees Act.

At end of the **first year** of employment, the employee qualifies for **proportionate leave** as follows to be taken in the **following year**.

If Joined Between	Annual Leave Eligibility for Current Year / 1 <sup>st</sup> Year	Annual Leave Eligibility for Following Year / 2 <sup>nd</sup> Year
Q1: 1 <sup>st</sup> January – 31 <sup>st</sup> March	Nil	14
Q2: 1 <sup>st</sup> April – 30 <sup>th</sup> June	Nil	10
Q3: 1 <sup>st</sup> July – 30 <sup>th</sup> Sep	Nil	7
Q4: 1 <sup>st</sup> Oct – 31 <sup>st</sup> Dec	Nil	4

An employee is eligible for 14 days of annual leave from the third year onward, irrespective of their date of joining.

## Casual Leave

Employees are entitled to 7 days of casual leave per calendar year. In the **first year** of employment (January to December), **01 day's** leave for **each completed two months** period.

Casual leave is for urgent or unforeseen personal matters and it cannot be carried forward or encashed.

## 9.2 Sick Leave

An employee is entitled to seven (07) days' sick leave with pay per calendar year. Sick leave must be filed immediately upon return to work and must be accompanied by a medical certificate, stating the nature of sickness and fitness status if an employee is absent for more than two (02) days. Should the employee who went on sick leave failed to submit such document, the Management will deny the request and absence will be automatically be considered without pay; rather, a disciplinary action shall be imposed if warranted.

Sick leave can be utilized only after confirmation in the position, and during the first calendar year of employment, it will be granted on a pro-rata basis.

### **9.3 Emergency Leave**

In cases of absence due to emergency reasons, employee must notify his immediate supervisor about his absence before the start of his work shift. In this case, the employee is required to present supporting document/s and must accomplish and submit “Emergency Leave” form upon his return to work. Absences, which can be considered as emergency, are as follows:

- A. Death, serious illness/sickness, injury or accident of an immediate member of the family, including spouse, children, parents, brothers and sisters, grandparents and grandchildren. The Management, however, may consider other relatives on a case-to-case basis.
- B. Natural calamities (i.e., fire, earthquakes, flood, typhoon, etc.) resulting in serious damages and/or dislocation to the employee and his immediate families.

### **9.4 Maternity Leave**

Female employees who are covered under the Shops and office employees (Regulation of employment and remuneration) Act, are entitled for maternity leave of 84 working days for any live child birth. This can be obtained as 14 days prior to the confinement and 70 days after the confinement.

Similarly, a female employee will be entitled to 42 working days of leave in total if the confinement does not result in birth of a live child, or in the issue of a viable foetus.

#### **Nursing Intervals**

A female employee, who is nursing a child under one (1) year of age, shall be entitled for nursing intervals within the normal working day i.e. within a period of nine (9) hours as follows, until the child is one (1) year old.

The nursing intervals shall be allowed in addition to any interval for meals or rest allowed for such employee and shall be regarded as time worked within her employment.

She shall have notified the employer within one week of confinement.

### **9.5 Paternity Leave**

Paternity leave is granted to a married male employee to allow him to earn compensation for five (5) work days without reporting for work, provided that his lawful wife has delivered a child or had a

miscarriage, for the purpose of lending support to his wife during her period of recovery and/or the nursing of the newly born child, provided further that the following are duly accomplished.

- A. Employee must notify the Management of the pregnancy of his wife and her expected date of delivery by accomplishing Paternity Notification Form accompanied by a copy of his marriage contract.
- B. Submit a copy of birth certificate of his newly born child or death certificate in case of miscarriage duly signed by the attending physician.

## **9.6 Bereavement / Funeral Leave**

In the event of a death in the immediate family, an employee shall be granted three (3) working days paid leave of absence for purposes of attending the funeral, attending the burial, or dealing with the immediate grief caused by the death of immediate family member.

The term “immediate family” is defined as the following and applies both to the family of the employee and the employee’s spouse:

- Child (including foster child and step-child)
- Spouse
- Sister
- Brother
- Parents (including foster parents with Legal documents)

The employee shall make every effort to notify the Employer in a timely manner of the need to be absent because of the bereavement leave and, upon returning from such leave, will confirm the reason leave was taken on a form provided by the Employer.

## **9.7 Election Leave**

All employees regardless of nationality, are entitle to election leave maximum 1.5 days to participate in national or local elections in their country of citizenship. Leave must be granted upon written request by the employee. If voting can be completed online or remotely, election leave will not be required or granted for those employees.

The leave is considered special leave with full pay and does not affect annual or casual leave entitlements.

The minimum duration of leave is based on the distance between the employee's workplace and their polling station. HR will communicate the applicable leave duration to all staff in a timely manner.

Employees must submit a written leave request in advance to obtain approval, in accordance with the Presidential Elections Act No. 15 of 1981 and the Parliamentary Elections Act No. 1 of 1981.

### **9.8 Other Leaves granted by Law**

No-pay may be granted at management's discretion once all paid leave entitlements are exhausted and may be approved by management on a case-by-case basis.

### **9.9 Half a Day's Leave**

Employees may take half-day leave, counted as half of a day's leave from their entitlement. For morning half-day leave, employee must report to work by 12.30 p.m. For afternoon half-day leave, employee must work until 1 p.m.

### **9.10 Muslim Employees – Jumma Prayers Time**

Extra half (0.5) hour's leave on Fridays to attend Jumma prayers to be granted at the discretion of the Management. It is usually added on to the lunch interval.

### **9.11 Leave Entitlement for Probationers**

As per the Shop and Office Act, probationers would be entitled to the normal leave entitlements of an employee.

Leave entitlements are applicable based on the calendar year (January to December), commencing from the first calendar year of employment.

- During the first calendar year of employment (January to December), probationers are eligible for casual leave entitlement as per the Act.
- From the second calendar year of employment onward, if an employee is still on probation from the previous year, they will be eligible to utilize proportionate annual leave and 7 days of casual leave, in line with the Act.
- Apply for leave in advance and only for genuine reasons.



Excessive absenteeism during probation may negatively impact confirmation.

## **X. OTHER EMPLOYEE BENEFITS**

The Company gives its employees the fruits of their labor through the benefits as prescribed by law. However, company may modify or upgrade or totally discontinue any benefits granted herein depending on prevailing conditions.

### **10.1 Medical Benefits**

The company provides comprehensive medical insurance coverage to all employees effective from their date of joining. Medical benefits include medical, surgical, optical, and dental services, available as out-patient or in-patient care, at no cost to the employee up to the specified coverage limit. These benefits are accessible when services are rendered by the health care provider's accredited doctors, hospitals, and clinics. Availment of health benefits is subject to compliance with the health care provider's requirements and procedures. Employees must coordinate with the HR Department for guidance on the availment process.

### **10.2 Performance-Based Incentives**

A monetary gift or bonus provided to an employee based on exemplary performance and contributions to the accomplishment of his/ her department's overall targets and commitments. This is given as a way to entice him/ her to continue delivering positive results. The amount available for such bonus is not fixed and will depend on the savings incurred by the Company. The determination of the employees entitled to this benefit is under the discretion and prerogative of the Management, supported by the employees' respective performance evaluation records.

### **10.3 Monetized Annual Leave Balance**

Unused annual leave balance is converted to cash every after the calendar year. HTS widely promotes work life balance wherein employee's health is our number one priority.

## **10.4 Marriage Leave**

The Company grants an employee who is getting married five (5) consecutive days paid leave for his/ her marriage. In this regard, the employee must coordinate with his/ her immediate supervisor and the HRD for the ailment and scheduling of this leave. Employees who contract marriage for the second time are not entitled to this benefit.

## **10.5 Transport Facilities & Welfare**

### **Employment of Female Employees During Night Hours**

In line with the amendments to the Shop & Office Act (2024) on the regulations of employment of women, Harbour Tech Solutions has established the following guidelines for female employees:

Female employees working beyond 10 p.m. are entitled to facilities in compliance with the Act, including transport, security, meals, and rest facilities.

### **Employees Working on Night Shifts / Late Night Transport Facilities**

The company ensures compliance and legal requirements by providing safe transportation for employees working on shifts after 8 p.m.

Transport will be arranged for both male and female employees from office to home (registered residence), after 8 p.m. up to a maximum of 45 km as per the shift requirements.

If late working is required or any exceptions regarding transport should be reported to the HR department immediately.

## **XI. TRAINING AND DEVELOPMENT**

Harbour Tech Solutions is committed to fostering an environment that encourages each employee to seek opportunities for professional growth and enrichment. The Company seeks to identify training and development opportunities geared towards optimum improvement of employee's job performance and competencies in current and/ or prospective positions.

## **XII. AWARDS/ PROMOTIONS**

While the company is inclined to provide additional compensation by way of reward and promotion, the basis and mechanics of which shall be decided upon determination overall profitability of the operations. All employees, however, are assured that one of the missions of the company is to provide adequate compensation for its employees to uplift their standard of living. A notice shall be disseminated prior to implementation of the same.

### **XIII. RESIGNATION PROCEEDURE**

Should a confirmed employee wish to resign from the Company, he/she must give one month's written notice. This allows the employee to fulfill current client responsibilities and provide time for the Management to recruit a suitable replacement for the job. The resigning employee must be cleared from money and property accountabilities prior to release of final pay. He/she is not entitled to any benefits, except those that are mandated by the law, if any.

Employee who wishes to resign from their employment must provide written notice of resignation addressed to their immediate supervisor / Head of the Department.

#### **13.1 Leave applicability or utilization during notice period**

Any outstanding annual leave balance can be used to shorten the notice period. However, the grant of leave prior to a resignation becoming effective is not automatic, and where the Management is unable to permit an employee to avail himself of his leave before the effective date, as required by the Shop & Office Employees' Act payment will be made for such leave.

In the event of any employee refusing to comply with the request to work till the effective date of resignation, the employee concerned would be deemed to have terminated his contract of employment from the date on which he /she refuses to report for work, and this would mean that there would be no further liability to make payment against his unutilized annual leave.

In addition to the balance annual leave for current year, employee is entitled to take earned leave for the year of termination at the rate of 1 day for each month. If the resignation effective date is on or after 30<sup>th</sup> October, the employee will be entitled to the full 14 days earned leave under shop and office employees Act.

However, earned leave cannot be utilized to decide the resignation effective date and will be encashed through the final settlement. Employees are expected to continue to perform their duties responsibly and handover all work and company property such as, laptop and other devices, Staff ID etc.

#### **XIV. RETIREMENT**

The Minimum Retirement Age for Sri Lankan working for private sector is 60 years. An employee may, at the discretion of Management, be offered employment beyond the age of 60 on a separate fixed-term contract.

#### **XV. TERMINATION OF EMPLOYMENT**

##### **15.1 With Due Cause**

Upon determination of the company to terminate the employee for reasons as determined in the Shop and Office Employees Act in Sri Lanka., Termination the employment due to unsatisfactory performance during probation, vacation on post (VOP) or abandonment and on disciplinary background covers termination with due cause. The Management may issue a termination notice, subject to the standard procedure of the Shop and Office Employees Act. Remuneration must be paid in a timely manner as stipulated by law, including the final salary and applicable statutory benefits.

##### **15.2 Without Due Cause**

Should the company decide to terminate the employment contract of an employee for any reason other than stated above, the employee shall be entitled to separation pay / compensation plus all other benefits provided by the Acts Law.

##### **15.3 Final Settlement on Resignations / Retirements**

The employee's final dues, including salary, encashment of unused leave (if applicable), and other entitlements, will be processed upon completion of the notice period and clearance of all company property.

Final settlement will be processed **on or before 10<sup>th</sup> of the following month.**

#### **15.4 Claiming EPF/ETF on Resignation / Retirement / Termination**

**EPF / ETF:** All employees contributing to the statutory EPF and ETF schemes are eligible. The HRD will assist employees during the notice period in completing the EPF /ETF forms as applicable. The completed forms will be handed over to the employee after the effective date of resignation upon completion of final payment.

Employees can claim their EPF/ETF once the company has transferred the contributions to the respective statutory bodies, which will be done in the month following the effective date of resignation by following the statutory guidelines.

The Employees' Trust Fund (ETF) is an additional benefit funded by employers to provide extra financial support and welfare benefits to employees.

The Employees' Provident Fund (EPF) is a mandatory retirement savings scheme where both employer and employee contribute to ensure financial security after employment.

#### **15.5 Claiming EPF/ETF on Resignation for Foreign Employees:**

If a foreign employee is required to leave the country shortly after the resignation effective date, the company will not deduct EPF/ETF contributions from the last month's salary; instead, these will be included in the final salary payment. The employee can then submit the EPF/ETF claim forms directly to the respective statutory bodies immediately after the resignation effective date.

If an employee is unable to remain in Sri Lanka to claim EPF/ETF, they may authorize a nominee to handle the submission and the collection of documents through a notarized Power Attorney (POA). The nominee must present the POA along with the completed claim forms to the relevant statutory bodies.

The cost of POA process to be borne by the employee.

#### **15.6 Necessary Supporting Documents for EPF / ETF**

Resignation acceptance letter or if on FTC, a letter for ending the contract, a copy of NIC or passport, Bank account details proof, a copy and original of B card copy should be presented along with the EPF/ETF forms.

## 15.7 Processing Times for EPF/ETF Claims

Generally, it takes about 3 weeks for EPF / ETF claims to be processed and credited to the employee's bank account.

## 15.8 Claiming Gratuity on Resignation / Retirement / Termination

Employees including non-resident employees who have completed 5 or more years of continuous service are eligible for gratuity as per the payment of Gratuity Act. The gratuity amount is typically based on the last drawn basic salary and the number of completed years of service.

**Calculation:**  $(\text{Basic Salary} / 2) * \text{Number of completed years of service}$

**Payment Timeline:** As per the Payment of Gratuity Act, the gratuity to be paid within 30 days from the resignation effective date.

**Note:** employees who are terminated due to misconduct are eligible for gratuity and claiming EPF/ETF.

## XVI. GENERAL RULES

Every employee is expected to be a law-abiding individual, ethical and diligent member of the Company. They are expected to obey the Company's rules and regulations, policies and procedures, guidelines as to the code of conduct and discipline. Every employee is also expected to assist and contribute to the achievement of the Company's goals, mission and vision.

It is the duty of all employees, regardless of agreement and rank, to abide by the rules and foster a coherent, respectful and synergistic working environment. Subsequent to the standard orientation provided to HTS employees, it shall be their responsibility to further familiarize themselves with the contents of this handbook. Moreover, they are duty-bound to keep abreast with the necessary adjustments, improvements, modifications and other developments of this handbook. In view of the foregoing, all HTS employees must read and understand this handbook by heart.

These are general statements of what employees are expected to do. It serves as a guide to good conduct and proper behavior inside Company premises.

### **ALL EMPLOYEES SHOULD:**

1. Know Company rules and regulations. Ignorance is not an excuse for noncompliance.
2. Obey Company rules, regulations and reasonable instructions. Smooth and well-ordered operation makes work light and easy.
3. Report for work regularly. Avoid unnecessary absences. Ask permission when you cannot report for work. Have valid reasons for absence.
4. Be on time. Punch in the time you arrive and leave work. Use the Biometric or finger print system properly. Start work promptly. Be honest.
5. Employees are required to wear formal or smart casual clothing during office hours. Wearing of short pants, sleeveless shirt, sandals and slippers are not allowed.
6. Chatting, idle conversation, boisterous laughter, shouting, whistling, running, and other distracting noise are strictly prohibited.
7. Turn-off machines, computers, air condition, lights and other electrical equipment when not in use or after using. The last person/s to leave the area shall be responsible for doing so. Except for electrical equipment which, authorized personnel only are allowed to turn off and turn on or manipulate.
8. Give your best effort in your job. Do it well. Let us produce high quality services and yes, we can do it!
9. Observe work schedules and breaks. Avoid unnecessary interruptions.
10. Be nice, courteous and polite. Respect one another. Act like a gentleman/lady.
11. Avoid drugs and alcohol. Be in top physical and mental condition at work.
12. Never bring explosives, firearms and deadly weapons to work. These are not needed here.
13. Observe safety rules. It is nice to stay alive.
14. Keep our premises clean. Stay healthy. Consult a physician when needed.
15. Love the Company. Promote company goals and objectives. Avoid any act to prejudice its interest.
16. Love Sri Lanka. Obey the laws and support democracy.
17. Respect all faiths and beliefs Be morally strong.

## **PART II. EMPLOYEE CONDUCT & STANDARDS**

### **XVII. EMPLOYEE RESPONSIBILITY**

It is the responsibility of each and every employee of the Company to build and maintain a prestigious corporate image and good relations with Company clients in particular, and the public in general.

Employees are expected to work in a responsible and professional manner, avoiding any conflict of interest, maintaining the confidentiality of Company information, and working towards a positive and effective environment for all employees.

## **XVIII. EMPLOYEE COURTESY AND DECORUM**

Employees must observe courtesy and proper decorum when dealing with other people, especially customers inside the company premises. Avoid engaging in conflict through discourteous behavior, rather observe modesty and professionalism. Violators will be dealt with accordingly.

## **XIX. GROOMING AND DRESS CODE**

The Management expects employees to dress appropriately in smart casual attire. The objective is to enable the employees to work comfortably in the workplace in a relaxed yet professional manner. Thus, all employees are expected to observe the following rules:

- Always wear clean, presentable and decent clothes. Employees are likewise expected to be properly groomed. The Management allows trousers, pants, skirts, jacket, modest jeans or denim, modest shirts, blouses, non-sports jackets. However, overly ripped or frayed pants that shows off too much skin and sleeveless shirts are not allowed.
- Clothing should be ironed and not wrinkled.
- For footwear, employees must always wear socks and closed shoes. Wearing of flip-flops or sandals to work are prohibited.
- Wash hands before working on the computers.
- Such other rules that may be issued by Management.

## **XX. PERSONAL HYGIENE AND GOOD HABITS**

Maintaining good personal hygiene and practicing positive daily habits are essential for a healthy and professional workplace. This guide provides new employees with practical steps to ensure cleanliness, professionalism, and well-being at work.

### **1. Body Hygiene**

Good body hygiene helps prevent illness, promotes confidence, and ensures comfort for yourself and others.



Key practices include:

- Bathe or shower daily to remove sweat, dirt, and bacteria.
- Wash hands regularly, especially before meals and after using the restroom.
- Brush teeth at least twice daily and maintain oral hygiene.
- Trim nails regularly and keep them clean.
- Wash hair regularly to maintain cleanliness and neatness.
- Wear clean, fresh clothes and undergarments daily.
- Use deodorant or antiperspirant to control body odor.

## **2. Workplace Hygiene**

Maintaining hygiene in the workplace contributes to a healthier and more pleasant environment.

- Keep your workspace clean and organized.
- Dispose of waste properly.
- Sanitize your hands and desk regularly.
- Avoid eating strong-smelling food at your desk.

## **3. Healthy Habits**

In addition to hygiene, adopting healthy habits improves productivity and well-being.

- Stay hydrated by drinking plenty of water.
- Eat balanced and nutritious meals.
- Get adequate sleep to stay focused and energized.
- Exercise regularly to maintain good health.
- Manage stress through relaxation techniques or mindfulness.

## **4. Professional Etiquette**

Professionalism goes hand in hand with hygiene and habits.

- Dress appropriately according to company guidelines.
- Be punctual and reliable.
- Communicate respectfully with colleagues.
- Practice good manners in meetings and during interactions.

By following good hygiene practices and healthy daily habits, employees contribute to a respectful, professional, and healthy workplace. Small efforts in personal care and professionalism lead to a positive impact on your career and the company culture.

## **XXI. SOCIAL VISITS AND TELEPHONE CALLS**

Social visits and personal calls are not allowed, since these may cause delay and interruptions in the performance of duties. Immediate superiors are required to ensure that such conditions do not take place in his/her area of jurisdiction. Personal use of cellphone while work is strictly prohibited! Thus, as much as possible, entertain social visits and personal calls during break time.

## **XXII. COMPANY PROPERTIES**

All company properties are intended for business use. As such, personal use of any and all properties and supplies are strictly prohibited. Computers, telephones, fax machines, and similar equipment should not be used for personal purpose, unless during emergency cases, and with consent of the Management. Stealing of Company supplies and materials are subject to disciplinary action, and shall be dealt with accordingly. Likewise, allowing others to have knowledge of employees' respective network passwords either for computer files or safe vault is strictly prohibited.

Unauthorized use of computers for purposes of accessing other employee's files, without consent of the concerned party is strictly prohibited. Similarly, confidential printed documents shall not be read unless authorized. Alteration, deletion, copying, retrieving of Company files without consent is considered grave offense and will be subject to, at the most and depending on the result of investigation, immediate removal from job.

## **XXIII. PERSONAL RECORDS**

Each employee has personal records kept in personal file. The purpose of maintaining personal records include but not limited to contact address during emergency cases, employee benefits and compensation, rewards and disciplinary actions. It shall be the responsibility of the employee to update the personal file in case of any change on his personal data, to wit:

- Name
- Home address and telephone number(s)

- Marital Status
- Number and name of children and other dependents
- Beneficiaries of the employee's benefit plan
- Name of person to notify in case of emergency, and
- Any important medical condition (e.g. allergies, specific disabilities, etc.) which the Company may need to know.

### **23.1 Confidentiality of Employment Records**

All employee personal files are considered as the properties of the Company. Only representatives from the Human Resources ("HR") Department, Managers, Supervisors and Management personnel with valid reason are allowed to view employee's information.

### **23.2 Procedure for changing/ updating Personal Data /Request for Information / Letters:**

All employee requests, including but not limited to letters, clarifications, and related HR documentation, must be submitted to HRD through an email. This process ensures that requests are properly tracked, processed in a timely manner, and handled in line with company policies.

Employees are encouraged to use the portal for,

- Employment verification letters
- Salary or service-related letters
- Clarifications on policies, benefits, or procedures, any other HR related requests
- Personnel Data changes

## **XXIV. CONFIDENTIALITY**

Confidential information is the property of the Company. No employee is allowed to divulge or use for his or her benefit any confidential information that belongs to the company or its clients, which may include, but is not limited to, financial information, any information not generally available to the public, etc.

All employees should make reasonable efforts to secure confidential information in a manner that will prevent disclosure to anyone who is not privileged to view it. Under no circumstances will any associate be allowed to remove any confidential documents and paperwork that rightfully are the property of the Company. If the employee leaves the company for any reason, including retirement,

he/she must return all documents and records (which are company property) in his/her possession to the Company and must not disclose any confidential information.

Any action that results in confidential information coming into the possession of any competitor, or anyone unprivileged to view the information, will be dealt with accordingly. Moreover, employees should not obtain another company's trade secrets or confidential information by improper means.

## **XXV. SOLICITATION AND DISTRIBUTION**

The distribution of non-work required materials or literature on Company property by employees is prohibited during their working time and it is prohibited at any time in working areas. Solicitation is prohibited during working time.

## **XXVI. OUTSIDE EMPLOYMENT/ CONFLICT OF INTEREST**

Employees should not, directly or indirectly engage him/herself to any employment, business or any interest that is in conflict with the company's operation. Should he/she determine to engage in a business or part time job that may be considered in conflict with the Company's business, he/she should notify the Management of such action and the management may decide whether to allow such interest and retain the employee or relieve him/her for a cause from work.

### **26.1 Employment of Relatives / Working Relations**

Employees must disclose if they have relatives or family members working within the company. Relatives cannot be placed in direct reporting lines or positions where one has authority over the other. Employees must not be involved in decisions that directly impact the employment status or conditions of their relatives.

Employees must maintain professionalism in the workplace, avoid favoritism, and ensure that personal relationships or external business interests do not compromise company integrity or confidentiality. The company reserves the right to review, approve, or decline any outside employment, and adjust roles to avoid conflicts of interest in cases involving relatives or personal relationships. Violation of this policy may result in disciplinary measures, up to and including termination of employment.

Definitions of Relatives – Spouse, Parents, Siblings, Children, In-laws, domestic partners, etc.

## **XXVII. PROBLEMS AND QUESTIONS**

An employee who has problem or complaint during or following the employee's employment should discuss the situation immediately with the employee's immediate superior. He or she can also report to the HRD in case the problem cannot be resolved at the level of his/her immediate superior.

## **PART III. DISCIPLINARY POLICY**

### **XXVIII. POLICY FOR HANDLING DISCIPLINARY PROCEEDURE**

Employee discipline is the moral foundation to attain company goals and objectives. It also makes work light and easy.

Employees must know what they can and cannot do within Company premises and during Company time. They must know what happens in case of failure to observe standard and prescribed conduct and behavior. Those who violate the provisions of this Policy shall be treated fairly and justly and should be afforded the due process of law.

A disciplinary system is not meant to punisherring employees. It is more to guide them in becoming a productive member of the Company. It aims to correct below standard ways which hamper operations. Discipline helps individuals to develop and mature.

A self-disciplined employee is an asset to the Company because the disciplined worker thinks and acts for the good of the Company, co-employees and others - not just for himself.

Discipline is the concern of all. However, managers and supervisors are expected to be at the frontline. They should motivate employees to abide by these rules. Initially, personal guidance and counseling must be initiated by Managers and Supervisors when an employee shows inability to observe a certain rule of conduct or behavior. However, if after a series of counsels and or warnings, an employee continues to ignore rules, the supervisor or manager concerned shall take necessary corrective actions.

The HRD - Employee Relations provides advice and assistance in the proper implementation and maintenance of company discipline.

## 28.1 DISCIPLINARY PROCEDURE

In the case of certain offences committed for the first-time **minor misconduct**:

- a) If the misconduct reported is not of a serious nature, the Head of the Department should summarily deal with it by warning the employee verbally and thereafter having this recorded in writing and obtaining the signature of the employee,

Or

- b) If it is considered that a verbal warning is inadequate, or where further investigation is necessary, the Head of the Department should report such matter to the Employee Relations (ER) Unit and the HR Departments immediately.

If the misconduct reported is a serious nature, **major misconduct**:

- a) The HR Department will cause a **preliminary investigation** to be done as per the procedure laid down, to determine the need for further action and / or the miscreants to be dealt with.
- b) The HR Department will call for the explanation of the employee by serving with him a show cause letter giving him a reasonable length of time for reply.
- c) If the explanation is unsatisfactory, a disciplinary inquiry should be held.

### 28.1.1 Preliminary Investigation

Hold a preliminary investigation in the case of all offences involving dishonesty and misbehavior and where witness and documents are involved. Record statements from all persons connected with the act or omission complained of and take custody of relevant documents and other productions / items.

No person can be forced to make a statement. The suspect employee need not to be present when statements are recorded. The investigation report should be immediately forwarded to the HR Department for follow up action.

### 28.1.2 Suspension

It may be necessary to immediately suspend an employee. In such circumstances, the complaint against the employee should be reported to the HR Department and Employee Relations Unit which will decide whether the offender should be suspended or not.

In the event of suspension, the employee should, within 24 hours be informed in writing of the reasons for the suspension and whether it is with pay or not.

### **28.1.3 Show Cause Letter**

A **show cause letter** is a formal document issued during a disciplinary procedure, typically by the Human Resources (HR) Department or Management, to an employee who is alleged to have committed misconduct.

The main purpose is to:

- **Inform the employee** of the specific allegations or charges against her/him.
- **Request an explanation** from the employee as to why disciplinary action should not be taken.
- **Provide an opportunity** for the employee to defend themselves before any formal inquiry or punishment is decided.

If the preliminary investigation report reveals the commission of an act of misconduct, the HR Department / ER Unit shall issue a show cause letter.

- a) The letter should be handed over to the employee and obtaining signature on the duplicate as acknowledgement
- b) Posting to the address under registered cover

### **28.1.4 Domestic Inquiry**

To ensure fairness and compliance with the principles of natural justice during disciplinary proceedings, the Company may conduct a domestic inquiry when an employee is alleged to have committed serious misconduct.

The Inquiring officer will be an employee of the company or company opt to appoint an external professional with proven experience in disciplinary inquiries, including retired government officers or individuals recognized for expertise in labour law and inquiry procedures. The appointed officer shall act in good faith, reasonably, and without bias.

When any statement is being made by the accused employee, none of the witnesses should be present and similarly, when a statement of a witness is being recorded, none of the other witness other than the accused should be present.

The inquiring officer should ensure that the evidence of a witness is given in the language most familiar to the witness. If that language is not understood by the accused employee, the evidence given by the witness should be translated and explained to her/ him. The inquiry will be documented, and findings will be based on evidence presented.

#### **28.1.5 Informal Warning / Verbal Warning**

The informal warning is usually given for minor offenses. It involves a verbal discussion between the erring employee and his/her immediate superior regarding any behavior that warrants corrective action. The purpose of this warning is to inform the employee of the offense and encourage him/her to correct the unacceptable behavior.

Documentation of the informal warning is filed in the personal files. However, the immediate supervisor will probably write a memorandum to file the proceedings of the discussion for future reference.

#### **28.1.6 Formal Written Warning**

A formal warning is given in the form of a written notice if the employee has:

- Continued to commit an offense for which an informal warning was previously given;
- or
- Committed a serious offense.

#### **28.1.7 Termination**

The employee may be terminated for cause after due process for the following offenses:



- Commission of an offense for which he/she has been previously suspended;
- Commission of reprehensible offenses
- Fraud or dishonesty in work related matters.

If the employee commits an offense that warrants termination and his/her continued presence poses a threat to the company or to any of its employees, he/she may be placed under preventive suspension without pay pending investigation. The investigation should be completed and a decision be made within a 30-day period.

Termination due to unsatisfactory performance will only be considered after his/her immediate supervisor has gone through all the possible corrective measures and provided reasonable guidance and support. The immediate superior will be required to confer with the Management / HR Department to ensure that all the necessary steps have been taken.

## **28.2 DISCIPLINARY PROCESS FLOW**

- Preliminary Review: Initial assessment of alleged misconduct.
- Issue of Show Cause Letter: Employee is informed of charges and asked to respond.
- Employee Response: Employee is given a defined period (e.g., 3 or 5 days) to reply.
- Formal Investigation: Detailed inquiry conducted by HR or appointed panel.
- Investigation Report: Findings documented and reviewed.
- Sign-off: Report signed by relevant parties.
- Leadership Review: Senior management reviews findings and recommendations.
- Client Review: In client-facing roles, client may be consulted for final decision.
- Final Action: Decision on disciplinary action is made (e.g., warning, termination).
- Issuance of Warning Letter: If applicable, a formal warning is issued to the employee.

## **28.3 LEVEL OF DISCIPLINARY ACTION**

- Verbal Warning (recorded in file)
- Written Warning
- Final Written Warning
- Suspension (with or without pay, depending on policy)
- Demotion / Transfer or Loss of Privileges
- Termination of employment

## 28.4 INVESTIGATION REPORT AND CLIENT DECISION

The company will prepare a formal investigation report at end of the inquiry process. This report will be shared with the client, and the implementation of disciplinary measures will be subjected to the client's final decision.

### Disciplinary Procedure (Due Process): Approximate Timeline (in days)

#	Stage	Description	SLA (Timeframe)
1	Preliminary Review	Initial review of the complaint or incident to determine if disciplinary action is warranted.	2-3 working days
2	Issue Show Cause Letter	Formal letter issued to employee outlining allegations and requesting explanation.	1 working day after preliminary review
3	Employee Response	Employee provides written explanation or defense against the allegations.	Up to 5 working days
4	Formal Investigation	Detailed investigation including interviews, evidence collection, and documentation.	5-10 working days
5	Prepare Investigation Report	Compilation of findings and recommendations into a formal report.	2-3 working days
6	Sign-off by All Parties	Review and approval of the report by involved parties including HR and legal if needed.	2 working days
7	HTS Leadership Review	Presentation of the report and recommendations to leadership for final sign-off.	2-3 working days
8	Client Review and Decision	Sharing the report with client (if applicable) for final decision on disciplinary action.	3-5 working days
9	Implementation of Disciplinary Actions / Notice of Disciplinary Actions	Communicate the punishment / disciplinary actions to employee via formal letters based on the final decision, get his/her signoff and inform relevant parties for actions	1 working day after final decision

10	Documentation & Record Keeping	Add documents to the personal file and action on the recommendations (if termination - prepare final payment and documentation)	1 working day after implementation of actions
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## PART IV. HEALTH & SAFETY AND EMERGENCY RESPONSE

### XIX. GENERAL POLICY ON HEALTH AND SAFETY

It shall be the policy of the company for each and every worker to practice safety precautions while at work and to continuously improve safety measures for the betterment of working environment resulting to optimum work output.

#### 29.1 Good Housekeeping

1. All personnel are required to maintain the workplace clean and free from any unnecessary materials at all times.
2. Tools, equipment, unfinished processes must be secured prior to leaving the workplace. For this purpose, fifteen minutes prior to end of work hours should be dedicated to cleaning and securing of workplace.
3. No eating shall be allowed in workplace. The cafeteria shall be established for this purpose. Smoking inside the building is prohibited. A designated smoking area outside the building was set up for smokers and vapers. Cigarette butts must be disposed in the cigarette bin.
4. A janitorial service will be directly hired, however, as a general rule, "clean your own mess" is encouraged.
5. Presence of rodents and other insects implies lack of cleaning and maintenance. However, in some cases where the surrounding environment is prone to presence of these pests, a regular schedule of application of insecticide and anti-rodent substance or if necessary, shall be implemented.

## **29.2 Office Safety**

1. Clean and clear office at all times, free from any disturbances and materials that may pose unsafe working conditions.
2. Office supplies and materials should be placed in a cabinet for safekeeping. The cabinet should be located at a corner accessible to the user but not blocking the passage of other employees.
3. Emergency exits must be accessible at all times; free from any materials that may cause delay of movement in cases of emergency such as fire and earthquake.
4. Smoking inside the office is strictly prohibited as this may not only pose health hazard to employee but might cause fire. A smoking area was established outside the building for this purpose.
5. Ensure that office electrical equipment are unplugged or turned-off when leaving the office, unless needed. Worn-out wires and cables should be reported and replaced immediately. Respective users are responsible for reporting any damaged or malfunctioning equipment.
6. Secure the office doors, drawers, and cabinets with locks. Ensure that they are always locked unless needed. Only authorized personnel are allowed to open them unless with permission.
7. Lights, A/C units, and other electrical fixtures and equipment should be turned off after office hours.
8. Installation of coffee maker, microwave oven, and similar equipment inside the office must secure prior consent from the management. This equipment should be placed in the kitchen or pantry room. In case, of exception, ensure that they are located in a secured place at a fire-resistant stand/table. Further, a portable fire extinguisher should be placed alongside of the same. No open flame cooker is allowed!

### **29.2.1 Safety Procedures in Kitchen and Cafeteria**

1. All personnel shall observe safety precautions before operating any machine.
2. Safety gadgets such hair net and aprons must be worn at all times.

3. In case of machine malfunction/failure, immediately report to in-charged supervisor for proper action. Never attempt to repair damaged equipment. Only authorized personnel/engineer shall be allowed to conduct repair and maintenance of equipment.
4. Ensure that all electrical switches are turned-off prior to cleaning the electric cooking equipment. Follow instructions for cleaning, found in the manual/handbook of the equipment.
5. A Safety Officer shall be designated to ensure that all safety measures are practiced religiously. In addition, a Safety Committee which consists of five members shall be formed for purposes of continuously improving safety standards. A regular monthly meeting shall be held, records of which shall be kept for inspection. All personnel are enjoined to submit any recommendations which they deem necessary.
6. Fire extinguishers are placed at prominent corners of the workplace. In case of fire, the responsible personnel shall, if possible, use fire extinguisher to extinguish the fire or pull the fire alarm switch. The Safety Officer shall be responsible for periodic fire and disaster contingency drills in coordination with Colombo Fire Department.

### **XXX. OCCUPATIONAL HEALTH AND SAFETY PROGRAM**

#### **30.1 Fire**

- Once you are out, stay out! Call the fire department from your area.
- If you see smoke or fire in your first escape route, use your second way out. If you must exit through smoke, crawl low under the smoke to your exit.
- If you are escaping through a closed door, feel the door or doorknob before opening it. If it is warm, use your second way out.
- If smoke, heat, or flames block your exit routes, stay in the room with the door closed. Signal for help using a bright-colored cloth at the window or any open area. If there is a telephone in the area, call the fire department and tell them where you are and your situation. Do not make any unnecessary call!

#### **30.2 Earthquake**

### Know What to Do When the Shaking Begins

- Move only a few steps to a nearby safe place. Stay indoors until the shaking stops and you're sure it's safe to exit. Stay away from windows.

### Identify What to Do After the Shaking Stops

- Check yourself for injuries. Protect yourself from further danger by putting on long pants, a long-sleeved shirt, sturdy shoes, and work gloves.
- Check others for injuries. Give first aid for serious injuries.
- Look for and extinguish small fires. Eliminate fire hazards. Turn off the gas if you smell gas or think it's leaking. (Remember, only a professional should turn it back on.)
- Inspect the area for damage. Get everyone out if the area is unsafe.

## **PART V. BUSINESS RESUMPTION PLAN**

### **XXXI. GENERAL OBJECTIVES**

The primary objective of a Business Resumption Plan is to enable an organization to survive a disaster and to reestablish normal business operations. In order to survive, the organization must assure that critical operations can resume normal processing within a reasonable time frame. Therefore, the goals of the Business Resumption Plan should be to:

- Provide for the safety and well-being of people on the premises at the time of a disaster;
- Continue critical business operations;
- Minimize the duration of a serious disruption to operations and resources;
- Minimize immediate damage and losses;
- Establish management succession and emergency powers;
- Facilitate effective co-ordination of recovery tasks;
- Reduce the complexity of the recovery effort;
- Identify critical lines of business and supporting functions

#### **31.1 Assessment of Existing Vulnerabilities**

The location, type and size of operation, condition of the building, security and safety status, and work practices are the major consideration in assessing vulnerabilities. Others include the status of vendors, suppliers and contractors that may affect operations once disaster occurs in their respective areas.

### **31.2 Disaster Preventive Actions**

There are no standard steps in preventing disaster as many of them are a result of either accident or natural calamity. However, with the health and safety policies stated above, disaster prevention can be realized. What is more important is how the company consistently practices safety and security at all times.

Addressing the vulnerable area of operation, the Emergency Management Team in coordination with the safety officer should ensure that fire hazards are minimized by applying mitigating measures.

## **PART VI - COMPANY POLICIES**

### **ANNEX I**

#### **SEXUAL HARRASMENT POLICY AND PROCEDURES**

In Sri Lanka, sexual harassment is a criminal offence under Section 345 of the Penal Code and is criminalized in the context of Higher Education under Section 2(2) of the Prohibition of Ragging and All Forms of Violence in Education Institutions Act No 20 of 1998. Furthermore, the Constitution guarantees the right to equality and equal protection of the law including the prohibition of discrimination on the basis of sex (Article 12 (1) & (2)), and guarantees the freedom to engage in a lawful occupation (Article 14(1)(g)). Sri Lanka's international legal obligations under CEDAW (the Convention on the Elimination of All forms of Discrimination Against Women) and the ILO (International Labour Organization) Convention 111 titled 'Discrimination in Respect of Employment and Occupation' also require the prevention of sexual harassment in the workplace and the provision of remedies for victims of sexual harassment.

Pursuant to the provisions of Sections 345, Penal Code (Amendment) Act No. 22 of 1995 Sexual Harassment Unlawful in the Employment, Education or Training Environment, and For Other Purposes, the following policies and procedure are hereby issued by Harbour Tech Solutions to prevent sexual harassment in its workplace and to provide the procedure for the resolution, settlement and/or disposition of sexual harassment cases.

## **I. Company Policy Against Sexual Harassment**

**HARBOUR TECH SOLUTIONS** believes that employees should be afforded the opportunity to work in an environment free of sexual harassment. Sexual harassment is a form of misconduct that undermines the employment relationship. No employee, either male or female, should be subjected verbally or physically to unsolicited and unwelcome sexual overtures or conduct.

Sexual harassment refers to behavior that is not welcome, that is personally offensive, debilitates morale and, therefore, interferes with work effectiveness. Such behavior may be in the form of unwanted physical, verbal or visual sexual advances, requests for sexual favors, and other sexually oriented conduct which is offensive or objectionable to the recipient, including, but not limited to: epithets, derogatory or suggestive comments, slurs or gestures and offensive posters, cartoons, pictures, or drawings.

This policy applies to all employees, contractors, interns, consultants, and any third parties interacting with the Company.

**HARBOUR TECH SOLUTIONS** will not tolerate any behavior that amounts to sexual harassment and any officer or employee found to have committed sexual harassment shall be subjected to disciplinary action, up to and including dismissal.

### **A. Definition of Sexual Harassment**

**HARBOUR TECH SOLUTIONS** has adopted, and its policy is based on, the definition of sexual harassment set forth in Section 345. It provides that sexual harassment in workplace is committed by an employer, employee, manager, supervisor, agent of the employer, or any other person who, having authority, influence or moral ascendancy over another in a work environment, demands, requires or otherwise requires any sexual favor from the other, regardless of whether the demand, requests or requirement for submission is accepted by the object of said Act.

In a work-related or employment environment, sexual harassment is committed when:

1. The sexual favor is made as a condition in the hiring or in the employment, re-employment, or continued employment of said individual, or in granting said individual favorable compensation, terms of conditions, promotions, or privileges; or the refusal to grant the sexual favor results in limiting, segregating or classifying



- the employee which in any way would discriminate, deprive or diminish employment opportunities or otherwise adversely affect said employee;
2. the above acts would impair the employees' rights or privileges under existing labor laws; or
  3. the above acts would result in an intimidating, hostile, or offensive environment for the employee.

#### **B. Where Sexual Harassment is Committed**

Sexual harassment may be committed in any work or training environment. It may include, but are not limited to the following:

1. In or outside the office building or training site;
  2. at office or training-related social functions;
  3. in the course of work assignments outside the office;
  4. at work-related conferences, studies or training sessions;
- or
5. during work related travel.

#### **C. Forms of Sexual Harassment**

Sexual harassment may be committed in any of the following forms:

1. Overt sexual advances;
2. Unwelcome or improper gestures of affection;
3. Request or demand for sexual favors including but not limited to going out on dates, outings, or the like for the same purpose;
4. Any other act or conduct of a sexual nature or for purposes of sexual gratification which is generally annoying, disgusting or offensive to the victim.

#### **D. What is Not Sexual Harassment**

Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome, that is personally offensive, that debilitates morale, and that, therefore, interferes with work effectiveness.

### **E. Employer's Responsibility**

**HARBOUR TECH SOLUTIONS** undertakes to provide its officers and employees a work environment free of sexual harassment by management personnel, by co-workers and by others with whom officers and employees must interact in the course of their employment in **HARBOUR TECH SOLUTIONS**. Sexual harassment is specifically prohibited as unlawful and as a violation of **HARBOUR TECH SOLUTIONS SDN BHD**'s policy against sexual harassment. **HARBOUR TECH SOLUTIONS SDN BHD** is responsible for preventing sexual harassment in the workplace, for taking immediate corrective action to stop sexual harassment in the workplace and for promptly investigating any allegation of work-related sexual harassment.

## **II. Procedures on Sexual Harassment Cases**

### **F. Complaint Procedure**

Any officer or employee, who experiences or witnesses any act of sexual harassment in the workplace, shall report the same immediately to the HR - Employee Relations (ER) Unit. They may also report acts of sexual harassment to any other member of **HARBOUR TECH SOLUTIONS SDN BHD** management or ownership. All allegations of sexual harassment will be quickly investigated. To the extent possible, the identity of the officer or employee shall remain confidential and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. Both complainant and respondent will have the opportunity to present evidence. When the investigation is completed, all parties will be informed of the outcome of the investigation.

The Employee Relations (ER) unit shall be constituted and shall be composed of the management and the employees' representative to receive complaints, investigate and hear sexual harassment cases. The ER Unit shall develop its own rules in the settlement and disposition of sexual harassment cases. The ER Unit shall also develop and implement programs to increase understanding and awareness about sexual harassment.

### **G. Protection Against Retaliation**

**HARBOUR TECH SOLUTIONS SDN BHD** will permit no employment-based retaliation against anyone who brings a complaint of sexual harassment or who speaks as a witness in the investigation of a complaint of sexual harassment.

Retaliation against any person who reports sexual harassment or participates in an investigation is strictly prohibited and will result in disciplinary action.

## **H. Disciplinary Action**

If sexual harassment is proven, disciplinary measures may include:

- Formal Warning
- Suspension
- Termination of Employment
- Legal Action where applicable

## **I. Policy Updates and Access**

**HARBOUR TECH SOLUTIONS SDN BHD** may amend or modify this sexual harassment policy from time to time to ensure compliance with applicable laws and best practices. Employees will be notified of any changes through official communication channels. The updated policy or amendments can be viewed and accessed by logging into the Company intranet. Employees are responsible for reviewing the latest version of the policy and adhering to its provisions.

## **J. Effectivity**

This Policy shall take place effective immediately and shall be made known to every employee.

## **ANNEX II**

### **OCCUPATIONAL SAFETY AND HEALTH COVID-19 PREVENTION IN WORKPLACE POLICY**

#### **I. Policy Brief & Purpose**

This company policy includes the measures we are actively taking to mitigate the spread of coronavirus. You are kindly requested to follow all these rules diligently, to sustain a healthy and safe workplace in this unique environment. It's important that we all respond responsibly and transparently to these health precautions. We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity.

This coronavirus (COVID-19) company policy is susceptible to changes with the introduction of additional governmental guidelines. If so, we will update you as soon as possible by email.

## **II. Scope**

This coronavirus policy applies to all our employee(s) who physically work in our office(s), visitor(s), guest(s), vendor(s) and courier(s). We strongly recommend to our remote working personnel to read through this action plan as well, to ensure we collectively and uniformly respond to this challenge.

## **III. Policy Elements**

Here, we outline the required actions employees should take to protect themselves and their co-workers from a potential coronavirus infection.

### **IV. Workplace Safety and Health**

The following safety and health standards shall be implemented in all workplaces aligned with the objectives of the minimum health standards of the Ministry of Health:

#### **A. Increase physical and mental resilience**

1. Eat nutritious and well-cooked food;
2. Drink plenty of fluids and alcoholic beverages;
3. Increase the body's resistance by having adequate rest, at least eight (8) hours of sleep;
4. Exercise regularly;
5. Medicines and Vitamins are provided for employees own consumption only;
6. Employees presenting with mental health concerns will be referred to company's accredited physician and/or company's accredited medical institution.

#### **B. Reducing transmission of COVID-19.**

##### **1. Prior to entrance in the office or workplaces**

- a. All employee(s), visitor(s), guest(s), vendor(s) and courier(s) shall:**

- i. Always Wear face masks at all times and remove the same only when eating/drinking. There will be company provided face mask(s). Should cloth masks be used, the washable type shall be worn but additional filter material such as tissue papers inside the masks must be added;
  - ii. Accomplish daily the Health Declaration Form and submit to Safety Officer and/or Company Nurse prior to entry; iii. Daily temperature recording will be imposed prior to entry; For anyone with temperature of 37.5 and above, even after five (5) minute rest, or of their response in the HDF needs further evaluation by Safety Officer and/or Company Nurse, the person will not be permitted to enter the office/workplace and must be reported and endorsed to Private / Public Health & Safety for further medical evaluation.
  - iii. Spray alcohol, hand sanitizers and foot bath are available at the entrance. Regular use prior to entry will be strictly imposed.
- b. Strict implementation and monitoring of physical distancing for at least 1 meter apart.

## 2. Inside the workplace

- a. All work areas and frequently handled objects such as door knobs and handles, shall be cleaned and disinfected regularly, at least once every two (2) hours;
- b. All washrooms and toilets shall have sufficient clean water and soap, workers are encouraged to wash their hands frequently and avoid touching their eyes, nose, and mouth;
- c. Sanitizers and or alcohol are provided and located at entrance door and individually issued on employees working desk.
- d. Workers, whether in office workstations or in operations area, shall always practice physical distancing at the minimum one (1) meter radius space (side, back and front) between workers;
- e. Eating in communal areas is discouraged. It is best to eat in individual work area and all castes shall be disposed properly.
- f. Canteens and kitchens should be cleaned and disinfected regularly.

### C. Minimize contact rate

1. Alternate work arrangements, such as working-hour shifts, work from home, where feasible and on rotation basis;
2. Prolonged face-to-face interaction between workers and with clients are discouraged and masks shall be worn at all times and not removed. Meetings needing physical presence shall be kept to a minimum number of participants and with short duration. Videoconferencing shall be utilized for lengthy discussions among workers;
3. Office tables should be arranged in order to maintain proper physical distancing. Barriers may be provided between tables;
4. Workstation layout should be designed to allow for unidirectional movement in aisles, corridors, or walkways;
5. To maintain physical distancing, number of people inside an enclosed space such as a room, store or hall shall be limited. Elevator use should consider physical distancing and limit the number of persons in order to observe the 1-meter required physical distancing;
6. Online system shall be highly encouraged to be utilized for client's needing assistance from offices including the use of videoconferencing; and
7. Roving officers shall always ensure physical distancing and strict implementation of minimum health protocols.

### V. Duties of Employers and Employees

#### **Employers shall:**

1. Provide resources and materials needed to keep the workers healthy and the workplace safe, ex: masks, soap, sanitizer, disinfectant, PPEs, including COVID-19 testing kits, etc..;
2. Designate the Health & Safety Officer to monitor COVID-19 prevention and control measures such as physical distancing, wearing of masks, regular disinfection, compliance to thermal temperature scanning and accomplishing health symptoms questionnaire;

3. Enhance health insurance provision for workers;
4. Where feasible, provide shuttle services and/or decent accommodation on near-site location to lessen travel and people movement;

**Employees shall:**

1. Comply with all workplace measures in place for the prevention and control of COVID-19, such as, frequent hand washing, wearing of masks, observed physical distancing always, etc.;
2. Observe proper respiratory etiquette:
3. Coughing and sneezing into tissue or into shirt sleeve if tissue is not available.
4. Disposing used tissues properly: and
5. Disinfecting hands immediately through proper washing with soap and water or alcohol-based sanitizer immediately after cough or sneeze.

#### VI. Workplace With Imminent Danger Situations

In workplaces where employees are evidently at risk of infection as in health-care and other frontline services, the employer shall comply with the MOH Department: Interim Guidelines on Health Care Provider Networks during the COVID-19 Pandemic.

Employees in said workplaces must take extra precautionary measures which include strict hygiene and the use of personal protective equipment (PPE). Employers shall ensure that PPE (e.g., respirators such as N95, gowns, gloves) is properly worn by the employees while at work and disposed of accordingly after use.

#### VII. Covid-19 Testing

Employers may test employees for COVID-19. Testing kits used and procured shall be the responsibility of the employer. MOH Protocols shall be followed for the testing of employees and interpretation of results in accordance with MOH Department: Company policy on COVID-19 testing shall be formulated and agreed upon by employers and employees in conformity with the MOH protocols.

Employees with a negative test shall continue to work. They should be given appropriate advised and instructions once they develop any health complaints or symptoms. The company H&S personnel shall continue to monitor all employees.

#### VIII. Most at Risk Employees and Vulnerable Groups

Employees whose age are 60 years old and above, or, of any age with co-morbidities or pre-existing illness; hypertension, diabetes, cancers or with immune compromised health status and/ or with high-risk pregnancy.

Employers are highly encouraged to allow these employees to do work from home arrangement. Work Agreements should be developed to detail the deliverables from these employees and there shall be no diminution in wages or benefits.

#### IX. Reporting Of Illnesses/ Diseases/Injuries

The employer works directly with the regional MOH department to report employee illnesses.

#### X. Complaints & Disciplinary Consequences

Any employee who has a complaint regarding this policy can contact our Human Resources (HR) Department.

##### Disciplinary Consequences

We expect employees to respect this policy and their colleagues. We shall take disciplinary action towards employees who disregard this policy, as such:

- Employees who violate this policy frequently or cause severe problems (e.g., fires) may face consequences up to and including termination.
- Employees who violate this policy infrequently or don't cause major issues will face reprimands.

Managers and our HR Department are responsible for taking appropriate action after they investigate any incidents thoroughly.



## **XI. Implementation and Monitoring**

Within the establishment, the implementation of the policy and program shall be monitored and evaluated periodically. The safety and health committee or its counterpart shall be tasked for this purpose.

## **XII. Effectivity**

This Policy shall take effect immediately and shall be made known to all employees.

# **ANNEX III**

## **WHISTLEBLOWER PROTECTION POLICY**

### **I. Introduction**

At HARBOUR TECH SOLUTIONS SDN BHD we are dedicated to upholding a culture of transparency and ethical conduct. Our commitment is to foster integrity, accountability, and the prevention of misconduct within our organization.

### **II. Purpose**

The purpose of this policy is to encourage employees to report any suspected or actual wrongdoing or unethical behavior without fear of retaliation. It provides a secure and confidential channel for employees to raise concerns, ensuring impartiality and effectiveness in investigations and decision-making.

### **III. Scope**

This policy applies to all staff, including HR, administrative, and managerial positions, irrespective of their seniority or position. It covers conduct breaching company policies, procedures, or ethical standards, as well as fraud, corruption, or illegal acts.

#### **IV. Reporting Procedures**

- Confidential Reporting Mechanism: Employees can report concerns or allegations of misconduct through a dedicated and confidential reporting mechanism, managed by an independent third party or the designated whistleblower coordinator.
- Anonymous Reporting: Employees may choose to report concerns anonymously. However, anonymous reports may hinder investigations and the ability to take appropriate action.
- Confidentiality and Protection: Reports will be treated with strict confidentiality, and the identity of the reporting party will be protected to the extent permitted by law. No retaliatory action will be taken against employees reporting concerns in good faith.
  1. Reporting Channels: Multiple reporting channels are available, including the HARBOUR TECH SOLUTIONS SDN BHD internal reporting system, or directly to management representative.

#### **V. Investigation and Response**

1. Responsibility: The Compliance Department, with external legal or investigative expertise, if necessary, handles investigations.
2. Objective Assessment: Concerns raised will be thoroughly and objectively investigated, adhering to principles of fairness, impartiality, and confidentiality.
3. Protective Measures: Employees reporting concerns in good faith will be protected against retaliation. Retaliation is strictly prohibited and may result in disciplinary action, including termination.
4. Confidentiality and Non-Disclosure: Information obtained during investigations will be treated confidentially and disclosed only on a need-to-know basis or as required by law.
5. Investigation Timeline: Investigations will be timely, with regular updates provided to the reporting party on progress.

#### **VI. Conclusion**

By adopting this policy, HARBOUR TECH SOLUTIONS SDN BHD underscores its commitment to integrity, transparency, and ethical behavior. We encourage all employees to report concerns promptly and without fear of retaliation. This policy upholds our values and ensures compliance with laws and regulations. It is the responsibility of all staff to adhere to this policy and report any wrongdoing.

## **ANNEX IV**

### **EMPLOYEE ATTENDANCE POLICY**

#### **I. Policy**

Timely and regular attendance is an expectation of performance for all HARBOUR TECH SOLUTIONS SDN BHD employees. To ensure adequate staffing, positive employee morale, and to meet expected productivity standards throughout the organization. HRD have discretion to evaluate circumstances of a tardy, absence or failure to check-in or check-out and determine whether or not to count the incident as an occurrence.

#### **II. Scope**

This policy covers all employees, on-call, project hire and seasonal staffs are required to use the facial recognition system.

#### **III. Definitions**

The terms “check in” , “clock in”, “punch in” and “time in” (or out) all mean the same. Attendance refers to the process whereby an employee’s identity is verified through a facial recognition system, which records the date and time of the scan.

- “Schedule” is the assigned work time given to each employee for a week or within the cut-off period.
- “Rest day” is a specific day assigned to each employee for a time to rest and do other personal chore.
- “Meal Break” is an hour break from work to eat and rest.
- “Tardiness” is reporting for work beyond the schedule time of work. This includes quitting earlier from the assigned schedule.
- “Overtime” is defined as excess hours beyond the scheduled work time.
- “Undertime” is quitting earlier beyond the schedule working hours.
- “AWOL / VOP” is a failure to report for work on a given schedule.

#### **IV. Procedure**

It is a job requirement that all HARBOUR TECH SOLUTIONS SDN BHD employees must “check in” at the beginning of their shift and “check out” at the end of work each day. Each employee is required to have a record of hours worked.

##### **1. Absent and Attendance Regularization**

An employee is deemed absent when he/she is unable to report for work as assigned/scheduled and such time off was not scheduled/approved in advance as required by department notification procedure.

- Employees are required to check in and check out using the designated attendance system (facial recognition or other approved method).
- Failure to check in and/or check out will automatically be considered as absence, unless the employee submits an Attendance Regularization Form within the prescribed grace period.

- The HR Department will notify employees of any missing attendance records (no check-in or no check-out) and specify the deadline for submission of the regularization form.
- The regularization form must be approved by the employee's supervisor and submitted within the period mentioned by HR.
- If the form is not submitted within the stipulated time, the absence will be treated as unpaid leave, and the corresponding salary deduction will apply.

## **2. Tardy**

An employee is deemed to be tardy when he/she:

- Fails to report for work at the assigned/scheduled work time.
- Leaves work prior to the end of assigned/scheduled work time without prior approval.
- Takes an extended meal or break period without approval
- Arrives to work past his/her scheduled start time.
- An employee is tardy if they arrive to work any time after the scheduled start time. • A 'check in' which passes the assign scheduled start time.
- Forgets to 'check in' or "out" and failure to submit an attendance regularization form on a prescribed grace period for submission.

## **3. System Malfunction**

If an employee is unable to check in or check out due to a facial recognition system malfunction, the employee must immediately inform the Human Resources Department.

In such cases, the employee is required to submit the completed attendance regularization form to HR for acknowledgment within the prescribed time frame. Failure to follow this process will result in the attendance being marked as absent, and salary deductions will apply as per Company policy.

## **4. Department Notification Procedure**

Employees are required to follow established guidelines for recording their actual hours worked. A missed check in/out is a violation of this policy and includes:

- Failure to check in/out at the beginning and/or end of their assigned shift;

- Failure to accurately and timely report time worked.
- Checking in/out early (or late) of assigned shift without prior approval.

Employees are expected to follow departmental notification procedures if they will be late for work, will not be at work, or are requesting planned time away from work. Employees must request in advance to their superior by filling a Leave Form indicating the date, time/period and the reason for application and must be preapproved.

An employee who fails to call in and report to work as scheduled for two consecutively scheduled work days will be viewed as having abandoned their position and necessary disciplinary actions will be taken accordingly. The superior should consult with Human Resources if this situation occurs.

Incidents of not following the departmental notification procedures, including NoCall/No-Show, will be addressed in accordance with the Company's Disciplinary Policy and Procedure.

### **5. Progressive Discipline Process**

Superiors should monitor their employees' attendance on a regular basis and address unsatisfactory attendance in a timely and consistent manner. If superiors notice a pattern of unscheduled usage of accrued time off banks, they should discuss this concern with the employee.

When an employee has been previously counseled under the Company's Discipline Policy and Procedure and/or the Performance Appraisal Policy, the totality of the circumstances will be assessed when determining further action. For situations involving suspension or termination of employment, the superior should consult with Human Resources prior to implementing disciplinary action.

Timely and regular attendance is a performance expectation to all HARBOUR TECH SOLUTIONS SDN BHD employees. Consequently, those employees who have exhibited unsatisfactory attendance which resulted in disciplinary action (written or final) during the course of the year may have the behavior documented in their annual evaluation.

### **Occurrences**

An occurrence is documented as an absence, tardy or missed time clock in/out. While an absence refers to a single failure to be at work, an occurrence may cover consecutive absent days when an employee is out for the same reason.

NOTE: The total number of days an employee is unavailable for work as scheduled and the total number of occurrences are considered when applying discipline.

### **Calls Out of Work**

If an employee calls out of work the day before, the day of, or the day after a holiday, the manager will review the circumstances of the absence. Based on this review, the manager has the discretion to determine whether to count the incident as a regular occurrence or go directly to issuing a Written Warning for the holiday-related call out. If an employee is already on discipline they can progress to the next level.

### **V. Policy Implementation and Monitoring**

Within the establishment, the implementation of the policy and program shall be monitored and evaluated periodically. HARBOUR TECH SOLUTIONS SDN BHD reserves the right to modify this policy in whole or in part, at any time, at the discretion of the Management.

### **VI. Effectivity**

This Policy shall take effect immediately and shall be made known to all employees.

### **CLAUSES**

The Company reserves the right to amend, alter, modify, suspend and/ or change any or all the provisions of this handbook as the exigencies of time may warrant and upon proper notice, such amendment, alteration, modification, suspension and/ or change shall be an integral part of this Handbook. The Employee shall be deemed to have fully understood and agreed with the subject amendments within five (5) days from receipt of the memorandum or circular stating such amendment or supplement.

All the provisions of this Handbook supplement and are incorporated as part of the Employment Agreement. Should there be any conflict between the Employment Agreement and the Handbook, the provisions of the Employment Agreement shall prevail.

The contents of this Handbook on Employees' Rules of Conduct shall from time to time may be amended, revoked, modified, changed in part or in whole based on the underlying principles or extreme reasons that may affect the Company and its general welfare.

The Rules of Conduct shall take effect immediately upon signing and approval thereof.

Approved:

.....  
PENG SHENG FANN

**General Manager**

.....  
CHIN LEONG

**Chief Executive Officer**

Receipt and Acknowledgment of HARBOUR TECH SOLUTIONS SDN BHD Employee Handbook

I, the undersigned, acknowledge receipt of the Employee Handbook for the employees of the **HTS**. I understand that the policies and benefits described in it are subject to change and may be done so by **HTS** at any time for reasons it deems fit.

I further understand that my employment with **HTS** is governed by the following agreement:

- That I agree to diligently perform the duties and responsibilities pertaining to the job which I have been hired for and other such duties that the management may assign from time to time.
- That I shall faithfully comply with the company rules and regulations and meet the standards of performance prescribed by HTS, to qualify for regular employment.
- That it is understood that in case of resignation, a thirty (30) days prior notice of intention to resign should be given to the Management.
- That it is understood that if, at any time, I am found unqualified or unfit for employment after due process and careful evaluation of my work performance vis-a-vis the prescribed standards of performance, **HTS** may, in its exclusive discretion, lay me off.

### **Confidential Information**

I am aware that during the course of my employment confidential information will be made available to me (i.e. product designs, marketing strategies, customer lists, pricing policies and other related information, etc.). I understand that this information is proprietary and critical to the success of HTS and Its Affiliates and must not be given out or used outside of The Company's



premises or with non-HTS employees. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual or company, or else risk litigation.

Employee's Printed Name & Signature \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_