



FOCUS SECURITY SERVICES PTE LTD

Employee Handbook

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FOREWORD

This handbook has been printed for all employees of the Company. The purpose of its contents is to familiarize the new employee with the general policies and practices of the company, and what they can expect of the Company and what the Company expects of them to ensure the well-being and safety of the employees. This handbook does not claim to be exhaustive as far as terms and conditions of employment are concerned, and unless otherwise stipulated, the terms and conditions of employment are governed by Employment Act, and subsequent amendments. Staff members are thus requested to read this handbook thoroughly and use it as a source of reference.

The Management is confident that every employee understanding the fundamentals of this organization and coupled with a deep sense of belonging will together made this a successful enterprise unsurpassed anywhere.

William Chang

Managing Director
Focus Security Services Pte Ltd

FOCUS SECURITY SERVICES PTE LTD
PART - I MANAGEMENT AND ORGANIZATION

1. Background

Focus Security Services Pte Ltd is a Licensed Security Guard agency registered in Year 2014 and has developed its business for providing its security services to Industrial Building, Commercial Complexes, and Condominiums.

Vision

To be the brand name in the Security Industry

Mission

To provide the best security management services by integrating People and Technology, delivering a cost-effective security solution to all our clients

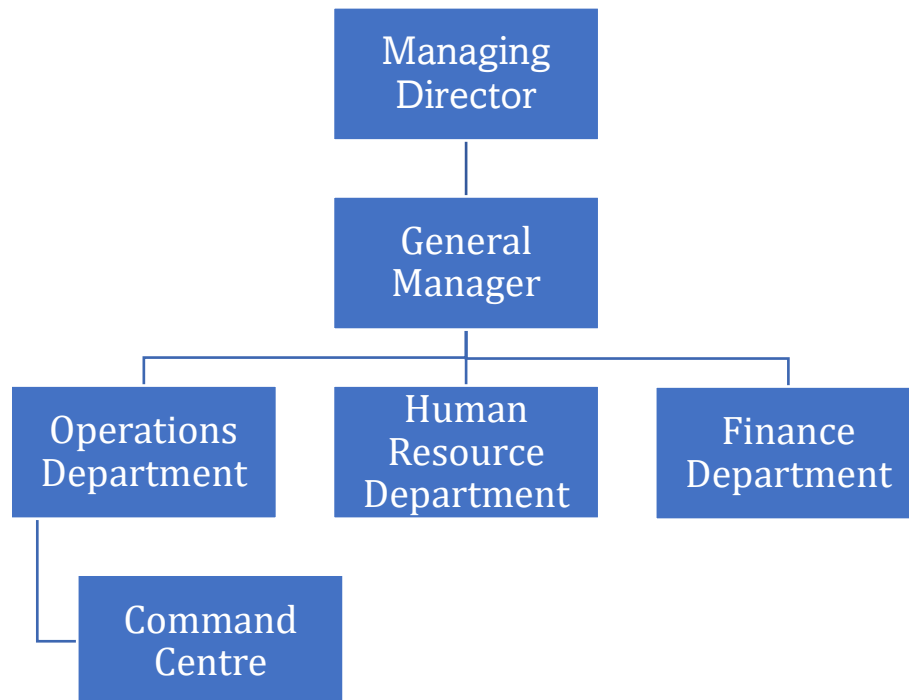
2. IT System

Focus Security Services Pte Ltd businesses includes:

- 1) Visitor Management system (V.M.S.)
- 2) Guard Tour system
- 3) Attendance Systems and
- 4) CCTV Based on 1IR camera and 1 DVR in the Guard house.
- 5) Remote Gate Guard (RGG)

3. The Organization Chart

Focus Security Services Pte Ltd



4. MANAGEMENT FUNCTION

The Management reserves the right to promote, transfer, employ, terminate, dismiss, reinstate and reschedule duties of its employees. Unless otherwise specifically mentioned herein, the function of the Management includes the initiation, direction, and management of action in determining rules and regulations on operation and safety efficient utilization of the prevailing workforce, tools and equipment, and the means, methods, procedures in the schedule of production.

The detailed duties of each working places are found in the Job Description.

5. PART II --- PERSONNEL POLICIES

a) **RECRUITMENT AND PLACEMENT**

Recruitment and Placement of personnel is based fair employment practices that consists of hiring practices that are fair, merit-based and non-discriminatory.

a) **APPOINTMENT**

Each newly recruited employee will receive a Letter o Appointment stating all Key Employment Terms.

b) **PROBATIONARY PERIOD**

The probationary period for all employees is 3 months. Such probationary period may be extended up to a further 3 months if performance is unsatisfactory or if the three months have been insufficient for evaluation due to unforeseen circumstances.

During the probation period, either you or the company may terminate the employment relationship by giving 2 weeks' notice or equivalent of 2 weeks salary in lieu of notice.

c) **PERFORMANCE REVIEW AND PROMOTION**

Performance reviews are conducted periodically to evaluate job performance as and when required to ensure adequate understanding and feedback on employee's performance, identification of areas for ways to improve, and training needs when required.

d) **RETIREMENT**

The reemployment age of employee will be in accordance with the Retirement and Re-employment Act (RRA), the minimum retirement age is 62 years. However, a yearly extension of re-employment is subjected to yearly medical clearance based on eligibility for re-employment at MOM website.

e) **RESIGNATION / TERMINATION**

Either party can terminate the employment by give the other party in writing or salary in lieu of notice based on the following table:

Period	Notice period	Not Serving Notice period
During Probation	2 weeks	2 weeks Salary in lieu of notice
After Confirmation	1 month	1 month Salary in lieu of notice

f) SECRECY

Employees should not divulge, communicate, or disclose to any other company, person or persons, at any time during or after the period of his employment by the company, any information which he has in the course of his duty have access to, pertaining to the Company's inventions, improvements, formula, memorandum, drawings and other records.

g) ATTENDANCE

All employees are expected to be on time for work and to register their attendance through the time attendance system when reporting for work and after work as the payroll is based on recorded in the system. Salary payment is strictly based on record in the attendance system.

h) ABSENCE FROM WORK

All employees of the Company must inform their respective Operations Executive or the Command Centre by phone or otherwise within 24 hours if they are unable to report for duty. Failure to do so constitutes grounds for disciplinary action.

i) ABSENCE WITHOUT OFFICIAL LEAVE

Any employees who is absent for a continuous period of 2 days without authorized permission may be deemed to have breached the contract and can be terminated without notice in which you are required to compensate the company payment in-lieu notice according to 5(f).

j) DISCIPLINARY ACTIONS

Employees are expected to perform their duties professionally at all times, independently or in teams. Officers should abide by the guidelines in the SOP.

The Company's progressive discipline procedures are intended to correct the employee's performance and not punish the employee. Below are the steps:

- Step 1 - Verbal Warning
- Step 2 - 1st Letter of Warning
- Step 3 - 2nd Letter of Warning
- Step 4 – Termination

If employees are unable to provide satisfactory reason for his continued poor performance, his / her services will be terminated with notice period stated inside the letter of Appointment.

For Minor misconduct, the company reserve the right to terminate the contract after the 2nd Letter of warning.

Major misconduct will result in termination of employment contract with immediate effect.

Suspension from work

The employee who is undergoing disciplinary action may be suspended from work. No salary will be paid for employees during the period of suspension.

k) UNDERTAKING/CODE OF CONDUCT

All aspects of the Company's business as well as clients are to be treated as strictly private and confidential. Accordingly, you are required to sign the attached "Undertaking to Employer" and "Code of Conduct".

Following are some but not complete, examples of breaches or misconduct under which Disciplinary Action may be instituted by the company.

- a) Sleeping when on duty;
- b) Consuming alcohol;
- c) Being absent from the place of deployment without valid reasons;
- d) Using threatening or abusive language in the course of duty;
- e) Wearing of dirty or untidy looking uniform;
- f) Failing to wear name tag and security licence issued by PLRD;
- g) Failing to respond promptly to any request from any person who has suffered person injury, damage to or loss of his property within the premises deployed;
- h) Failing to make entry in the occurrence book before & after meal break
- i) Failing to maintain attendance record in occurrence book and payroll system when reporting on and off duty.

l) GRIEVANCE PROCEDURE

Any employee having a grievance shall immediately document it in the grievances handling form upon arising, bring the matter to the attention of his immediate supervisor who shall give his decision within the next working day from the date of reference to him.

If the employee concerned feels aggrieved by the decision given by his immediate supervisor, he may within the next working days thereof, refer the matter to SSE who shall make his decision also within the next working days from the date of notification to him.

If the grievance is not resolved, GM & HR to meet employee to resolve the matter and their decision will be final. The employee may like to approach the following: Union of Security Employees (USE) before approaching Ministry of Manpower (MOM).

m) PAYMENT OF SALARIES AND WAGES

Salaries are being paid to monthly-rated ground employees on the 7th of each month or early as required by Ministry of Manpower guidelines.

The Company prefers to pay salaries and wages through bank accounts or crossed cheques and will appreciate if employees open accounts with a branch office of a Singapore bank near their homes or office. Central Provident Fund contribution and any other change of the salary or wage will automatically be adjusted by the company and claims as to the correct amount of salaries or wages must be lodged with the company within three working days of receiving the pay and or payday.

The final settlement for foreign worker employee's salary on Resignation or Termination will be withheld pending clearance from Inland Revenue Authority Singapore (IRAS). This will normally not take longer than 30 days.

6. PART III – EMPLOYMENT BENEFITS AND WORKING CONDITIONS

a) HOURS OF WORK

All employees are required to work a minimum of 44 hours per week, unless otherwise stipulated in their Letter of Employment.

b) WORK SCHEDULES

For employees working office hours:

Mondays to Fridays 9.00 a.m. – 6.00 p.m.

Saturdays 9.00 a.m. – 1.00 p.m. (Except monthly-rated staff who will work till 1.30 p.m.)

For employees in shift works:

Mondays to Saturdays

1 st Shift 8.00 a.m. – 8.00 p.m.

2 nd Shift 8.00 p.m. – 8.00 p.m.

Working hours may varies depending on the assignments and rosters will be given.

Meal Breaks are normally arranged by the respective Security Supervisors or Operations Executives, the schedule will be made known to the employees.

c) HOLIDAYS AND REST DAY

All employees are entitled to 11 paid public gazette holidays in a year as stipulated by Singapore Government provided, he does not absent himself from work on the working day before or after, without employer's consent or without a valid reason.

The employee works on a public holiday will be paid an additional one day's basic salary.

The holidays are as follows:

New Year's Day	(1 day)
Chinese New Year	(2 days)
Hari Raya Puasa	(1 day)
Hari Raya Haji	(1 day)
Good Friday	(1 day)
Labour Day	(1 day)
Vesak Day	(1 day)
National Day	(1 day)
Deepavali	(1 day)
Christmas	(1 day)

The Company may fix any day in the week as a Rest Day other than a Sunday, if it is considered necessary and in the best interest of the Company; in which case the Company shall prepare a roster before the commencement of the month in which the Rest Day details for the affected employees of their Rest Day as provided in the roster.

Any employee who at the request of the Company works on a Rest Day or Public Holiday shall be paid an extra day's pay at the basic rate of pay for working up to half the normal daily working hours or two day's basic salary for working more than half the normal daily working hour.

Any employee who at his own request works on a Rest Day shall be paid $\frac{1}{2}$ days basic salary for work up to half the normal daily working hours or 1 day's basic salary for working more than half the normal daily working hours

d) OVERTIME PAY

Any employee who works (excluding breaks) in excess of 44 hours a week shall be paid overtime, such extra work will be paid at the rate of not less than one and a half times his hourly rate of pay.

Overtime is eligible for the following employees:

- A non-workman earning up to \$2,600.
- A workman earning up to \$4,500.

The overtime rate payable for non-workmen is capped at the salary level of \$2,600, or an hourly rate of \$13.60. The rate will change according to MOM's regulation. Please refer to the MOM website for more details.

e) BONUS

Any other bonus or declarations of bonus shall be at the sole and absolute discretion of the Management who will consider and your work performance among other factors in determining the amount of bonus. You will not be entitled to pro-rata bonus if you resign before the end of the calendar year.

f) ANNUAL LEAVE

Upon confirmation, you will be entitled to 7 days annual leave from the commencement of your employment and an additional of 1 day for each completed year of your service, adding to a maximum of 14 days. You are requested to take your leave each year at such time or times convenient to the Company. You may not carry over more than 3 days leave from one calendar year to the next without prior permission from the Company. Excess unconsumed leave will be forfeited unless approved by the Company for exceptional circumstances or for special reasons. Leave carried over from previous year shall not be in cash or used to offset notice of resignation and will be forfeited.

g) SICK LEAVE

The number of days of paid sick leave depends on your period of service, up to 14 days of paid outpatient sick leave and 60 days for paid hospitalization leave. The 60 days of paid hospitalization leave includes the 14 days of paid outpatient sick leave entitlement.

The employee must inform or attempt to inform the Company of his/her absence within 48 hours from the start time. Otherwise, the employee will be deemed to be absent from work without permission or reasonable excuse.

Medical certificates must be certified by registered doctors or by a government doctor (including doctors from approved public medical institutions). Your medical certificate must be submitted when you return to work.

Pro-rated paid sick leave for new hires (under 6 months)

If you are a new employee, paid sick leave is pro-rated according to your length of service.

You must have worked for at least 3 months to be entitled to paid outpatient sick leave or paid hospitalization leave.

Between 3 and 6 months of service, your entitlement is pro-rated as follows:

Number of months of service completed	Paid outpatient sick leave (days)	Paid hospitalisation leave (days)
3	5	15
4	8	30
5	11	45
6 and thereafter	14	60

Limits on paid sick leave days

The amount of paid outpatient sick leave and paid hospitalisation leave you can take is capped at your sick leave entitlement.

An employee is not entitled to paid sick leave on the following occasions, even if employee is given a medical leave by the doctor.

- Rest days
- Public holidays
- Non-working days
- During annual leave
- During no-pay leave

The employee is not required to report for work on these days and there is therefore no necessity for employee to apply for sick leave to stay away from work.

If an employee falls sick on his annual leave, his absence from work would still be treated as annual leave and not sick leave.

However, employee is entitled to claim for the medical examination fee.

Sick leave taken on a half working day (e.g. Saturday) should be considered as one day's sick leave.

Sick leave / hospitalisation leave shall be granted by the company upon production of a medical certificate issued by Government Medical Officer.

h) CHILDCARE LEAVE

You are eligible for 6 days Government Paid Childcare Leave (GPCL) if you meet the following requirements:

- a) Your child is below 7 years old;
- b) Your child is a Singapore citizen;
- c) For employees if you have served your employer for at least 3 continuous months.

i) COMPASSIONATE LEAVE

A maximum of 3 days compassionate leave will be granted in the event of death occurring with the immediate family. Immediate family is defined as including your parents, spouse, children, brothers and sisters, grandparents and parents-in-law only.

A medical certificate from the Company's doctor must be produced in respect of absence because sickness. The Company reserves the right not to recognize medical certificates other than from the Company's appointed doctor.

j) MATERNITY LEAVE

All female employees are entitled to maternity leave in the following category up to a maximum of 3 confinements, and provided they resume duty after their leave.

Every confirmed monthly-rated female employee is entitled to maternity leave for a period of 2 months' full basic salary, 1 month before confinement and 1 month after. Every daily-rated female employee who has been employed for not less than 180 days is entitled to maternity leave for a period of 8 weeks at her basic wage per day or \$4.00 per day whichever is the lesser.

Maternity leave may commence only after completion of the seventh month of pregnancy. Any absence from work due to miscarriage, premature birth or for any other illness arising out of or during pregnancy, will not be considered as maternity leave, but deemed to be sick leave.

Payment of maternity allowance will be on condition that the female employee notify the Company of the date of confinement within 7 days of such confinement.

k) MEDICAL BENEFITS

The Company shall reimburse medical consultation fee if they are from any government hospitals / clinics if the original receipt is submitted to your Operations Executives or HR Department.

All foreign workers is required to pass a medical check-up by the doctor before they are accepted for employment. While in the employment of the Company, the employee shall attend regular medical check-up or whenever the Company finds it necessary.

The Company however shall not bear the cost of the following:

- i. Medical/surgical/optical and dental appliances including spectacles and eyeglasses, dentures and similar appliances; if during the tenure of office, the employee suffers from defective vision in the course of duty then the Company may absorb the cost of spectacles or eyeglasses or similar appliance.
- ii. Any expenses about pregnancy, confinement or miscarriage;
- iii. Any expenses arising out of self-inflicted injuries, unlawful acts, unjustified hazards, provoked assault, misconduct, or for any injuries received by participating in riots and unlawful assemblies.
- iv. Any expenses incurred in respect of illness or disablement arising from attempted suicide, use of drugs or from injuries of any kind sustained outside the Company's premises or outside working hours;
- v. Any expenses for treatment in certified mental cases.

l) INSURANCE

All employees are covered by insurance in accordance with the Workmen Injury Compensation Insurance.

m) WORKPLACE SAFETY FOR SECURITY OFFICERS

This is a guide for security personnel to avoid and identify hazards at worksite. To also engage on constant dialogue to improve on safety requirements and attain 0% accident free record.

Security service is about physical presence, its duties include the use of systems on machine that are within the physical control and does not incur strong and hard physics.

From reporting to work, taking over of duties and commencement of these duties, security personnel have to engage safety awareness throughout. These require them to be alert and very conscious if any imminent danger that may lurk to be harmful.

Workplace Hazards are as follows:

- i. Working at heights;
- ii. Slippery floors;
- iii. Electric energy
- iv. Excessive noise;
- v. Toxic or flammable substances;
- vi. Lifting heavy objects.

Anyone who observes potential hazards should warn others to keep clear. Actions include displaying warning signs, barricading the affected area and reporting the hazard to the appropriate person (e.g. supervisor or safety officer).

n) GUARDROOM

- i. Clean and tidy the workplace after before and after duties;
- ii. Return items to proper location after use;
- iii. Never leave items lying around where they could cause an accident or injury;
- iv. Correct footwear;
- v. Sufficient lighting in the guard room;
- vi. Sufficient ventilation at the guard room;
- vii. Ensure there are no loose electrical wires (All wire must be concealed in conduits);
- viii. Avoid overloading electrical switches;

PATROLLING/CLOCKING

- i. Route taken should be safe;
- ii. Avoid short cuts;
- iii. Working at heights at rooftops or water tank area for clocking;
- iv. Avoid patrolling in the event of lightning risk;
- v. Be careful of slippery floors on rainy weather;

o) PERSONAL PROPERTY

The Company shall not be responsible for loss or damage to any personal belonging brought into the Company's premises.

p) COMPANY'S PROPERTY

All property belonging to the Company should be returned to the Company on the last day of work with the Company. Failure to return the Company's property may subject the to deduction of salary at cost price.

Any Employee found guilty of premeditated vandalism of the Company's property or damage to the Company's property through gross negligence may be subjected to Police action.

q) CHANGE OF PERSONAL PARTICULARS

All employees are requested to inform the HR Dept. of any change of personal particulars or mobile phone numbers through their supervisors or SSE so that the Company records may be kept up-to-date and employees or their relatives may be contacted in case of emergency.

Failure to inform the HR Dept. of any changes in status or particulars may result in the non-entitlement of the employee to certain benefits under the Company's regulations.

r) UNIFORMS

All uniformed staff are required to wear their uniforms when on duty. All uniformed staff will be issued with 2 sets of uniform in their 1st year.

From the 2nd year onwards, employee can request for an additional 1 pcs of uniform up to a maximum of 2 sets per year.

s) IMPROVEMENT SUGGESTION SYSTEM

Employees with new ideas and innovations may submit proposals for improvement. Depending on the viability of the suggestion, a token of appreciation will be awarded, provided the suggestions is not part of the employee's schedule of duties.

t) GENERAL

- i. You are not allowed to be employed by the client/s that you are currently servicing whilst in the employment of the Company for a period of one year from the date of your resignation.
- ii. You will be required to apply yourself wholly to the Company's business and no work is to be undertaken in a private capacity
- iii. In the event of any disagreement over the interpretation of the handbook, the decision of the Company will be final.

u) REVIEW OF RULES

The Company will review the contents of this Handbook from time to time as and when necessary. Any changes or additions and deletions will be informed through internal circulars.

As in any Handbook, this Handbook cannot cover every possible situation and therefore, for doubts on situations not covered, employees should refer to their immediate superiors, department heads or the H.R department for clarification.

For and on behalf of
Focus Security Services Pte Ltd

William Chang
Managing Director