

## Employee HR & Payroll Assistance Guide

### Overview

This document provides essential information for employees regarding HR processes, payroll cycles, leave management, and general workplace guidelines. It is designed to help employees quickly find answers to common questions without needing to contact HR directly.

#### 1. Payroll Process

The company processes payroll on a monthly basis. Salary is credited to employees' bank accounts on the 25th of each month, unless the date falls on a weekend or a public holiday. In such cases, payment will be made on the closest preceding business day.

All employees must ensure that their bank account information is updated in the HR portal. Any changes to bank details should be submitted at least seven days prior to the payroll date.

#### Payroll Deductions

Mandatory deductions include:

- Employee Provident Fund (EPF)
- Employee Trust Fund (ETF)
- Income Tax (for applicable salary ranges)
- Loan repayments (if approved through the payroll system)

Employees can download their monthly payslips from the Employee Self-Service portal.

#### 2. Leave Management

The company provides several types of leave to support work-life balance.

##### Annual Leave

- Full-time employees receive 14 days of paid annual leave per calendar year.
- Annual leave must be requested at least 48 hours in advance, except in emergencies.
- Unused annual leave cannot be carried forward unless approved by HR.

##### Sick Leave

- Employees are entitled to 7 days of paid sick leave per year.
- A medical certificate is required for absences of two consecutive days or more.
- Sick leave cannot be combined with annual leave without approval.

##### Maternity & Paternity Leave

- Eligible employees receive 84 days of paid maternity leave.
- Fathers receive 3 days of paid paternity leave.

- All maternity-related claims should be submitted through the HR portal.

### 3. Attendance & Remote Work Guidelines

Employees should record their attendance using the company's digital attendance system. For remote or hybrid workers, online check-in and check-out is required daily.

#### Remote Work Policies

- Remote work is permitted for roles approved by department heads.
- Employees must ensure stable internet connectivity and maintain availability during working hours.
- Meetings must be attended via video conferencing unless otherwise stated.

Failure to comply with attendance requirements may result in payroll delays or disciplinary action.

### 4. Performance Reviews

Performance evaluations take place twice a year: mid-year and year-end reviews. Employees are encouraged to set quarterly goals aligned with team objectives.

The review process considers:

- Achievement of goals
- Work ethics and collaboration
- Skill development
- Contribution to organizational values

Promotions and annual increments are tied to performance outcomes and organizational budget.

### 5. HR Support

Employees may contact the HR team through the support portal for queries related to:

- Payroll issues
- Leave disputes
- Policy clarifications
- Document requests (employment letters, experience certificates, etc.)

Typical response time is 1–2 business days.