EMPLOYEE HANDBOOK

EHB-001

Version 1.0

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1 Introduction

1.1 Welcome to Sunrise Software Solutions (S3)

We are pleased that you have joined S3 which is looking forward to leveraging its "software outsourcing capabilities and extending that to increase presence in Vietnam market and revenues by developing new products through innovative application of software and technology

It's with your hard work and dedication that we will endeavor to maintain a leadership position. We offer you an opportunity to participate in our growth and welcome you as a part of our team.

1.2 About this handbook

The handbook is specially prepared for you and contains information that will help you understand S3 policies and procedures.

We have tried to cover all company policies and procedures in this handbook. As a new employee, we highly recommend that you read and familiarize yourself with the contents. We also hope that you will keep this as a handy source for future reference. If there is anything in this handbook which you have questions or concerns, you can discuss them with your manager or contact the Human Resources Department.

Due to changing business needs, S3 may find it necessary from time to time to review, modify, delete or add to its policies and procedures, work rules or benefits. S3 will do its best to keep you informed of such changes.

We would like to take this opportunity to welcome you on board S3 and we are confident that you will have a challenging and satisfying career with us.

However it's important for you to understand that this handbook is not a labor contract or a promise of continued employment.

1.3 About S3

Sunrise Software Solutions (S3 Solutions) was founded in 2007 when Vietnam became a member of the World Trade Organization (WTO). At the same time, companies around the world find their need for IT outsourcing to reduce development costs increasing, and the supply of qualified software engineers in Vietnam became attractive. S3 Solutions was founded to fulfill the need for highly skilled, lower cost IT outsourcing services.

S3 Solutions offers experienced and dedicated resources combined with a modern organization and a strong management foundation. "Growing Together" is our motto: bringing the best services and satisfaction to both employees and customers.

Our staff has experience working with global outsourcing companies such as Nortel (Canada, USA), Easy Link (USA), Blade Network Technologies (USA), Oracle (USA), NTT (Japan), and IBM (France).

Our vision:

- To be the change leader and innovative software outsourcing company

Our mission:

- To be a leader of innovation in the Vietnam software industry
- To be the best in class value service provider for our stakeholders
- To promote software development competency of Vietnam in the global market
- To deliver the best services and satisfactions to employees, customers, and partners
- To enable our partners enhance their business and social value through the use of information technology.

To bring the best benefits and satisfaction to our customers

1.4 S3 organization chart

Please refer the organization chart as below.

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                          ┌─────────────┐
                          │     BOD     │
                          └─────────────┘              ┌─────────┐
                                 │- - - - - - - - - - - │   BOA   │
                          ┌─────────────┐              └─────────┘
                          │     CEO     │
                          └─────────────┘

        ┌──────────────────┐   ┌──────────┐  ┌──────────┐  ┌──────────┐
        │Software Outsourcing│   │ Project 1 │  │ Project 2 │  │ Project N │
        └──────────────────┘   └──────────┘  └──────────┘  └──────────┘

        ┌──────────────────┐   ┌──────────┐  ┌──────────┐  ┌──────────┐
        │Market Development │   │ Product 1 │  │ Product 2 │  │ Product N │
        └──────────────────┘   └──────────┘  └──────────┘  └──────────┘

        ┌──────────────────┐
        │    Innovation     │
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        ┌──────────────────┐
        │     Business      │
        │   Development     │
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        │  Support  │ │HR & Admin │ │Finance │ │  IT  │ │Inter-project│ │Architect │
        │Departments│ │           │ │        │ │      │ │  Support   │ │          │
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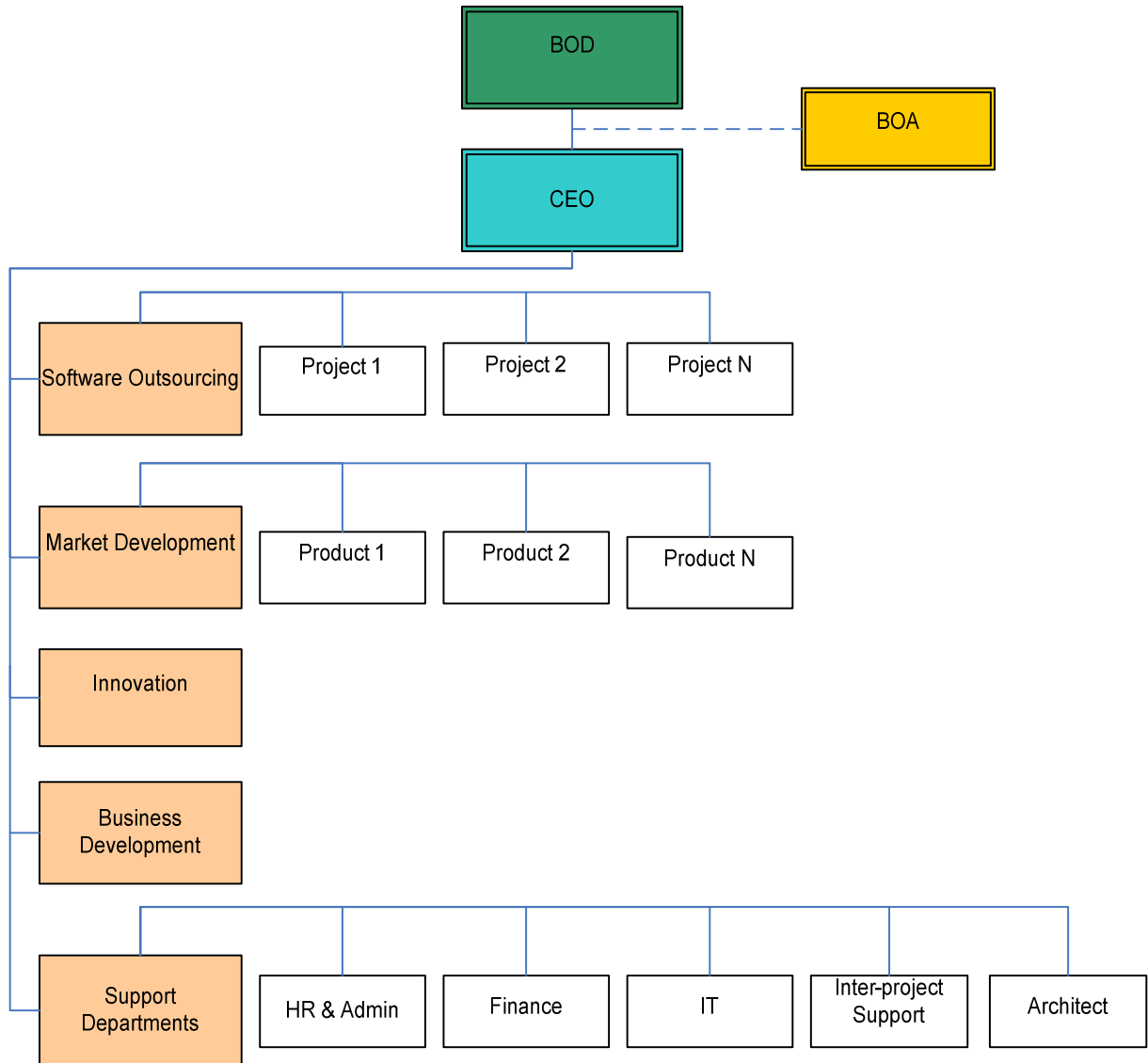
2   Employment

2.1 Probationary period

Every new employee goes through a sixty-day (60) probation period in order to learn about S3 and his or her new position.

The probation period gives the manager a reasonable period of time to evaluate the employee's performance. During this time, the new employee will be provided with training and guidance from their direct manager. The employee may be discharged at any time during this period if the manager concludes that the employee is not progressing or performing satisfactorily. Under appropriate circumstances, the probation period may be extended.

At the end of the probation period, the employee and the manager discuss the employee's performance. Upon successful completion of this period, you will officially be employed at S3.

2.2 Performance appraisal

- Performance Appraisal (PA) serves to provide an open assessment and discussion of an employee's performance and development needs. Performance Appraisal is conducted for all employees.
- The general purposes of the Performance Appraisal are:

  - ✓ To establish performance objectives;
  - ✓ To provide feedback to employees regarding their career, personal, technical, and management development;
  - ✓ To assist employees to enhance their strengths and improve their weaknesses; and
  - ✓ To establish criteria for salary, award, and promotion decisions.

Performance Appraisal is a continuing process. It will be scheduled twice a year.

The first PA will be carried out in June and the second will be in December.

Each person will be told where their performance stands relative to these agreed-to expectations, which will include the concepts of stretch, speed and innovation, not just hitting forecast results. People need to know how they are evaluated and whether their career goals are realistic. Positive performance appraisal does not guarantee increases in salary or promotions. These are solely within the discretion of the Company and depend on many factors in addition to your individual performance.

In case you have PA mark in total under 3 or two of evaluated criteria mark under 3, the probation period will give you to evaluate again the employee' performance

For details about the Performance Appraisal process, please refer it in Human Resource Guidelines for Employees.

2.3 Career development and promotion

S3 Management commits to providing equal employment opportunities for all employees in respect to their personal, technical, and management development. Depending on individual's career objectives and aspirations, employees will be given the opportunities to specialize in specific areas or to develop broad knowledge and skills.

2.4 Personnel records and resume

Employee information in the personnel file must be accurate and up-to-date. It is your responsibility as an employee to inform the Human Resources Department of any changes in personal particulars such as address, telephone numbers, marital status, qualifications and update your resume on S3 Intranet every 3 months or whenever you join a new project.

The company will restrict disclosure of your personal file to authorized individuals. Any request for information from personnel files must be directed to Human Resources Department.

2.5 References

All requests for references must be directed to Human Resources Department. The Company policy regarding references for employees who have left the Company is to disclose only the dates of employment and title of the last position held.

2.6 Employee referral bonus

The process of employee referral bonus is as follows:

- Employees are notified via email or on Bulletin board whenever there are vacancies or new job openings and the sum of referral bonus within the company.
- Employees are encouraged to introduce this opportunities to friends/associates/people whom they believe are good candidates for the available openings.
- Resumes are reviewed by the personnel department and if suitable, given to the appropriate manager/director. The manager/director then determines whether to call the candidates in for interviews.
- Candidates will be interviewed within the guidelines of the company's interview process.
- The candidates will be notified whether they are offered employment at the company.
- After the new employee has passed the probation period, the employee responsible for the introduction will be given a bonus based on referral position scale.
- Employees will be eligible for the awards after the new hire has completed three-month probation period with S3.

2.7 Annual bonus

Employees who have completed full year of service will be entitled to one month's net salary as the 13th salary if the business of the company is in good situation. Those with less than one year of continuous service shall receive a pro-rata amount based on the number of completed

months as at 31st December. If you leave S3 within 12 months, you will not qualify for this bonus.

In case the business of the company is in good situation beside the 13th salary, Profit distribution which is percent of net profit from last year will be distributed for who have enough condition below

- Criteria:

    - Full time employee and special case
    - PA score >= 3.3 or special case for PA score >=3.2 and good contribution to corporate
    - Joined the company from July 01, last year backward

- Formula:

    - Total of units for a person = (the total months working for S3/6 + sum of PA score for 2009/2 + commitment + position + contribution_

        ✓ Commitment: 1-3
        ✓ Position: 1-4
        ✓ Special contribution: based on specific case

    - Amount/unit = the percent of profit/total of units
    - Bonus for a person = amount/unit * the total of units for a person (VND)

2.8 Termination/resignation process

2.8.1 Termination

- Employees shall be deemed to have terminated their service in the company in the following situations
- Continuously absent for more than 3 days without prior leave application, reasonable excuse.
- Breach of discipline, bad conduct.
- Failure in Performance Appraisal.
- To be released of current project by direct Manager because his/her behavior & work performance are so bad that the manager can't accept. There are 2 solutions for this case:
    o HR will assign him/her to another project. After 2 months, the current manager will appraise him/her to decide whether he/she's terminated or continued.
    o If no manager receives him/her, s/he will be terminated.

The notice of termination shall be within 1 day.

2.8.2 Resignation

Employees who decide to end their employment must give 02 working weeks prior notice with probation period or 30 days prior notice for definite-contract or 45 days prior notice with

indefinite-contract. All resignations must be submitted in writing by completing the form "Letter of resignation" This form will be provided by your supervisor, upon request. Terminating employees are required to return all property (badge, key…), to transfer works and to be checked the facilities by IT department

Employees will be charged the full replacement cost of any property not returned

Note: *Employee shall not take their annual leave when serving notice period.*

2.8.3   Final Payment of Salaries

Final payment of salaries will be made to the resigned after the following clearance

*   All company articles including badges, locker keys, instruction manuals, work tools, confidential documents etc, are returned to the Company. Failure to return Company articles will result in salary deduction.
*   All outstanding payments, e.g. loans, travel advances … are settled

3   Work time

3.1   Work hour

Our regular operating hours is 8:00 a.m. to 5:30 p.m. Monday through Friday.

We set up the flexible work time for employees to encourage his/her to complete the best results for the project. But if you come to office after 9:00a.m you are requested to inform to PM

If company / project are in urgent need, you are also required to work on Saturday / Sunday without compensation.

The work time does not include break time and non-company activities.

3.2   Lunch break

Employees shall take a one and a half hour lunch break beginning from 12 (noon) to 1:30 PM.

Employees are not permitted to work through lunch break to shorten their workday.

3.3   Payment of salaries

3.3.1   Base Salary

Base Salary is a fixed salary employee receives each month. Base salary is determined based on the following criteria:

*   New Employee: education and previous professional experience
*   Existing Employee: position and performance.

- The base salary will be adjusted on a periodic basis to reward employees for their accomplishments and contributions to the Company's success.

3.3.2 Payday

Employees get paid from 01 to 05 of each next month by bank account or cash

4 Benefits

4.1 Leave benefits

4.1.1 Public Holidays

The company shall grant paid holidays for 9 public holidays as follows:

- 1 January: Solar New Year's day
- Lunar New Year: 4 days, starting from the last day of the lunar year to the 3rd day of the next lunar year
- 30 April: Victory day
- 1 May: International Labor day
- 2 September: National day
- [10/3] Lunar day: Hung Vuong King's day

4.1.2 Annual Leave

Employees are entitled to paid annual leave as follows:

- After full-year working (start from January to December), you'll have twelve (12) days of annual leave. If employees don't join the company from January, the method to count his/her annual leave is as follow:

For example:

  o Join S3: 5/2000
  o From 5/2000 - 5/2001: 1 year
  o Annual leave will be counted from 6/2001 to 12/2001 so you will have 6 days annual leave of the year 2001. From Jan 2002 to Dec 2002 you will have 12 days annual leave.
- The maximum for every time taking annual leave is 5 days.
- Annual leave entitlement for an incomplete year of service shall be deducted to the annual leave of next year. All leave earned and not taken in the current year shall be automatically carried forward to the following year.
- Employees should take annual leave and maintain the balance under 12 days by the end of the year. If your balance is higher than 12 days, it will be deducted to 12 days on January 1st of each year.
- Employees should take annual leave before resignation period. If you don't take, the company will not pay for the annual leave days left.

- In case employees are not allowed to leave due to the project/company requires, the company will pay them after you finished the resignation process based on the number of days you are rejected to leave

4.1.3 Marriage Leave

- In the event of getting marriage, employees are allowed to take five (5) days off paid.
- If it's a wedding of 2 S3 employees, the company will offer them 2 more days off paid as our way of saying "Congratulation".

4.1.4 Maternity Leave

- Female employees are entitled to four-month (120 days) paid maternity leave and the option for another month off without pay.

4.1.5 Paternity leave

- A male employee shall be eligible to apply for one (1) working day paid paternity leave (within one week from the date of birth).

4.1.6 Compassionate Leave

- In the event of a death in the immediate family, employees will be permitted to take up to three (3) days off paid. The term "immediate family" means your spouse, parents, spouse's parents, siblings, children (natural, adoptive or step), and any member of your extended family who lives in your home.

4.1.7 Study leave

- Any day off to attend the course as required by the company will not be counted as annual leave.

4.2 Company vacation

- Every year, the Company will organize trips for all employees having vacation together. These days will not be included in annual leave of each employee. No one is entitled to refuse joining the company trip unless they have reasonable reason.

5 Human resource development

In S3, Human resources training and development is a priority and employees are encouraged to develop their potential to the fullest. The company offers in-house training for core programs and specific skills required by projects and provide training assistance for external courses for eligible employees. To facilitate the development of employees the following training opportunities are available.

5.1 Technical training

- Classes, Seminars, and Conferences: professional instructors, managers or subject-matter experts will conduct Training classes and seminars. Employees will have the opportunities to attend conferences as a part of the training program.
- Overseas Work and Training Program: S3 will sponsor employees to be trained and/or to work on projects overseas. The purposes of the Overseas Work and Training Program are to give S3 employees the opportunities to learn new skills and the experience to work overseas. S3 and its customers will provide all living and travel expenses. Selection to this program is based on the training program's requirements, participant's qualifications, English proficiency and management recommendations.

5.2 Non-technical training

- Language training: English skill is very important in S3. For some reasons, our company is still unable to hold English classes for all the employees at the same time. Therefore, every employee has to improve his/her English skills as much as he/she can.
- You're encouraged to speak English as much as possible in the company.
- We defined Toeic score for each level which help you easily to measure the goal/ objective. Beside Toeic score, other standards always be considered

Level mapping for TOEIC score

With Engineer: 450 – 650 Elementary Proficiency Plus
       Level 1: 450 – 515
       Level 2: 515 – 565
       Level 3: 565 – 610
       Level 4: 610 – 650

With Team Leader: 650 – 780 Limited Working Proficiency
       Level 1: 650 – 690
       Level 2: 690 – 725
       Level 3: 725 – 755
       Level 4: 755 – 780

With Manager: 780 – 840 Working Proficiency Plus
       Level 1: 780 – 802
       Level 2: 802 – 820
       Level 3: 820 – 832
       Level 4: 832 – 840

With Director: 840+ International Proficiency

6 Other benefits

6.1 Bouquets / wreaths

As a caring employer, S3 also observes the following practices:

- Birthday cake will be sent to employees in their birthday
- Bouquets / fruit baskets are sent to employees who are hospitalized.
- Condolence wreaths are sent during occasion of employees' bereavement if possible.

6.2 Sports

All employees are encouraged to participate in team sports (e.g., football) as sponsored by the company.

7 Facilities

7.1 Personal computer and desk

Desks and personal computers are supplied for working. Employees should be responsible for them carefully. They should keep his/her desk clean and tidy.

For upgrading or supplying any part of hardware, please contact system group for further information.

7.2 Telephone and email account

Employees will be provided a telephone and an email account for business work.

All the business emails that circulated in S3 or outside must be written in English.

Do not abuse working telephone to personal purpose.

Any inter-province, international or mobile call for personal reason will be paid by the employees.

7.3 Printer

Do not abuse for personal purpose.

7.4 Saving power

S3 employees are required TURN OFF the air-condition., light, fan, your PCs/Server, monitors, printers and whatever computing devices which does not really need to run 24/24 before going home from work. Besides saving power, these actions also reduce much risk of fire at night.

In the security aspect, shutting down computers at night reduces the risk of intrusion and attempts to build up virus base.

8   Communication

8.1 Open door policy

S3 is committed to fostering open dialogue between management and employees. During the employment with S3 if employees have any complaint, suggestion or question about NON-TECHNICAL issue (e.g. working environment, facilities, personal troubles…), he/she can come to discuss with the direct manager or the HR & Admin Director directly. And with issues relating to TECHNICAL (e.g. overload of work…), please contact with the direct manager.

8.2 Bulletin board

The company provides bulletin board for the purpose of communicating with employees. Posting on the boards are company memos and other company-related items.

8.3 Employee meetings

The company will organize communication meetings with employees to share news on company business, policy changes…

The notice to confirm the meetings also shall be sent to who concern by email account

Notification of such meeting is coordinated by the Human Resource Department.

8.4 Safety and security

S3 is working hard to ensure the safety and security of the employees and company resources. Every employee is expected to obey all security rules and regulations. Managers are responsible to ensure these rules are adhered to. Failure to observe these rules is a violation of S3 rules and may be subject to disciplinary action.

8.5 Fire safety plan

Fire safety is everybody's responsibility. Of primary importance is prevention.

- In case of fire, the fire plan and emergency procedures are available at all the floors.
- The Emergency Procedures are as follows:
    - o When you hear the Fire Alarm all employees not involved in fighting the fire are to leave their room for the evacuation route and assemble in the front area.
    - o Cut off power in the area of fire.
    - o Get fire extinguishers.
    - o Move company's property out of the fire area.
- If the fire is out of control, call The City Fire Department at **114**
- Move injured person (if any) out to the safe area or if it's serious injury, call **115**. First Aid Kits are available at Receptionist's Desk.
- Way of using fire extinguisher:
    - o Shake a "Fire extinguisher" strongly.
    - o Pull safe button out.

    o Aim to the fire and press a trigger of fire extinguisher.

8.6 *Company / employee property*

Removal of company property/ employees' equipment must be accompanied by appropriate material movement documents with designated authorization signatures.

Equipment returned onto S3 premises must be matched to the originating checking form. The security guards, HR and the authorizing people are to acknowledge the asset return.

The particles also include the terms in Non-Disclosure Agreement which is issued and accepted by S3 and employees

TERMS:

"**Customer**" shall mean any of Customer Corporation/partners, potential customers/partners.

"**Confidential Information**" shall mean all information, including trade secrets, know-how, formulas, patterns, compilations, programs, devices, methods, plans, techniques, or processes, of a business, marketing, technical, scientific or other nature, that derives actual or potential value from not being generally known or readily ascertainable by third parties;

"**Intellectual Property**" shall mean all rights in any invention, discovery, improvement, utility model, copyright, industrial design, and all rights of whatsoever nature in computer software, data, Confidential Information, trade secrets or know-how, and all intangible rights or privileges of a nature similar to any of the foregoing, in every case in any part of the world and whether or not registered, and shall include all rights in any applications and granted registrations for any of the foregoing.

1. All intellectual work products (designs, source code, software builds, tools, etc) that are developed inside the company premises, or stored in the company network, shall be the intellectual properties (IP) of the company, despite of ownership of the equipments and/or materials that are used for development those work products.

2. Employees are under no obligations, including those to any former employer, which impose any restrictions on the activities or duties, assigned to them from time to time by the S3. Employees will not disclose or make any unauthorized use of any Confidential Information or Intellectual Property of any former employer or of any other third party in connection with employment/engagement with the S3.

3. Unless it is permitted by S3 in writing, employees shall not at any time during or subsequent to employment with S3:

    (i) Disclose or authorize the disclosure, to anyone other than authorized officers, directors, employees or contractors of the S3; or,

    (ii) Use for non-S3 purposes or other non-permitted purposes;

Any Confidential Information or Intellectual Property of S3 and/or its Customer, or any other Confidential Information or Intellectual Property to another Customer.

During the course of employment/engagement, any unauthorized use or disclosure of such Intellectual Property or Confidential Information would cause irreparable harm to S3 and its Customer is strongly prohibited.

4. All papers, memoranda, notes, reports, charts, programs, data or other documents of any kind, or in any form, relating to or containing the Confidential Information or Intellectual Property of S3 or of any third parties who have provided to S3, are the property of S3, and that upon termination of employment with S3, employees must immediately return all such materials to S3.

8.7 Visitors

Receive your personal visitors / guests in the reception area / meeting room or front door. Personal guests are not allowed to enter the office.

8.8 Physical security rules

It is company policy to protect computer hardware, software, data, and documentation from misuse, theft, unauthorized access, and environmental hazards.

The directives below apply to all employees:

- Shut the door when you enter to any room in the company. Do not enter restricted areas and other restricted access project rooms without responsibility.
- Exercise care to safeguard the valuable electronic equipment assigned to you by avoiding expose hardware, removable media to environmental hazards, such as food, smoke, liquids, high or low humidity, and extreme heat or cold. Employees who neglect this duty may be accountable for any loss or damage that may result.
- Employees are not allowed to perform installations, removal, disconnections, modifications, and relocations equipments without approvals by managers. Every computer main unit in S3 has a sealed stamp, that must not be broken without permission from System group Leader and/or Manager
- Employees shall not take any company property including equipments and removable media out of the company without the informing their department manager about what equipment is leaving, what data is on it, and for what purpose.
- Removable media should be stored out of sight when not in use. If they contain highly sensitive or confidential data, they must be locked up. If they need to be disposed, wipe and dispose thoroughly
- When confidential documentations need to be disposed, they must be shredded using shredder.
- Employees must report to Human resource managers and/or Security manager about any observed violations, theft, vandalism, sabotage, breach of security, lost identification badge…

In case there is any request for equipment installations, removal or relocation, the employee would ask for S3 System group to carry out the tasks.

8.9 *Information security policy*

All of the electronic communications systems, as well as all information transmitted, received, or stored in these systems are the property of S3. They are provided for employee use solely for business purpose. It's responsibility of the employees to understand and follow the security policies and procedures to protect the security of the information system.

8.9.1 Email policy

Email exchange is provided to facilitate communication between S3 employees and external correspondents for business purpose. Employees must not use S3 email system to

- Sending or forwarding chain e-mail, i.e., messages containing instructions to forward the message to others.
- Conducting a personal business using company resources.
- Transmitting any content that is offensive, harassing, or fraudulent.
- Expose confidential information regarding S3 business or customer's project information out to other non-related recipients without permissions from the appropriate S3 authority.

8.9.2 Internet policy

S3 provides Internet access to help the employees do their job and to be well informed. But unnecessary or unauthorized Internet usage can cause network congestion and expose security risks, affect S3 and customers. Unlawful Internet usage may also garner negative publicity for the company and expose S3 to significant legal liabilities. Thus ensuring this security must be everyone's first concern.

The following table summarizes the activities employee can and cannot do:

ACTIVITY	WORK HOURS	OUTSIDE OF WORK HOURS
Browsing URL's for work-related activities (e.g. research related to your project, or customer project activities)	β	β
Browsing URL's which are not work-related (e.g. news pages, entertainment pages - TV, music, sports etc.) provided that all other usage policies are adhered to	ρ	β
Browsing URL's which are prohibited in the S3 Internet Policy	ρ	ρ
Sending emails from web-based services (e.g. Yahoo or Ho)	ρ	β
Chat or using chat rooms	ρ	β

Instant messaging (e.g. MS Messenger)	ρ	β
Displaying, browsing, archiving, storing, distributing, editing or recording sexually explicit or pornographic material	ρ	ρ
Performing illegal activities to violate international and national laws and regulations	ρ	ρ
Propagating any virus, worm, Trojan horse, or trapdoor program code	ρ	ρ
Releasing protected information via any public forum (e.g. chat, newsgroup, bulletin board, website)	ρ	ρ
Downloading entertainment software or games, or to play games against opponents over the Internet.	ρ	ρ
Upload any software or data owned or licensed by the company without explicit authorization from the manager responsible for the software or data.	ρ	ρ
Downloading software which is not required for a customer project	ρ	ρ
Downloading picture files (e.g. .JPG, .GIF, .BMP...) and big document files (e.g. .DOC, .PDF...)	!	!
Downloading audio, video files (e.g. .AVI, .MPEG, .RM files) music files (e.g. .MP3, .MIDI files)	=	=
Downloading executable programs required for your work (e.g. .COM, .EXE files)	=	=
Downloading compressed files required for your work (e.g. .ZIP files)	=	=
Using download accelerating tools (such as GetRight, Flashget, Teleport, etc.)	=	=

These activities are allowed within β legitimate and authorized contents.

 These activities are prohibited.ρ

! These activities are restricted in volume. Request to system group to download is encouraged.

These activities must only be= performed by S3's System Group. You must request the System Group to download these files for you.

8.9.3 Access codes and passwords

Most of our electronic communication systems are password protected to limit access to certain information, to protect data from tampering, and to identify the user. Employees are required to keep their passwords confidential, change them on a regular basis. The unauthorized use of another person's password, or the unauthorized access to or retrieval of information transmitted or stored in the electronic communication systems is strictly prohibited. Employees must not write down the passwords to any place that can be exposed to others.

In general, employees must ensure that the passwords:

- be distributed on a need-to-know basis
- be created by random characters in nature
- do not reflect proper names and dictionary text
- must be a combination of alpha and numeric characters
- contain no less than eight characters in length
- be changed at least every 45 days
- not to be used in any automatic log-on processes

Access codes are used to access to the rooms in S3. The employees must

- Keep access code secret, in a need-to-know basis
- Not write the access code down to any media that may be accessed by others.

8.9.4 Network, servers and Computer security

Each S3 employee is provided with workstation(s) and accesses to the corporate system to perform the assigned works on the authorized projects. The abuse of these facilities, however, is the security risk that may affect the whole company. Therefore, it's responsibility of employees to follow strictly the rule in using them.

The following rules must be followed:

- Always ensure that the workstation has been set to have screen-saver with password lock on, or auto-log off mechanism, that will be activated after a pre-determined time of inactivity.
- Always ensure that antivirus software has been installed and enabled. Employee must update the virus list regularly follow the notices from System group.
- Inform system right away when there is virus detected or suspected by some ways in the machines.
- Must not access data other than his/her own without authorization
- Must not use any communication test equipment and/or software for controlling and/or monitoring the network system without authorization from the managers

9 Confidential information

Our clients and suppliers entrust S3 with important information relating to their businesses. The nature of their relationship requires maintenance of confidentiality. In safeguarding the information received, S3 earns the respect and further trust of our customers and suppliers.

By virtue of your employment with S3 you will have access to such Confidential Information. Since the Company has a legitimate interest and need to maintain this information in confidence at all times all employees are prohibited from using or disclosing Confidential Information to any person, company, corporation, association or other entity for any reason or purpose whatsoever during or after the term of their employment with S3, except as required in the course of their employment in furtherance of S3 interests.

- The company appreciates your positive working and self studying manner and allows you to take home documents for off-site studying purposes, however any documents classified as Confidential Information cannot be taken out of company without prior approval of employee's direct manager. If you are not certain whether some information is confidential or not, get a confirmation from your manager.
- Employees are expected to exercise utmost precautions when sharing Confidential Information with others within the company. As a general rule, employees should share Confidential Information with those who need to know. You may be held responsible collaterally for your sharing of Confidential Information that leads to eventual violations.
- Confidential Information can be in handwritten, printed, electronic, verbal or any other formats.

In this context, "Confidential Information" refers to information such as business and financial records, creations, data, information, know-how, processes, designs, techniques, technical plans, documentation, client lists, customer information, price lists, supplier lists, compensation data, labor relations strategies, pending projects and proposals, confidential planning or policy matters, and any operational, management, financial, accounting, control system, computer software, and databases, marketing or tax information relating to the business of S3 or its clients, or such other information as may be designated by S3 as confidential.

- Violation of this policy is subjected to severe disciplinary actions

10 Conflict of interest

Employees are expected to devote their primary work efforts to the business of S3. Certain interests or activities of employees and/or their friends or relatives may be in conflict with the best interests of S3. Therefore, each employee must be alert to such potential conflicts of interest and should scrupulously examine and avoid any situation in which an improper personal benefit will arise from the use of knowledge acquired through his or her association with S3. Employees must report immediately any potential conflict to their immediate manager, so those safeguards can be established to protect all parties.

11 Discipline

11.1 Rules and regulations

S3 strives to create the best working environment for its employees, and respectable image and reputation of itself to its customers and affiliates. Therefore, S3 expects all employees to observe and adhere to its rules and regulations

- Be punctual for work.
- When you absent because of sickness, notify the direct manager and HR immediately before 9:00AM., and fill in the leave form upon return.
- Employees must apply the leaving form via leaving tool on intranet system and get approval from both of your direct manager AND HR department. The leaving request must be submitted in advance with minimum requirement below
  - Less than 3 days, submit form to your direct manager and HR department 2 working days before the absent date.
    - After submitting the leaving form, you will get approval from your direct manager within 1 working day and another day from HR department.
    - In case your direct manager/HR does not have appropriate actions, your leaving request is automatically approved after 2 working days
  - 3 – 5 days, submit form to your direct manager and HR 1 working week before the absent date
    - After submitting the leaving form, you will get approval from your direct manager within 3 working day and 2 more working days from HR department.
    - In case your direct manager/Hr does not have appropriate actions, your leaving request is automatically approved after 5 working days
  - Over 1 week, submit form to your direct manager and HR 1 working month before the absent date
    - After submitting the leaving form, you will get approval from your direct manager within 2 working weeks and 1 more working week from HR department.
    - In case your direct manager/Hr does not have appropriate actions, your leaving request is automatically approved after 3 working weeks.

- Each employee is provided with an employee card
    - Always wear the employee card in the office
    - If you forget it at home, you can borrow a temporary card at the receptionist desk. Please remember to take it back at the end of the day.
    - If you lose it, please inform the HR department then a new one will be issued for a small fee

- Do not remove any company properties from company premise without the approval of the direct manager. This includes confidential documentation from projects and customers.
- Do not use company properties for personal purposes.
- Adhere to company procedures and standards.
- Shred all confidential and proprietary documents before discarding them.
- Only smoke in designated areas.

- Do not possess, sell, purchase and use of alcohol or illegal, dangerous or restricted drugs / substances in the company.
- Do not possess or carry weapons, firearms or explosives within the company premises.
- Only discuss company business with people outside the company on a need-to-know basis.
- Do not abuse your authority.
- Do not reveal your salary or other employees' ones if you know.
- Be alert. Follow fire rules, company rules and protect company properties and equipment.
- Do not accept commissions resulting from a company business transaction with individuals or other companies for your own. If monetary commissions as such are given, they should be turned in to the Treasurer to be deposited as company fund.
- Do not play any type of games or gamble during office business hours. It's the responsibility of the computer owner (user) to ensure that all the games are uninstalled from your PC.
- Peer Responsibility: It will be the responsibility of the whole group* to ensure that no one plays games, and if anybody is caught playing game, then not just that individual but the whole group will be penalized. So the team members must ensure that they stop their peers from playing games otherwise they will also be penalized even if they might not be playing.

*A group is defined as member of same project group located in the same room

- Do not listen to the music by speaker but headphone when you are at work.
- Dress appropriately for work and for meetings with customers.
- Do not cause sexual harassment or other types of harassment or discrimination. (If you are feel or think you are in this situation, i.e. being harasses/ discriminated, please report immediately to the HR Director and/or your Direct Manager)
- Do not use abusive language with company's employees and customers
- Follow bag checking rules

11.2 Corrective counseling

The companies recognizes the value and importance of employee coaching and counseling as the initial step of the corrective counseling process when an employee fails to meet attendance, job performance standards, or fail to observe the company policy, violates the company's rules and regulations.

The counseling will be arranged and monitored by HR Dep.

11.3 Disciplinary actions

When coaching and counseling fail, the following steps may be followed:

- Written warning
- Involuntary termination.

The above steps need not necessarily be followed in sequence but may be adopted where appropriate.

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