

PQ’s business policies set forth the principles by which we conduct our business. They guide day-to-day operating decisions as well as satisfy regulatory requirements. The following is a list of our key policies, including a brief summary of each one.

Company Policies

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**Issuing Department**

Company Board of Director

**Target Audience**

All employees

**Approver**

Board of Director of Prime Quality Training Pte. Ltd. and Board of Director of its affiliates

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**Clarification**

Board of Director : CEO, Executive Directors, Non-Executive Directors

Senior Management members : CEO, Director, General Manager, Head of Department

Mid Management members : Team Leader, Manager

Executive : Trainee, Executive, Senior Executive

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**OUR MISSION**

* To bring knowledge across any border, any region.
* To create value and make a difference.
* To build stakeholder long-term commitment

**OUR VISION**

* **People:** Be a great place to work where people are inspired to be the best they can be.
* **Profit**: Maximize long-term return to shareowners while being mindful of our overall responsibilities.
* **Productivity**: Be a highly effective, lean and fast-moving organization.
* **Value**: to improve our client's business efficiency, and offer many cost saving methods in our events.
* **Partners**: Nurture a winning network of customers and suppliers, together we create mutual, enduring value.

**VALUES**

* **Strictness & Discipline:** The bridge between goals and accomplishment.
* **Integrity:** Be real.
* **Commitment:** To transfer promises and hopes into actual plan.
* **Leadership**: The courage to shape a better future
* **Passion:**Committed in heart and mind
* **Quality:** What we do, we do well
* **Accountability:** being responsible for what we promise, what we deliver
* **Creativity:** be different

Conflicts of Interest

OBJECTIVE

1. To ensure employees are acting on the best interests of the company

STATEMENT

1. A Conflict of Interest occurs when personal interests of an employee or the interests of a third party compete with the interests of Prime Quality Training. In such a situation, it can be difficult for the employee to act fully in the best interests of Prime Quality Training. Employees shall avoid Conflicts of Interest whenever possible.

PROCEDURE

1. If a Conflict of Interest situation has occurred or if an employee faces a situation that may involve or lead to a Conflict of Interest, the employee shall disclose it to his or her Line Manager and/or the HR or the Legal or Compliance Function to resolve the situation in a fair and transparent manner.

SCOPE

1. To all employees

Compliance with Laws, Rules and Regulations

OBJECTIVE

1. To ensure employees are acting on the best interests of the company under eyes of law of any locations where Prime Quality Training conducts its business.

STATEMENT

1. Prime Quality Training respects the law all the time.

PROCEDURE

1. Prime Quality Training and its employees are bound by the law. Compliance with all applicable laws and regulations must never be compromised. Additionally, employees shall adhere to internal rules and regulations as they apply in a given situation. Those internal rules are specific to the Company and may go beyond what is required by the law.

SCOPE

1. To all employees

Timing Policy

OBJECTIVE

* + 1. To ensure punctuality at work.
    2. To maximize productivity.

STATEMENT

* + 1. PQ requires all its employees to be punctual at work.
    2. Arriving-after working hours started and arriving-before working hours ended must be considered thoroughly by supervisor in charge

PROCEDURE

* + 1. Refer to department policy for specific working timing and rules.

SCOPE

* + 1. Employee covered in this policy refers to all full time & part time employees.

Workplace Monitoring and Surveillance

OBJECTIVE

1. To protect company intellectually properties
2. Enhance work performance in line with company strategy

STATEMENT

1. Work email & email password must only be created by the company.
2. Work email & email password will be accessed and monitored by the company management
3. Employee(s) is not allowed to create any form of alternative emails to his work email so to use at work for whatsoever purposes unless with written request by CEO.
4. Telephone calls, computers, Internet access of employee(s) during working hours will be monitored and recorded for quality control & suveillance purposes.

SCOPE

* + 1. Employee covered in this policy refers to all full time & part time employees.

Protect Company Reputation

OBJECTIVE

1. To ensure employee are acting on the best interests of the company within and outside workplace

STATEMENT

1. Employees are required to protect company reputation within and outside workplace during course of employment with Prime Quality Training
2. All issues and contents, which employees perceive it may harm company reputation, should be communicated with Line Manager and/or the HR or the Legal or Compliance Function to resolve the situation in a fair and transparent manner.

SCOPE

1. Employee covered in this policy refers to all full time & part time employees.

Fraud, Protection of Company Assets, Accounting

OBJECTIVE

1. We insist on honesty and we respect the Company’s assets and property

STATEMENT

1. Employees must never engage in fraudulent or any other dishonest conduct involving the property or assets or the financial reporting and accounting of Prime Quality Training or any third party. This may not only entail disciplinary sanctions but also result in criminal charges. Prime Quality Training’s financial records are the basis for managing the Company’s business and fulfilling its obligations to various stakeholders. Therefore, any financial record must be accurate and in line with Prime Quality Training’s accounting standards.
2. Employees shall safeguard and make only proper and efficient use of Prime Quality Training’s property. All employees shall seek to protect Prime Quality Training’s property from loss, damage, misuse, theft, fraud, embezzlement and destruction. These obligations cover both tangible and intangible assets, including trademarks, know-how, confidential or proprietary information and information systems To the extent permitted under applicable law, the Company reserves the right to monitor and inspect how its assets are used by employees, including inspection of all e-mail, data and files kept on Company network terminals.

SCOPE

1. Apply to all employees, director and affiliates and subsidiaries

Confidential Information

OBJECTIVE

1. We value and protect our confidential information and we respect the confidential information of others.

STATEMENT

1. Confidential information consists of any information that is not or not yet public information. It includes trade secrets, business, marketing and service plans, consumer insights, production ideas, product recipes, designs, databases, records, salary information and any non-published financial or other data.
2. Prime Quality Training’s continued success depends on the use of its confidential information and its nondisclosure to third parties. Unless required by law or authorized by their management, employees shall not disclose confidential information or allow such disclosure. This obligation continues beyond the termination of employment. Furthermore, employees must use best efforts to avoid unintentional disclosure by applying special care when storing or transmitting confidential information.
3. Prime Quality Training respects that third parties have a similar interest in protecting their confidential information. In case that third parties, such as joint venture partners, vendors or customers, share with Prime Quality Training confidential information, such information shall be treated with the same care as if it was Prime Quality Training’s confidential information. In that same spirit, employees shall protect confidential information that they have obtained in the course of their prior employment.

SCOPE

1. Apply to all employees, director and affiliates and subsidiaries

Dress Code

OBJECTIVE

1. Maintaining a professional, business like appearance is very important to the success of Prime Quality Training. Regardless of the employee’s interaction with clients, customers, suppliers, contractors, or volunteers, each employee projects the reputation of the organization. Part of this impression depends on each employee’s choice of dress. The company requires employees to maintain a neat and clean appearance that is appropriate for the workplace setting and for the work being performed. To that end, Prime Quality Training department heads may determine and enforce guidelines for workplace-appropriate attire and grooming for their areas; guidelines may limit natural or artificial scents that could be distracting or annoying to others.

STATEMENT

1. Business formal is required for both male and female employees at work between Monday to Thursday
2. Casual is allowed for both male and female employees at work on Friday.

PROCEDURE

1. All Prime Quality Training's staff members are expected to present a professional, businesslike image to clients, visitors, customers and the public. Acceptable personal appearance, like proper maintenance of work areas, is an ongoing requirement of employment with Prime Quality Training.
2. Supervisors should communicate any department-specific workplace attire and grooming guidelines to staff members during new-hire orientation and evaluation periods. Any questions about the department’s guidelines for attire should be discussed with the immediate supervisor.
3. Any staff member who does not meet the attire or grooming standards set by his or her department will be subject to corrective action and may be asked to leave the premises to change clothing. Hourly paid staff members will not be compensated for any work time missed because of failure to comply with designated workplace attire and grooming standards.
4. All staff members must carry or wear the Prime Quality Training identification badge at all times while at work.
5. At the discretion of the department head, in special circumstances, such as during unusually hot or cold weather or during special occasions, staff members may be permitted to dress in a more casual fashion than is normally required. On these occasions, staff members are still expected to present a neat appearance and are not permitted to wear ripped, frayed or dishevelled clothing or athletic wear. Likewise, tight, revealing or otherwise workplace-inappropriate dress is not permitted.
6. Guidelines for Casual day

|  |  |
| --- | --- |
| **Appropriate** | **Inappropriate** |
| Slacks | |
| * Khakis or corduroys * Jeans (must be clean and free of rips, tears and fraying; may not be excessively tight or revealing) * Skorts, capris | * Sweatpants, leggings, exercise wear * Shorts, low-rise or hip-hugger pants or jeans |
| Shirts | |
| * Polo collar knit or golf shirts * Oxford shirts * Company logo wear * Short-sleeve blouses or shirts * Turtlenecks * Blazers or sport coats * Jackets or sweaters | * Shirts with writing (other than company logo) * T-shirts or sweatshirts * Beachwear * Sleeveless blouses or shirts * Exercise wear * Crop tops, clothing showing midriffs, spaghetti straps |
| Shoes | |
| * Boating or deck shoes, moccasins * Casual, low-heel, open-back shoes (e.g., mules, sling backs) | * Sandals, thongs, flip flops, open-toe shoes * Athletic shoes, tennis shoes, Croc-like sandals |

10. Business attire

1. For men, business attire includes a long-sleeved dress shirt, tie, with or without tailored sport coat worn, dress trousers (not khakis) and dress shoes.
2. For women, business attire includes with or without tailored pantsuits, with or without businesslike dresses, coordinated dressy separates worn with or without a blazer, and conservative, closed-toe shoes.

SCOPE

1. To all employees

Inter-Department Communication

OBJECTIVE

* 1. To ensure company confidential information, company intellectual properties, business pattern and privacy of each department/section is completely protected.
  2. To ensure communication is specific and effective.

STATEMENT

* 1. Prime Quality Training restrains employee(s), not including CEO, Directors from inter-department/inter-section communication confidential work related matters during and outside working hours, using direct or indirect methods.
  2. Inter-department/inter-section is guided by Inter-Department Communication policy of each department respectively.

SCOPE

1. To all employees and all departments

Professional Working Language

OBJECTIVE

* 1. To ensure language being used in PQ working environment is appropriate and professional

STATEMENT

* 1. Prime Quality Training abandons all kind improper, vulgar, taboo, extreme language in all of its senses at work, regardless of language
  2. Prime Quality Training preferred business language is following specific requirements of each location where it is conducting business and is under own discretion of its business function department respectively.

SCOPE

* 1. To all employees

Families and Relatives

OBJECTIVE

1. Our hiring and people development decisions will be fair and objective

STATEMENT

1. Immediate family members and partners of employees may be hired as employees or consultants only if the appointment is based on qualifications, performance, skills and experience and provided that there is no direct or indirect reporting relationship between the employee and his or her relative or partner. These principles of fair employment will apply to all aspects of the employment, including compensation, promotions and transfers, as well as in case that the relationship develops after the respective employee has joined the Company. Provided that they are equally suited as other candidates, priority may be given to children of Prime Quality Training employees with respect to internships, training periods, employment during holidays and similar short-term assignments.

SCOPE

1. Apply to all employees, director and affiliates and subsidiaries

Personal Information Protection Policy

OBJECTIVE

1. Prime Quality Training places a high priority on the security and integrity of the personal information of its employees, customers and business partners. This policy provides a minimum set of security requirements for protecting personal information that has been entrusted to the company. Users of company information systems and resources may require access to personal information in the execution of their assigned duties. This policy and related practices set minimum standards for the management and protection of company-controlled personal information.

STATEMENT

1. Prime Quality Training will collect, use, store, or disclose personal information only for required business purposes and in conformity with applicable legal requirements. The company will evaluate and implement technical and administrative controls to minimize the potential of unauthorized access to company-controlled personal information. Personal information collected by the company will be processed and used in accordance with applicable statutory, regulatory and professional standards.

SCOPE

1. Apply to all employees, director and affiliates and subsidiaries

Grievance Policy & Procedure

OBJECTIVE

1. To ensure equal and fair working environment.

STATEMENT

1. Company management has responsibility to respond to all complaints and request so to ensure equal and fair working environment.

PROCEDURE

1. PQ advocates an equal and fair working environment. In any organisation members of staff will from time to time have concerns regarding their work, working relationships or the working environment.  Mostly such concerns are resolved informally through discussions within the department. If however an employee considers that his or her concerns have not been addressed adequately s/he may raise a formal grievance directly to Head of Human Resource or CEO.
2. The procedure aims to ensure that where problems are identified, they are dealt with promptly and consistently.
3. This procedure only applies to current employees. If an employee raises a grievance prior to leaving Prime Quality Training employment, an investigation will be conducted to the end of the stage started as per the procedure and a written response will be provided to the complainant.
4. Informal Grievance Stage
   * 1. In the first instance, an employee should raise a matter of concern informally with his/her line manager.
     2. Both parties should make every effort to resolve the problem at this stage because this will allow it to be settled promptly, informally and locally. The employee should explain the nature of concern to his/her line manager or Head of Department. Normally within five working days of gaining this information, the line manager/Head of Department will consider appropriate action which may be required to address the matter. The employee will be orally notified of the outcome, with confirmation of any agreed actions in writing. The parties may consider mediation to aid resolution of the matter if informal attempts to address the situation have been unsuccessful.
5. Feedback Mailbox
   * 1. If the individual feels it would be inappropriate to raise the matter with his/her immediate manager as it is related to the behaviour of the immediate line manager, s/he must prepare a feedback mail to put into the feedback mailbox.
     2. The feedback mail will only be opened and considered by company senior management/ not line manager. Information provided in the feedback mail will not be disclosed to non related parties.
     3. Company senior management members include CEO, Director in Sales, Production, Operation, Admin & Finance, and Marketing.
6. Formal Grievance Stage
   * 1. If the matter cannot be resolved informally, the employee should raise the grievance formally in writing addressed to the Director of Human Resources. The grievance should explain the outstanding matter of concern focusing on the facts of the case. This should include why attempts to resolve it have proved unsuccessful, providing evidence where appropriate and outlining the desired outcome for the grievance. Dependent on the circumstances, it may be necessary for an investigation to be undertaken prior the Grievance Hearing being held. The Director of Human Resources will appoint a panel to hear the grievance.
     2. The grievance procedure should normally be conducted within the following timescales. In exceptional circumstances, it may be necessary to extend these time limits in discussion with both parties.

SCOPE

1. To all employees

Harassment Free Workplace Policy

OBJECTIVE

1. Prime Quality Training is committed to a workplace free of discrimination and harassment of any kind. Offensive or harassing behaviour will not be tolerated against any employee, vendor, customer or visitor.

STATEMENT

1. PQ prohibits discrimination or harassment of any individual on the basis of race, religion, color, national origin, ancestry, disability, marital status, age, sexual orientation, military or veteran status, gender, gender identity or expression, or any other characteristic prohibited by law. Such actions are unacceptable and will not be tolerated. Supervisory or managerial personnel are responsible for taking proper action to end such behaviour in their workplace.

PROCEDURE

1. Harassment is defined “any form of unwanted conduct related to any of the discriminatory grounds” namely:
2. Gender
3. Marital status
4. Family status
5. Sexual orientation
6. Religion
7. Age
8. Disability
9. Race/colour/nationality/ethnic or national origin
10. Traveller community membership
11. Verbal harassment – spoken words, jokes, comments, ridicule or songs, or jokes about a person’s membership of a protected category, demeaning and derogatory remarks, name calling, unwelcome comments, unwarranted criticism of work/study performance etc. that is related to one or more of the discriminatory grounds;
12. Written harassment – including faxes, notices, electronic text messages, emails, internet chat rooms etc. that is related to one or more of the discriminatory grounds;
13. Physical harassment – jostling, shoving or any form of assault that is related to one or more of the discriminatory grounds;
14. Intimidatory harassment – postures, posturing or threatening poses that is related to one or more of the discriminatory grounds;
    * 1. Visual display such as posters, emblems or badges that is related to one or more of the discriminatory grounds;
      2. Isolation or exclusion from social activities, or in workplace activities or course of study that is related to one or more of the discriminatory grounds;
      3. Pressure to behave in a manner that the employee thinks is inappropriate, for example, being required to dress in a manner unsuited to a person’s ethnic or religious background, or otherwise that is related to one or more of the discriminatory grounds;
      4. Undermining the authority of the company in the workplace that is related to one or more of the discriminatory grounds.
15. Bullying is defined as: Repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual’s right to dignity at work or study. An isolated incident of the behaviour described in this definition may be an affront to dignity at work, but as a once-off incident is not considered to be bullying.
16. Verbal Abuse – shouting, spoken words, making jokes, undermining a person’s authority through misplaced and unwarranted criticism of an individual and their professional performance, ridiculing the employee or student in front of other employees and/or individuals, setting unrealistic and unattainable targets, spreading malicious rumours about an individual around the organisation, humiliation, sneering or ridicule and falling within the definition above.
17. Nonverbal Abuse – Looks, gestures, displaying emblems on clothing, exclusion, whistling, isolation at lunch breaks or social events, etc. and falling within the definition above.
18. Written Abuse – including faxes, notices, electronic text messages, emails, internet chat rooms etc. and falling within the definition above.
19. Physical Abuse – Hitting, bodily contact that is abusive in nature, shaking fists in a threatening manner, sabotaging a colleagues personal belongings etc. and falling within the definition above.
20. Individuals or groups of people can be responsible for, or be the victims of bullying. It can occur between a manager/supervisor and subordinate, between subordinate and a supervisor/manager.
21. Legitimate and reasonable management and supervision of staff does not constitute bullying. It is important however that those responsible for managing poor performance and conduct do so through the operation of fair procedures, and not through an aggressive management /supervisory style.

SCOPE

1. This policy covers all employees of Prime Quality Training Pte. Ltd. (Singapore) and its controlled subsidiaries/ representative employed in the Singapore, Viet Nam and other countries, including both the regulated and non-regulated business. This policy covers vendors, customers, or others who enter any PQ workplace. Workplace includes facilities owned or leased by PQ as well as any place where PQ does business. This policy also applies to participation in business trips, meetings or social events, regardless of location.

Corporate Opportunities

OBJECTIVE

1. To ensure all employees are committed to advance Prime Quality Training’s business

STATEMENT

1. Employees shall not compete with the Company. Nor shall they take personal advantage of business opportunities that they discover during the course of their employment, unless the Company expressly waives its interest in pursuing such opportunity. If employees want to pursue business opportunities that might be of interest to the Company, they shall inform their Line Manager who will seek a management decision as to whether or not the Company wants to pursue the opportunity. Even if the Company decides against pursuing the opportunity, the employee may seize the opportunity on his or her own behalf only if it is clear that doing so will not result in direct or indirect competition with the Company’s operations.

SCOPE

1. To all employees

Performance Management and Feedback Policy

OBJECTIVE

1. To ensure employees clearly understand performance expectation and focus on the overall objective.
2. To ensure employees fully receive feedbacks and support from management in achieving goals
3. To ensure highest productive operation performance.

STATEMENT

1. Prime Quality Training strives to provide an environment where all employees understand the impact their contributions have on the achievement of company goals and are provided the opportunity for ongoing personal growth. One way we can accomplish this goal is through a strong performance based management program. The performance management process is continuous as we plan, manage, review, and reward performance.

PROCEDURE

1. The Prime Quality Training’s Performance Management Process consists of a four-phase cycle: planning, managing, reviewing, and rewarding performance.
2. The planning phase is the foundation of the entire Performance Management process. In this phase, job expectation in line with individual goals and objectives are set for the performance period. Goals that are SMART (specific, measurable, achievable, relevant, and time based) increase employee motivation and commitment to goal attainment, leading to greater performance and productivity.
3. Regular communication between the manager and employee is critical during the managing phase of the performance management cycle. Through formal and informal conversations, both parties are kept abreast of progress towards the successful completion of goals and expectations. These discussions also enable the manager to provide timely feedback and coaching as the year unfolds. Because the performance cycle spans several months, it is important for managers and employees to keep track of key performance highlights and challenges that occur during the year.
4. At the conclusion of the evaluation cycle, the manager meets with the employee to conduct the annual performance review. If SMART goals have been set (planning phase) and ongoing communication/feedback has taken place (managing phase), the overall outcome of the annual review should come as no surprise to the employee.
5. Each department shall implement its own KPIs, rewarding system and other measurement metrics.

SCOPE

1. To all employees

Leave Policy

OBJECTIVE

* 1. To provide a process for the request and approval of a leave of absence for regular employees

STATEMENT

* 1. Employees are entitled to Medical Leave, Annual Leave, Public Holiday Leave, Personal Leave and other Emergency Leaves.

PROCEDURE

* 1. Leaves are classified as unpaid leave and paid leave
  2. Paid leave includes Medical Leave, Annual Leave, Public Holiday Leave, Personal Leave with duration specified in employment contract.
  3. All Annual leave must be submitted 30 days in advance and approved by Line Manager together with HR
  4. All Medical leave must be submitted together with valid medical certificate with doctor or clinic contacts for verification
  5. Unpaid leave includes all form of leaves which duration is not granted.
  6. All leave approval must be considered thoroughly with HR allocation under operation stability point of view.
  7. All leave can be submitted to Line Manager in charge under HR consultation

SCOPE

* 1. This policy covers all employees of Prime Quality Training Pte. Ltd. and employees of its controlled regulated and unregulated subsidiaries employed in the country of operation.

Resignation Policy

OBJECTIVE

1. To provide a standard resignation process for regular employees so to protect PQ’s business.

STATEMENT

1. Employee may resign from position after complying company resignation procedure.

PROCEDURE

1. Employee wishing to resign from the company should write (formal letter or email) to their Head of Department stating clearly the date on which they wish their resignation to become effective (taking account of the required contractual notice period). It is also helpful if staffs are prepared to give their reasons for resigning from the company. Periods of notice longer than those contractually required will be accepted
2. When a letter/email of resignation is received, the Sectional Mid Management member should confirm agreement then forward to Head of Department/ Senior Management member for approval.
3. When a letter/email of resignation is received, the Head of Department/ Senior Management member should confirm agreement then forward to HR for approval.
4. Upon receipt of the confirmed resignation details, Human Resources will issue a letter to the individual confirming their resignation and the date on which their employment with the company will cease.
5. Staff in any doubt about the effective date of resignation, having regard to their contractual notice period, should contact Human Resources for advice

SCOPE

1. This policy covers all employees of Prime Quality Training Pte. Ltd. and employees of its controlled regulated and unregulated subsidiaries employed in the country of operation.

Termination by Dismissal Policy

STATEMENT

Termination by dismissal is applied for following circumstances

1. Company Defamation

Employees are prohibited from defaming or any act of defaming the Company inside and outside workplace. Termination by dismissal shall apply once valid evidence is testified by company employees, vendors and other company stakeholders.

1. Negativity at Workplace

Employees are prohibited from disseminating or act of disseminating negativity at workplace or outside workplace but directly affect to company employee's productivity.

Negativity exist in forms of

* Letter, written documents, chat-box, text, email, and other written form inside workplace
* Letter, written documents, chat-box, text, email, and other written form outside workplace
* Rumours, verbal spoken conversation detected by company employees with evidence recorded

Termination by dismissal shall apply once valid evidence is testified by company employees, vendors and other stakeholders.

1. Company’s premise intrusion

Employees are prohibited from unofficial visiting to company’s premise (to log in company office) during non-working days unless approved by company management.

Termination by dismissal shall apply once valid evidence is testified by company employees, vendors and other stakeholders.

1. Disclosure of sensitive, confidential information

Employees are prohibited from disclosure of department(s), or unit(s) under department, any information to other department(s), or unit(s) under department, without company management approval.

Termination by dismissal shall apply once valid evidence is testified by company employees, vendors and other stakeholders.

1. Create counterfeit/ fake work reports

Employees are prohibited from intentionally creating Counterfeit/ fake work reports.

Counterfeit/ fake work reports exist in forms of

* Work performance report
* Personal documents submitted to the Company

Termination by dismissal shall apply once valid evidence is testified by company employees, vendors and other stakeholders.

Best Regards

PQ Management