



DeMi GROUP

EMPLOYEE HANDBOOK

2025

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Dear Valued Staff,

We would like to take this opportunity to welcome you to DeMi GROUP and hope that you will enjoy a long and happy career with DeMi GROUP.

The success of the company depends on the continuous cooperation, trust, and respect amongst our employees. To promote these standards, all employees are provided with this handbook as a guide.

The Terms and Conditions listed in this handbook will take effect from January 1, 2025, and may be amended from time to time by the Management. All employees shall be notified of any amendments in writing at the time of amendments. These policies and regulations also apply to all subsidiaries and branches.

We hope you will find this handbook useful, and we would like to welcome you as a member of the DeMi GROUP team.

Our very best wishes for your career with the company and we hope to be able to welcome you personally soon.

Regards,

The Management of DeMi GROUP



DATO' MAZROL NIZAM ABDULLAH DIMP.BKM.
Group Chief Executive Officer

PART 1

ADMINISTRATION POLICIES

1.1 Staff Appointments.

All designated appointments in the Company shall be within the compass of the Grading System.

1.2 Employee Job Grade and Classification:

JOB GRADE		DESIGNATION
E	24	Group Executive Chairman
	23	Group Chairman
	22	Executive Chairman
	21	Chairman
	20	Group Chief Executive Officer
	19	Group Managing Director, Chief Operating Officer
	18	Chief Executive Officer
	17	Managing Director
	16	Chief Officer
	15	Director
	14	Senior General Manager
	13	General Manager
	12	Assistant General Manager
	11	Senior Manager
	10	Manager
	9	Assistant Manager
N	8	Senior Executive
	7	Executive
	6	Junior Executive
	5	Senior Supervisor
	4	Supervisor
	3	Assistant Supervisor
	2	Staff:
		i) Staff: < 2 years service
		ii) Staff: 2 – 5 years service
		iii) Staff: 5 – 9 years service
	iv) Staff: > 10 years service	
P	1	Part Time

1.3 Group of Designation

DESIGNATION	DESIGNATION TYPE
Group Executive Chairman (GRADE: E24)	Group Executive Chairman
Group Chairman (GRADE: E23)	Group Chairman
Executive Chairman (GRADE: E22)	Executive Chairman
Chairman (GRADE: E21)	Chairman
Group Chief Executive Officer (GRADE: E20)	Group Chief Executive Officer
Group Managing Director (GRADE: E19)	Group Managing Director, Chief Operating Officer
Chief Executive Officer (GRADE: E18)	Chief Executive Officer
Managing Director (GRADE: E17)	Managing Director
Chief Officer (GRADE: E16)	Chief Financial Officer, Chief Operating Officer, Chief Marketing Officer, Chief Information Officer, Chief Human Resources Officer, Chief Administrative Officer, Chief Corporate Officer, Chief Technology Officer.
Director (GRADE: E15)	Finance Director, Sales & Marketing Director, HR Director, Operations Director
Senior General Manager (GRADE: E14)	Corporate Senior General Manager, Sales & Marketing Senior General Manager, Operations Senior General Manager, Outlet Senior General Manager
General Manager (GRADE: E13)	Corporate General Manager, Sales & Marketing General Manager, Operations General Manager, Outlet General Manager
Assistant General Manager (GRADE: E12)	Corporate Assistant General Manager, Sales & Marketing Assistant General Manager, Operations Assistant General Manager, to be determined later

<p>Senior Manager (GRADE: E11)</p>	<p>Finance Senior Manager, Operation Senior Manager, District Senior Manager, HR Senior Manager, Marketing Senior Manager, Administration Senior Manager, Corporate Senior Manager, System Analyst Senior Manager, Imaging & Technical Senior Manager, Technical Engineering Senior Manager, Outlet Senior Manager</p>
<p>Manager (GRADE: E10)</p>	<p>Finance Manager, Marketing Manager, HR Manager, Operation Manager, District Manager, Training Manager, Project Manager, Site Manager, Administration Manager, System Analyst Manager, Imaging & Technical Manager, Technical Engineering Manager</p>
<p>Assistant Manager (GRADE: E9)</p>	<p>Finance Assistant Manager, Marketing Assistant Manager, HR Assistant Manager, Operation Assistant Manager, Corporate Assistant Manager, Administration Assistant Manager, System Analyst Assistant Manager, Imaging & Technical Assistant Manager, Technical Engineering Assistant Manager</p>
<p>Senior Executive (GRADE: E8)</p>	<p>Finance Senior Executive, Marketing Senior Executive, HR Senior Executive, Operation Senior Executive, Outlet Senior Manager, Sales Senior Executive, Corporate Senior Executive, Developer Senior Executive, System Analyst Senior Executive, Technical Engineer Senior Executive, Admin Senior Executive, Business Development Senior Executive, Outlet Manager, to be determined later</p>
<p>Executive (GRADE: E7)</p>	<p>Finance Executive, Marketing Executive, HR Executive, Admin Executive, Corporate Executive, Outlet Executive, Sales Executive, Programmer Executive, System Analyst, Imaging & Technical Executive, Software Developer, Technical Engineer, Outlet Assistant Manager, to be determined later</p>
<p>Junior Executive (GRADE: E6)</p>	<p>Finance Junior Executive, Marketing Junior Executive, HR Junior Executive, Admin Junior Executive, Outlet</p>

	Junior Manager, Sales Junior Executive, Junior Programmer, Junior Software Developer, Junior Technical Engineer, to be determined later
Senior Supervisor (GRADE: N5)	Document Controller, Senior Technician, Senior Supervisor IRM, Senior Technical Support, Senior Admin Clerk, Senior Wireman, Chief Clerk to be determined later
Supervisor (GRADE: N4)	Technical Support, Technician Supervisor, Supervisor IRM, Technical Support, Admin Supervisor, Senior Wireman, Driver, to be determined later
Assistant Supervisor (GRADE: N3)	Senior Data Entry, Senior Barista, Team Leader, Admin Clerk, Assistant Supervisor IRM, Assistant Supervisor TS, to be determined later
Staff (GRADE: N2)	Admin Assistant, Data Entry, Supervisor, Assistant Supervisor, Barista, Wireman, Technician, Assistant Technical Support, Helpdesk, to be determined later
Part Time (GRADE: P1)	Part Time Barista, Part Time Wireman, Part Time Promoter, Part Time Technical Support, Part Time Technician to be determined later

1.4 Appointments

Appointment of new employees is at the discretion and approval of the Company subject to the following conditions:

1. The employee must complete the Company's document of employment and return it to the HR department within seven (7) days from the date of appointment.
2. The employee must provide documentary evidence (original and certified true copy) to the Company of his/her citizenship, age, academic/educational qualifications and working experience (if any), and references (if so required).
3. The employee is free of criminal records and convictions.
4. Appendix A: Application form.
5. Appendix B: Company's Document of Employment.

1.5 Employment Type

1.5.1 Newly Appointed employee	All new appointed employee is on contract basis within one (1) year from the date of appointment
1.5.2 Continuous Contract – Job Grade E	<p>Employees will be on Continuous Contract position for a period of one (1) year to three (3) years from the completion of the Newly Appointed one (1) year contract refer to 1.5.1</p> <p>The Employee's job performance shall be appraised at the end of the one-year contract based on predefined KPIs and objectives, with the potential for a three-year contract renewal if a performance rating of 70% or higher is achieved, while performance below this threshold may result in non-renewal or termination of employment at the Company's discretion.</p>
1.5.3 Full Permanent or Continuous contract – Job Grade N	Employees will be in a Full Permanent or Continuous Contract position for a period of one (1) year to three (3) years from the completion of the Newly Appointed one (1) year contract.
1.5.4 Contract Based on Project Basis	All newly appointed employees are on a project contract basis. The employee contract is subject to the duration of the project for at least three (3) months.
1.5.5 Part Time Basis	Hourly basis/daily basis, contract basis, monthly basis

All newly appointed employees shall serve a probationary period of at least six (6) months from the date of appointment. If at the end of the probationary period, no action is taken to confirm the continuous one (1) year contract, he/she shall be deemed to still be on probation.

If, during the probationary period, the Company is not satisfied with the performance of the employee or he/she is considered to be unsuitable for the job for which he/she was employed, the Company may at its discretion terminate the employment of the employee by giving fourteen (14) day notice or paying a sum of money equivalent to fourteen (14) days salary in lieu of such notice.

For Grade N, at the end of the Newly Appointed one (1) year contract, the Company may at its discretion either confirm the employee to a Full Permanent or Continuous Contract for one (1) year to three (3) years or terminate the employment subject to the Company's decision based on the appraisal result. If at the end of the Newly Appointed contract, no action is taken to confirm the employee to a Full Permanent or Continuous Contract, he/she shall be deemed to still be on the Newly Appointed contract.

1.6 Termination and Resignation

The Company may terminate the employment of an employee under the following circumstances:

- 1.6.1 If, after undergoing medical examination by the doctor before or immediately after his/her appointment, an employee is certified to be unfit for work and suffering from a long/or incurable illness.
- 1.6.2 If, at any time after his/her appointment an employee is found to have furnished false or misleading information in his job application form.
- 1.6.3 If, at any time during his/her employment, an employee is found to be involved in criminal activities.
- 1.6.4 If, at any time during his/her employment, an employee is found to be involved in any form of drug abuse.
- 1.6.5 If the Company is not satisfied with the performance or conduct of an employee, after due inquiry.

1.6.6 Notice of Resignation

Job Grade E and Job Grade N– Newly Appointed employee	Employees on probation may resign by giving fourteen (14) days' notice or in lieu salary equivalent to fourteen (14) days salary.
Job Grade E – Continuous Contract	Employee may resign by giving three (3) months' notice before intended to resignation failing which the employee shall pay compensation of six (6) month's salary if the period of employment is less than twelve (12) months or three (3) month's salary if the period of employment is more than twelve (12) months from the commencement date of employment of one (1) year, two (2) years or three (3) years contract.

Job Grade N - Full Permanent or Continuous Contract	Employees may resign by giving one (1) month notice before intended to resignation or in lieu salary equivalent to one (1) month salary.
Job Grade N - Contract Based on Project Basis	Employees are required to give fourteen (14) days' notice before intended to resignation or paid sum of money equivalent to fourteen (14) days salary in lieu of notice.
Part Time	

1.6.7 Notice of Termination and Resignation Due to Poor Performance

Job Grade E

The Company may terminate the contract of employment by giving one (1) month notice in writing due to employee poor performance without assigning any reason thereto and without any compensation or payment of one (1) month salary in lieu of notice or the employee may resign within one (1) month from the date of notice of poor performance issued by the Company and no compensation be payable to the Company.

Job Grade N

The Company may terminate the contract of employment by giving fourteen (14) days' notice in writing due to employee poor performance without assigning any reason thereto and without any compensation or payment of fourteen (14) days salary in lieu of notice or the employee may resign within fourteen (14) days from the date of notice of poor performance issued by the Company and no compensation be payable to the Company.

A staff intending to resign is required to give notice in writing to the HR Dept with a copy to his/her immediate superior and must go through Exit Interview within 1 week, which will be conduct by Superior/ HR and submit to HR Department, notice approval resignation will be issued.

All assets in the possession of the resigning staff must be returned on or before the last working day.

1.7 Promotion

Promotion signifies the elevation of an employee from a lower to a higher position as follows:

	Position	Job Grade	To Position	Job Grade
1	Executive Chairman / Chairman	21 - 22	Group Executive Chairman / Group Chairman	23 - 24
2	Group CEO/Group MD/ COO	19 - 20	Executive Chairman / Chairman	21 - 22
3	Chief Executive Officer/ Managing Director/ Chief Officer Director	15 - 18	Group CEO/Group MD/ COO	19 - 20
4	Manager	9 - 14	Chief Executive Officer/ Managing Director/ Chief Officer Director	15 - 18
5	Executive	6 - 8	Manager	9 - 14
6	Supervisor	3 - 5	Executive	6 - 8
7	Staff 2(i), Staff 2(ii), Staff 2(iii), Staff 2(iv)	2	Supervisor	3 - 5
8	Staff 2(i), Staff 2(ii), Staff 2(iii), Staff 2(iv)			2

The Company shall consider the promotion of qualified and experienced employees within the organization who meet the relevant promotional requirements. The Company shall consider an employee's suitability in terms of his/her ability to perform the job, his/her seniority of service in the Company and fulfill conditions set by the management.

All newly promoted employees shall serve a probationary period of at least six (6) months. At the end of the probationary period, the employee shall either be confirmed to the promoted position or have his probationary period further extended.

If, during or at the end of any probationary period or its extended thereafter, the Company is still not satisfied with the performance or conduct of the employee, he/she shall automatically be reverted to his/her former position or any other suitable position, job grade and salary, without prejudice to his future prospects. During the probationary period, the notice of resignation is based on the previous Job Grade before promotion. Refer clause 1.6.6.

PART 2

WORKING

REGULATIONS

2.1 Working Hours

The employees of the Company shall observe the following working hours:

Working Hours	Start	Lunch Break		Finish
		Monday to Thursday	Friday	
WH1	8.30 am	1.00 – 2.00 pm	12.45 pm – 2.15 pm 1.00 pm – 2.30 pm	5.30 pm
WH2	9.00 am			6.30 pm
WH3	8.00 am			5.00 pm
WH4	9.30 am			6.30 pm

2.1.1 WH1 is the normal working hours for all Level employees.

2.1.2 WH2 is Flexible Working Hours applicable to Job Grade E employees only.

2.1.3 WH3 is a working hour applicable for employees that are based at client sites only.

2.1.4 WH4 is applicable for employees that work overnight the day before with approval from HOD.

2.1.5 Lunch Break for Friday will be determined by memorandum every quarter according to the prayer time.

2.1.6 Any changing working hours for Operation or Project Site Office, it will be decided by the Company based on site approval.

2.1.7 Working on Saturdays

Employees may be required to work on Saturdays as necessary to complete tasks or to fulfill the statutory 45-hour workweek in accordance with the Malaysia Employment Act. Any hours worked beyond the 45-hour weekly limit will be eligible for overtime claims, subject to the Company's policies and approval.

2.2 Outlet Working Hours:

2.2.1 Outlet Operational (Depending on store location)

The operational hours will be varied and depend on the store's location.

2.2.2 Hours of Work

Operation employee schedule is defined as below:

Position	Shift work schedule (including break)
Management level	Working 9 hours per day (including break) for 5 days per week
Staff	Working 8 hours per day (including break) for 6 days per week

A Part Time Barista schedule is minimum 64 hours per month and maximum 144 hours per month.

2.2.3 Break Periods

To provide great customer service to each other and our customers, it is important to take time out during your work to rest, have a meal, relax, and refresh.

Break periods are paid time. They are usually scheduled close to the middle of a four- hour period and may not be used to leaving work early.

The break periods provided below are based on your shift work schedule.

Break Periods days				
Shift work schedule	10 mins	40 mins	50 mins	60 mins
4 hours and below	x			
5 to 6 hours		x		
8 hours			x	
9 hours				x

2.2.4 Scheduling

Your schedule may vary depending on the needs of your work location. The schedules will be done by the Outlet Manager and are posted in advance on bulletin boards. Review your schedule thoroughly so that you are familiar with your assigned hours and days off. You must request changes to your schedule, in writing, 10 days ahead in time and your manager must approve the change.

2.2.5 Attendance and Punctuality

Because our customers and other baristas rely on us, regular and punctual attendance is important. If you unexpectedly have to miss work or arrive late for any reason, check in with your manager directly with as much advance notice as possible (at least two hours before your scheduled shift) so that arrangements can be made to find someone to fill your shift.

The Company may change the prescribed working days and hours depending on operational needs from time to time.

2.3 AttendPRO System

The employee is compulsory to use AttendPRO System to register the attendance and movement within working hours. It is a major misconduct to request another employee to check-in and check-out on his/her behalf.

2.3.1 Working at Office

- i. Employees are required to check in using AttendPRO when in the office.
- ii. Employees are prohibited from check-in far (considered more than 30 meters) from the office.

2.3.2 Meeting at Client Office

- i. Employees must check in at the client's office at least 10 minutes before the meeting starts.
- ii. If the employees go directly to the client's office from residence, employees **DO NOT** need to check in at 8.30am. Check in at the client's office at least 10 minutes before the meeting starts.

2.3.3 Outstation

- i. If the employee is required to perform official duties at an outstation (distance must be more than 60km), employees need to check in before they move to their destination. This ensures that their travel is validated and eligible to claim Meal allowance.

2.4 Virtual Office (VO)

The Management has agreed to allow the Senior Executive (except Newly Appointed Senior Executive and above on probation period) and above to take 0.5 day per month and the maximum use is 5 times per calendar year by the following conditions:

- a) Compulsory work at home.
- b) Compulsory to Check in and Check Out (Failure will be considered as Half Day EL)
- c) Need to get approval at least the day before VO.

- d) Can only be approved by the CEO.
- e) Will be withdrawn immediately if misused.

2.5 Time Slip

An employee is entitled to take a Time Slip for the following reasons:

1. To get treatment at the clinic/hospital
2. To bring spouse, children, or parents to get treatment at the clinic/hospital
3. Going to children school
4. To go to the bank
5. Other personal matter

The Term and Condition to take the Time Slip:

- a) Application must be submitted 1 day before or on the day of the Time Slip and approved by the HOU/HOD before taking the Time Slip.
- b) For Time Slip in the morning, it is compulsory to Check-in upon return to the office (Failure will be considered as Half Day MC).
- c) For Time Slip in the afternoon, it is compulsory to Check-out before taking the Time Slip.
- d) The maximum hour for Time Slip is 4 hours (If exceed 4 hours will be considered as Half Day MC).
- e) The maximum use of Time Slip is 5 times per calendar year.

2.6 Annual Leave Entitlement

JOB GRADE		LENGTH OF SERVICE	ENTITLEMENT
E	15 - 24	Below 2 years' service	15 days
		Above 2 years below 5 years	17 days
		Above 5 years	22 days
	9 – 14	Below 2 years' service	14 days
		Above 2 years below 5 years	16 days
		Above 5 years	20 days
6 – 8	Below 2 years' service	13 days	
	Above 2 years below 5 years	15 days	
	Above 5 years	18 days	
N	2 - 5	Below 2 years' service	12 days
		Above 2 years below 5 years	14 days
		Above 5 years	16 days

The employee that Contract Based on Project Basis, the annual leave entitlement is 1 day per month.

2.7 Other Annual Leave Entitlement for Outlet

JOB GRADE		LENGTH OF SERVICE	ENTITLEMENT
E	4 - 6	Below 2 years' service	16 days
		Above 2 years below 5 years	17 days
		Above 5 years	18 days
N	2 - 3	Below 2 years' service	8 days
		Above 2 years below 5 years	12 days
		Above 5 years	14 days

Newly appointed employees are not allowed to apply for any leave within 3 months of employment. However, employees can apply for Advance Leave and are subject to approval.

The leave year starts from January 1st and ends on Dec 31st.

For those who are promoted to another category and for the new staff, the timing should start from the date of the appointment. Entitlement is as follows:

$$\frac{\text{Months of appointments}}{12 \text{ months}} \times \text{Leave entitlement for the year}$$

All employees are required to utilize their full Annual Leave entitlement to have a break from the pressure of work.

Annual Leave balance shall be utilized before March 31st next year. An employee is allowed to bring only 5 days after March 31st.

2.8 Annual Leave Application Procedure

- a) Application must be submitted for a minimum of 3 working days before the leave through AttendPRO System
- b) An Employee will not go on leave until he/she gets the approval from HOU/OM/HOD. If not, it will be declared as Unpaid Leave.

- c) For outlet employees, the application must be submitted before the schedule is published. A week before for Barista and a month before for the Management.
- d) An application for leave more than 3 days, an employee must get approval from top management.

2.9 Leave Bank

An employee is allowed to accumulate a maximum of forty (40) days of leave in the Leave Bank. Unutilized Annual Leave will be absorbed to the Leave Bank.

2.10 Half Day Leave

Half Day Leave		Working Hour		Half Day Leave
		Check In	Check Out	
Morning	8.30 am – 1.00 pm	1.00 pm	5.30 pm	
Afternoon		8.30 am	1.00 pm	1.00 pm – 5.30 pm

Employees are not allowed to apply Half Day Leave on Friday (Morning).

2.11 Medical Leave / Hospitalization

The eligibility for Medical Leave and Hospitalization Medical Leave is as follows:

LENGTH OF SERVICE	MEDICAL LEAVE ENTITLEMENT	HOSPITALIZATION MEDICAL LEAVE ENTITLEMENT	TOTAL
Below 2 years	14 days	60 days	74 days
2 years to 5 years	18 days	60 days	78 days
Above 5 years	22 days	60 days	82 days

Should all medical leave entitlement be fully utilized, additional leave taken will be deducted from the Annual Leave entitlement, if available, and will be considered as Unpaid Leave if there is no balance leave. Medical Leave will only be recognized if supported by a Medical Certificate (MC) from registered medical practitioners or Government doctors.

If hospitalization is necessary as certified by registered medical practitioners or Government doctor, an employee is entitled to 60 days sick leave per calendar year.

2.11.1 Medical Leave Application Procedure

- a) An employee must get approval from immediate superior/HOU/HOD before working hours by phone call. After getting approval, employees must inform in official WhatsApp group.
- b) Upon approval, employees should attach the MC slip from the clinic on the same day through AttendPRO.
- c) If an employee fails to attach the slip on the same day it will be treated as UPL.
- d) Operation employee of outlet, the Medical Leave need to get approval by outlet Manager at least 4 hours before scheduled shift. For opening shift scheduled, need to inform the night before shift.

2.12 Emergency Leave

Employees are entitled to Emergency Leave for a maximum of five (5) days per year.

2.12.1 Emergency Leave Application Procedure

- a) An employee seeking Emergency Leave must inform the HOU/HOD/OM to get approval before working hours by phone call.
- b) Upon approval, the application for Emergency Leave must be applied through AttendPRO before 10.00 am. Any late applications will be treated as Unpaid Leave.
- c) In any case of exceeding Emergency Leave, the 6th Emergency Leave and above will be treated as Unpaid Leave even if there is a balance of Annual Leave.
- d) The Contract Based on Project Basis employee is not entitled to this leave and will be treated as Unpaid Leave even if there is a balance of Annual Leave.
- e) Newly Appointed employee on probationary period is not entitled to this leave and will be treated as Unpaid Leave.

2.13 Replacement Leave

Employees are entitled to Replacement Leave for a maximum of five (5) days per year.

2.13.1 Replacement Leave Application Procedure

- a) When the executive is required to work on the off day or rest day, he/she is entitled to one (1) day replacement leave.
- b) Upon completion of work the executive must obtain verification from the HOD and submit it to the HR Dept to update his/her annual leave record.

- c) All Replacement Leaves earned will be accumulated into his/her annual leave entitlement.
- d) In any case of no more Replacement Leave balance, their overtime will not be calculated as working hours.
- e) Replacement can last only a month from the day of the claim.

2.14 Paternity Leave

A married male employee is entitled to Paternity Leave of seven (7) consecutive days when his wife gives birth. The leave is based on the following conditions:

- a) The male employee must be officially married to his partner.
- b) The entitlement of 7 days is inclusive of weekly rest day and public holiday.
- c) The employee must inform his employer at least 30 days before his wife gives birth or as soon as possible after the birth.
- d) The employee has worked for at least 12 months with the Company.
- e) Paid Paternity Leave eligibility is limited to 5 births regardless of the number of wives.
- f) A Newly Appointed employee on probationary period and Contract Based on Project Basis employee is not entitled for Paternity Leave.

2.15 Maternity Leave

A female employee is entitled of ninety-eight (98) days of full pay maternity leave with the following conditions:

- a) The birth of own child not adopted.
- b) Commencing on the date recommended by a doctor. However, advance notice of intention to take such leave must be given to the immediate Superior.
- c) The entitlement of 98 days is inclusive of weekly rest day and public holiday. It is advisable for the employee to take her Maternity Leave 2 week before the expected date to ensure her wellbeing and proper planning of work at the office.
- d) Giving birth after 22 weeks of pregnancy whether delivery or miscarriage (live or dead).
- e) Employee who suffers from miscarriage before the 22 weeks of pregnancy is not eligible for Maternity Leave.
- f) Paid Maternity Leave shall be granted up to 5 surviving children only.
- g) A Newly Appointed employee on probationary period and Contract Based on Project Basis employee is not entitled for paid Maternity Leave.

2.16 Compassionate Leave

An employee is entitled to paid Compassionate Leave in the following instances, inclusive weekly rest day:

	Leave Entitlement
a) Death of parents, children, and spouse	2 days
b) Death of grandparents & siblings	2 days/year
c) Death of in-law (parent, grandparents, and siblings)	1 day/year

- d) Death of in-law (*Biras*) 1 day/year
(Leave application must be submitted with a Death Certificate)
- e) Hajj 10 days
(Once for the entire duration of service with the Company)
- f) Umrah 5 days
(Once for the entire duration of service with the Company)
- g) A Newly Appointed employee on probationary period and Contract Based on Project Basis employee is not entitled for Compassionate Leave.

2.17 Calamity Leave

A maximum of 3 days per calendar year of Calamity Leave will be given to an employee upon natural disaster such as floods, fire, and burglary etc., affecting private property. The leave approval is up to Management to approve.

2.18 Marriage Leave

A confirmed employee is entitled to paid leave of two (2) working days, on his/her legal marriage only once during his/her service with the Company. A Newly Appointed employee on probationary period and Contract Based on Project Basis employee are not entitled to this leave. These two (2) days' paid leave must be taken on your marriage otherwise this will be forfeited. Supporting documents are required for this application.

2.19 Prolonged Illness

In the case of prolonged illness, not caused by employees' own misconduct or negligence and certified by a recognized medical practitioner or Government Doctors as being unfit for work, all employees are entitled to sixty (60) days' full pay. If the affected employee is still unable to resume his/her normal duties after such an absence, the Company shall, at its' discretion to medically board him/her out and his/her contract with the Company shall be terminated without further compensation. For those who are covered by the Employment Act 1955, termination benefits become payable.

The company has a right to terminate the employee's services if he/she is unfit for work as approved in the medical report from Hospital & Private Clinic.

2.20 Public Holiday

All employees will follow a Public Holiday depending on the state where they work.

If the Project Site where they work took Friday as a replacement for Public Holiday which falls on a Saturday, the Employer will declare it as Forced Leave. (Annual Leave)

If employees come to work in the Operation Office, the Forced Leave (Annual Leave) is cancelled.

2.21 Outlet Public Holiday

All Peninsular Malaysia operation employee shall be entitled to eleven (11) Public Holidays & sixteen (16) Public Holidays respectively in a year. The gazette public holidays are to be granted as paid holidays to employees and shall be informed by the Company from time to time.

For Peninsular Malaysia employee salary RM4,000 and below, he/her shall be paid holiday pay if requested to work on any of the above stated holidays. Whereas for other Management employees, shall substituted with a day off. An employee who is absent from work on a working day immediately preceding or succeeding in a public holiday or any day substituted without reasonable excuse will not be entitled to any holiday pay for that day/ days.

PART 3

FRINGE BENEFITS

Besides enjoying several types of entitlement, employees are also entitled to the following benefits:

3.1 Clinical Medical Treatment

A total medical fee to single employee is covered about RM500.00 and married employee is about RM1,000.00 whereby RM500.00 for staff allocation and family is RM500.00 allocation also at any medical clinic.

For medication fees charged to employees who undergo treatment at any specialist clinic or private hospital, medical claims submitted must not exceed RM150.00 per receipt. For employees and family who are warded in Government Hospital, he or she has an allocation of RM5,000.00 per year.

Employees who are warded in a Government or Private Hospital are entitled to a daily cash allocation of up to RM50.00 per day, up to 10 days with a yearly limit up to RM2000.00.

All claims must be supported by an original printed receipt. The medical benefits shall not include the cost of artificial devices, or Maternity Costs such as Pre and Post Natal specialist treatment and all medical expenses relating to delivery or miscarriage.

3.2 Medical Benefit for Spouse and Children (Family)

- a) This medical benefit will cover the family of confirmed employees only. For female employees, this benefit covers only their children and does not extend to their spouse (husband).
- b) Will cover for the 1st legal wife and children under 18 years of age for male employees.
- c) Family medical consultation and treatment received from any government or specialist clinic and private hospital must not exceed RM500.00 per calendar year.
- d) Claims can only be made using the original printed receipt.
- e) The spouse of an employee who is working or has other sources of income is not allowed to use the above benefits.

NOTE - The medical benefits shall not include the cost/fee of:

- ✓ Cosmetic Treatment
- ✓ Maternity/ Miscarriage
- ✓ Obstetrical & Gynecological Nature
- ✓ PAP Smear

- ✓ Dilation & Curettage (IUCD, Tabulation)
- ✓ Expenses incurred because of injury/illness arising from unlawful act, unlawful use of drugs or narcotics, proven self-inflicted injuries/illness resulting from proven exposure to any unjustified hazard.

3.3 Company Uniform

All operations employees (male/female) will be provided with T- Shirt and are subject to always be in full uniform during working hours and overtime.

Technical Staff:

Newly hired technical staff will be provided with three (3) Company T-shirts. Starting the following year, they will receive one (1) additional T-shirt annually.

Non-Technical Staff:

Newly hired non-technical staff will be provided with one (1) Company T-shirt during onboarding. Starting the next three (3) years, they will receive one (1) additional T-shirt annually.

While the staff level starts from Team Leader and above will provided with Corporate Shirt and are subject to be in full uniform during meeting with client, company event or when needed. Uniforms should be worn with proper shoes together with employee ID cards, especially during meetings with clients.

Employees are required to maintain a good personality and wear appropriate clothing. Employees are encouraged to be in good attire all the time.

Corporate Dress (Blue Denim)

All staff are required to be in full Corporate Dress during meetings with clients, company events or when needed.

Work Attire on Friday

On Fridays, employees are allowed to wear smart casual attire. This means you can dress more casually, but still in a professional manner. Examples include collared shirts, blouses, dress jeans, or tailored pants.

Outlet Attire

The following are standards that are expected of all staff during the working day.

a) Shirts

Staff must wear uniform on Monday and any shirts with collars any other day. Shirts cannot be sleeveless. The shirt must be clean, pressed, and tucked in at all times.

b) Pants

Pants or trousers must be solid black or khaki or denim. Leather, athletic or stretch style fabrics and leggings are not allowed.

c) Footwear

Your footwear should provide support, comfort, and safety. Socks, stockings, or pantyhose are required and must be in dark or neutral colors. Shoes must be covered. Open-toed shoes, sandals, clogs, cowboys' boots are not allowed.

d) Headwear

Cap must be always worn during working hours with the bill forward. Staff with hijab may wear solid color hijab to work.

e) Aprons

The apron must be always worn while working but should not be worn while on a rest or meal period, when using the restroom or when taking out trash. The apron must be worn full length, it may not be folded in half and wrapped around one's waist. A clean apron is required at the beginning of each shift.

f) Hair and Nail

Hair must be clean and brushed. Hair must be kept back from the face and, if it is long, should be tied back with plain clips or hair bands. Beards and mustaches must be neat and trimmed. Fingernails should be clean, well-manicured and of short or moderate length. Nail polish or artificial nails of any type are not permitted.

g) Jewelry/Accessories

Not allowed while working including watch.

3.4 Khairat Kematian

Khairat Kematian shall be paid to an employee or his/her family or his/her next-of kin in the event an employee or any member of his/her family passes away while the employee is in service:

1. Staff – RM2,500.00
2. Spouse – RM1,000.00
3. Children (Own child)– RM1,000.00 (Miscarriage not entitled)
4. Parent – RM800.00
5. Sibling – RM500.00

PART 4

PAYROLL POLICIES

AND

REMUNERATION

PACKAGE

4.1 Payment of Salary

Salaries are paid monthly on the last day of the month and deposited directly into employees' respective accounts. Therefore, all staff are required to open an account with the bank nominated by the Company.

4.2 EPF (KWSP) Contribution

Monthly contributions to the Employee Provident Fund (EPF) / Kumpulan Wang Simpanan Pekerja (KWSP) are as required under the **EPF Act 1951 and all further amendments**.

4.3 SOCSO Contribution

Monthly contributions to the Pertubuhan Keselamatan Sosial (SOCSO) for employee.

4.4 Employee Insurance Scheme Contribution (EIS)

Monthly contributions to the Pertubuhan Keselamatan Sosial (SOCSO) for employee.

4.5 Salary Revision

The Management has the right to revise the salary upon promotion, confirmation, and performance.

4.6 Annual Increment

Subsequent annual increment will be upon Management decision provided that the staff's confirmation and subject to staff performance in the preceding year.

4.7 Bonus

The bonus is not contractual and paid at the discretion of Management.

The payment of the bonus and the quantum thereof shall not be negotiable. Only confirmed employees shall enjoy the bonus. Employees with less than twelve (12) months have completed service with the Company shall be paid the bonus on a pro-rated basis. However, no bonus shall be paid if the staff resigns, or his/her services have been terminated during the year before the payment date.

4.8 Overtime

Overtime is time worked over and above normal office hours. Whilst every effort will be made to avoid putting the employee to inconvenience, there will be occasions when the employee is required to work beyond his/her normal working hours. The maximum hours for overtime in a month is 104 hours.

Staff eligible for overtime: -

- a) All staff with the gross salary of RM4,000.00 and below can claim overtime with authorization by the head of department and the overtime work is done in the actual workplace.
- b) All staff with a gross salary above RM4,000.00 can claim Replacement Leave for overtime work.
- c) SOP for Overtime:
 - i) Fill in the Request for Overtime Work Form and get approval from head of department before OT.
 - ii) Must check out at 5.30pm
 - iii) Check in for Overtime.
 - iv) Check out after the work is done.

If employees work more than 4 hours on Saturday, they will be entitled to overtime.

Overtime Claim submission must be submitted to HR before the 7th of the following month. Delay in submission will cause delay of payment or may be denied getting paid overtime.

PART 5

ALLOWANCE

AND

REIMBURSEMENT

5.1 Mileage Reimbursement

5.1.1 Provided that the Company's official transport is not available for use, an employee who uses his/her own transport to perform his/her duties and the area of duty is over 60km radius area, shall be reimbursed with a mileage claim. However, only assigned employees are entitled to such reimbursement and it will be at the discretion of the Management based on the following conditions and rates:

- a. Travel to the Outstation from the office or Staff Residence with own transportation.

If the employees decide to go to the client's office from their residence without coming to the office, the mileage that can be claimed is for the distance whichever is closer to the client's office from employee's residence or office.

Example #1: Client office at Sabak Bernam, Selangor
Staff Residence at Kota Warisan, Sepang Selangor

Staff Residence to Sabak Bernam – 165km
Puchong Office to Sabak Bernam – 143km

The mileage that can be claimed is from Puchong Office
(143km + 143km – 60km = 226km)

Example #2: Client office at Ayer Keroh, Melaka
Staff Residence at Kota Warisan, Sepang Selangor

Staff Residence to Ayer Keroh – 113km
Puchong Office to Ayer Keroh – 130km

The mileage that can be claimed is from Staff Residence
(113km + 113km – 60km = 116km)

- b. Outstation on Sunday or Public Holiday

Employees who use their own transport to go to the outstation on Sunday or Public Holiday, the claim procedure is the same as on the weekdays.

CAR CATEGORY	RM/KM
1 st 60km	Unclaimable
61km – 500km	0.65
More than 500km per claim/month.	0.55
MOTORCYCLE CATEGORY	
1 st 60km	Unclaimable
61km – 500km	0.30
More than 500km per claim/month.	0.25

- 5.1.2 Employees who do not receive the Transport Allowance and use his/her own vehicle when performing official duty outside his/her office can claim for mileage for the distance between his/her office/home and the place where he/she performs his/her work whichever is lower.

Mileage claims must be made monthly by filling in an appropriate form and getting permission of approval for each trip from HOD and submitting to HR before 7th every month. Traveling between residence and office for normal duty is not entitled for mileage claim.

If an employee uses a taxi instead of his/her car on official duties, reimbursement with the same amount of taxi fare or equivalent mileage claim or whichever is lower is permitted. Employees on official duties require using the most economical means of transport available.

Employees are allowed to use the company car only for the following reasons:

- a) If he/she is scheduled to visit more than one place.
- b) Outstation purposes.
- c) For bulk delivery purposes.
- d) When there are other employees' official duties at the same place.
(Proper planning amongst the staff is encouraged)

Term and Conditions of Use Company Car:

- i) Only permitted to employees who have registered and filed out the company's care form and submit a copy of the driving license to the HR/ Admin Dept
- ii) Get permission from HOU/HOD to use the company car.
- iii) The employee must record the destination and travel distance in the logbook provided.

5.2 Toll and Parking Charges

Employees who pay Toll and Parking Charges while performing official duty outside his/her office can claim the charges by submitting the relevant receipts or evidence of payment of the charges.

Toll and Parking claims must be made monthly by filling in an appropriate form and getting permission of approval for each trip from HOD and submitting it to HR before 7th every month. Toll and Parking charges between residence and office for normal duty are not entitled to claim.

5.3 Domestic Lodging

If the employee is required to perform official duties outstation less than 5 days per occasion, he/she is entitled to claim for his/her lodging if it has not been provided. The entitlement will be as follows:

JOB GRADE	ELIGIBILITY (RM)	W/O RECEIPT (RM)
E19 – E24	Subject to the approval of Board of Director	
E15 – E18	280.00	120.00
E9 -E14	240.00	100.00
E6 – E8	200.00	100.00
N2 – N5	180.00	80.00

The table only applies for individual trips.

If there are more than 2 people, the employees will be given a minimum of 2 people per room or a maximum of 4 people per room and it is subject to the Management approval.

5.4 Meal Allowance Allocation for Outstation Official Duties

The employee who goes to the outstation for official duty from 7.00 am to 7.30 pm, he/she is entitled to claim the meal allowance if it has not been provided. The entitlement will be as follows:

JOB GRADE	BREAKFAST (Before 8.00am)	LUNCH (At least 12.30pm)	DINNER (6.30pm above)
E19 – E24	Subject to the approval of Board of Director		
E15 – E18	20	25	25
E9 -E14	15	25	20
E6 – E8	15	20	20
N2 – N5	15	20	15

An employee is not allowed to claim meal allowance if a meal is provided by the hotel or arranged by the Company. In addition, an employee may also claim sales and services tax, if it is stated clearly in the hotel bills.

If the employee has been outstation, they can only claim for a maximum of 10 days, the above is avoided.

Note: Superior is required to check the time of travelling before approving the meal allowance.

5.5 Outlet Employee Meals

Operation Employees are entitled to 50% discount for 1 food and complimentary 1 beverage per shift.

5.6 Entertainment Claim / Transport Allowance

Subject to Management approval.

5.7 Store in Charge Allowances

Store In Charge (SIC) is entitled to an Allowance of RM500.

PART 6

TRAVEL POLICIES

TRAVELING & ACCOMMODATION BOOKING PROCEDURE

All employees making overseas or outstation trips must first submit the Traveling & Accommodation Request Form for approval by Head of Department. The Company will not be responsible for expenses incurred for trips made without prior written approval.

6.1 Advances for Traveling Expenses

Employees are required to fill in an Advance Form with details of expenses at least 3 days before the event and are subjected to Management approval.

Employees must submit the expenses receipt within 3 days after the event. An employee who fails to settle his/her previous advance will not be eligible to apply for a new one

6.2 Accommodation

All requests for hotels need to have permission from Management.

The Company shall not bear any extra charges incurred i.e., personal telephone calls or any other room service charges.

6.3 Booking Air Tickets

HR / Admin Dept will make reservations for air ticket directly to Airlines Company based on Management references.

6.4 Class of Travel

All employees with the exception of the Managing Director will be booked into Economy Class when traveling by air. Employees will be allowed to fly Business Class or 1st Class if the Economy Class tickets are not available and the business trip cannot be postponed.

6.5 Claim Procedures

Details of the trips must be completed in the Travel Claim Form and submitted by the 7th of the following month to the HR / Admin Dept for further processing. The Travel Claim Form must be typed or neatly handwritten with all the necessary details. Ensure that all trips get approval from HOD before submitting to HR / Admin Dept.

6.6 Long Distance Calls

Private long-distance calls are not entitled for reimbursement. For a business call, the name of the person called, position name of the Company must be stated in the Travel Claim Form.

6.7 Exchange Rate for Travel Claim

Employees must use actual exchange rates for conversion to local currency. Such rates must be attached to the Travel Claim Form.

PART 7

MISCONDUCT / DISCIPLINARY PROCEDURES

CODE OF CONDUCT

7.1 Employee Obligation

In the field of employment, an employee has certain expressed or implied obligations towards his/her employer namely:

- a) To give faithful and honest service
- b) To utilize reasonable skill and care in his/her work
- c) To obey reasonable and lawful orders
- d) Not to commit misconduct

Discipline amongst the employees is essential to maintain order and to enable the company to operate smoothly and efficiently. Breach of rules and regulations constitutes misconduct; thus, misconduct can mean improper behavior that violates the rules and regulations of the company. Misconduct can be either minor or major. The type of disciplinary action taken against an employee will depend on the type of misconduct committed.

The company may on the grounds of misconduct with the fulfillment of the expressed or implied conditions of service after due inquiry:

- a) Dismiss the employee without notice.
- b) Down-grade the employee
- c) Suspend the employee without pay.
- d) Impose any other lesser punishment e.g., withhold the employee's annual increment or issue a warning letter.

(Section 14, Employment Act 1955)

7.2 Minor Misconduct

Example of minor misconduct includes, but shall not be restricted to the following:

- 1) Failure or inefficiency to obey lawful instructions.
- 2) Inefficiency, negligence, or failure to perform assigned duties properly.
- 3) Any action contrary to or prejudicial to the company's operational procedures.
- 4) Contravention of any company regulation.
- 5) Loitering or malingering during work hours.
- 6) Habitual lateness or tardiness in reporting for duty.
- 7) Eating in work areas except during designated rest periods or lunch breaks.
- 8) Absence without authorized leave or medical certificates.
- 9) Failure to wear an identification badge as required.
- 10) Committing a nuisance on company premises.
- 11) Not wearing the uniform provided by the company while on duty.
- 12) Smoking or vaping in non-designated areas, including workstations, during working hours.
- 13) Unauthorized use of mobile phones while on duty (outlet).
- 14) Bringing friends or family members to restricted areas without permission (outlet).
- 15) Gambling while at work.
- 16) Lending or borrowing money in circumstances that may harm workplace discipline (outlet).
- 17) Selling or advertising non-company products on company premises during working hours (outlet).
- 18) Giving away free food or beverages without proper authorization (outlet).
- 19) Providing false information on employment applications, forms, or reports.
- 20) Failure to adhere to standard grooming and appearance requirements (outlet).
- 21) Unprofessional behavior, inappropriate attitudes, or refusing to work as a team member.
- 22) Walking off shift without permission (outlet).
- 23) Sharing or posting confidential company information on social media or with unauthorized individuals (outlet).
- 24) Not taking proper care of tools, equipment, or company property (outlet).
- 25) Non-compliance with opening or closing procedures (outlet).
- 26) Consuming food or beverages within the store areas without proper authorization (outlet).
- 27) Bringing or consuming outside food in store areas (outlet).
- 28) Consuming extra employee food or beverages without approval (outlet).
- 29) Collecting unauthorized benefits, such as employee discounts, from customer transactions (outlet).

7.3 Major Misconduct

Major misconduct refers to serious violations of company policies, including but not limited to the following:

- 1) Failure to perform daily prayers and Friday prayers (male employees) without an acceptable reason approved by management.
- 2) Verbal or physical sexual harassment during or after working hours by co-workers.
- 3) Willful insubordination or disobedience to any lawful and reasonable order from a superior.
- 4) Theft of cash, products, company property, client belongings, or another employee's property.
- 5) Working under the influence of alcohol or drugs or bringing them onto company premises.
- 6) Fighting or provoking conflicts within the company premises.
- 7) Sleeping while on duty.
- 8) Repeated absenteeism or unexplained absence for more than two (2) consecutive days (outlet).
- 9) Poor attendance records with no improvement despite prior warnings (outlet).
- 10) Gambling on company premises.
- 11) Soliciting or collecting funds within the company premises without proper authorization.
- 12) Using profane or abusive language toward employees, visitors, or clients.
- 13) Threatening, intimidating, or quarreling with other employees within the company.
- 14) Manipulating or falsifying timecards, attendance records, or clocking in/out on behalf of another employee.
- 15) Violating confidentiality by releasing sensitive company information.
- 16) Performing non-company-related tasks during working hours.
- 17) Deliberately violating safety rules, such as failing to wear proper PPE at worksites.
- 18) Not responding to official phone calls and WhatsApp messages during working hours.
- 19) Immoral conduct or inappropriate behavior with other employees, clients, or guests on company premises.
- 20) Taking or giving bribes or engaging in any form of illegal gratification.
- 21) Conviction and imprisonment for any criminal offense.
- 22) Obtaining or attempting to obtain leave of absence through false pretenses.
- 23) Forging, falsifying, or defacing medical certificates, resignation letters, death certificates, or any other official documents.
- 24) Engaging in any act that could damage or reflect poorly on the company's reputation.
- 25) Doing part-time or second jobs without the company's acknowledgment and approval.

- 26) Failing to report chronic ailments or communicable diseases (outlet).
- 27) Criminal breach of trust (outlet).
- 28) Manipulating refunds, discounts, or voided transactions (outlet).
- 29) Failing to ring up customer transactions or combining transactions (outlet).
- 30) Mishandling company discount cards (outlet).
- 31) Violating the Lost & Found Policy (outlet).
- 32) Possessing or carrying weapons within company premises (outlet).
- 33) Involvement in criminal investigations or activities inside or outside the company that negatively impacts the company, its customers, or employees.
- 34) Failure to attend mandatory training sessions or meetings without a valid reason (outlet).
- 35) Lost or stolen company assets: Employees will be charged for compensation or replacement at net book value.
- 36) Vehicle damage caused by employees: Employees will be charged 100% of the repair cost.

7.4 Company Office Line

The company has the right to provide a cell phone line to select employees and revoke if any misconduct occurs such as over usage during office hours (personal).

7.5 Action for Misconduct

The company has identified four methods in managing the employee misconduct action:

- a) HR will follow up with a disciplinary memo.
- b) Monthly salary deduction will be implemented.
- c) Company may do downgrade the employee level.
- d) Imposed punishment such as no increment for 3 years.
- e) Allow soft reminder from immediate superior to take action in official method. Then HR take action if no changes.

PART 8

GENERAL

8.1 Changes in Personal Details

HR will provide Personal Information Form in January every year and employees are required to submit personal detail to the HR / Admin Dept.

8.2 Retirement

The normal retirement age for all employees shall be the age of sixty (60) years.

Notwithstanding the above, the employee may be medically boarded out based on written recommendation of the Company's appointed medical doctor.

The company may at its convenience offer an employee, employment beyond the age of sixty (60) years. Any such extensions shall be on a year-to-year basis.

8.3 Secondment

Employees may be seconded to any other related Company or outlets for a certain period at the Company's discretion. He/she would not lose his/her seniority of service in the organization.

8.4 Postal/ Courier Services

The courier services provided through the appointed courier service is allowed for despatch of urgent documents only. Otherwise, normal postal services should suffice.

APPENDIX A