

EMPLOYEE HANDBOOK

UNDERSTANDING ALL
EMPLOYMENT ISSUES

SYNERGY HOUSE
BERHAD



TABLE OF CONTENTS

<u>WELCOME TO SYNERGY HOUSE BERHAD!</u>	4
<u>1. INTRODUCTION</u>	5
<u>1.1 ORGANIZATION DESCRIPTION</u>	5
<u>1.1.1 PRODUCTS AND SERVICES PROVIDED</u>	5
<u>1.1.2 FACILITIES AND LOCATION(S)</u>	5
<u>1.1.3 MANAGEMENT PHILOSOPHY</u>	5
<u>1.1.4 GOALS</u>	5-6
<u>1.2 INTRODUCTORY STATEMENT</u>	7
<u>1.3 CUSTOMER RELATIONS</u>	7
<u>2. THE EMPLOYMENT</u>	8
<u>2.1 NATURE OF EMPLOYMENT</u>	8
<u>2.2 EMPLOYEE RELATIONS</u>	8
<u>2.3 EQUAL EMPLOYMENT OPPORTUNITY</u>	8
<u>2.4 BUSINESS ETHICS AND CONDUCT</u>	8-9
<u>2.5 PERSONAL RELATIONSHIPS IN THE WORKPLACE</u>	9
<u>2.6 CONFLICTS OF INTEREST</u>	9-10
<u>3. EMPLOYMENT STATUS AND RECORDS</u>	11
<u>3.1 EMPLOYMENT CATEGORIES</u>	11
<u>3.2 ACCESS TO PERSONNEL FILES</u>	11
<u>3.3 PERSONNEL DATA CHANGES</u>	11-12
<u>3.4 PROBATION PERIOD</u>	12
<u>3.5 EMPLOYMENT APPLICATIONS</u>	12
<u>3.6 PERFORMANCE EVALUATION</u>	12
<u>3.7 JOB DESCRIPTIONS</u>	12-13
<u>3.7.1 JOB GRADE</u>	13
<u>3.8 SALARY ADMINISTRATION</u>	13
<u>4. EMPLOYEE BENEFIT PROGRAMS</u>	14
<u>4.1 EMPLOYEE BENEFITS</u>	14
<u>4.1.1 MEDICAL BENEFITS</u>	14
<u>4.1.1.1 MEDICAL BENEFITS- EXCLUSIONS</u>	14
<u>4.1.2 GROUP PERSONAL ACCIDENT POLICY</u>	14
<u>4.2 ANNUAL LEAVE</u>	15
<u>4.3 NO PAY LEAVE</u>	15
<u>4.4 EMERGENCY LEAVE</u>	15
<u>4.5 PUBLIC HOLIDAYS</u>	15-16
<u>4.6 SICK LEAVE BENEFITS</u>	16
<u>4.7 HOSPITALIZATION LEAVE</u>	16
<u>4.8 PROLONGED ILLNESS LEAVE</u>	16
<u>4.9 COMPASSIONATE LEAVE</u>	16
<u>4.10 PATERNITY LEAVE</u>	17
<u>4.11 MATERNITY LEAVE</u>	17
<u>4.12 MILEAGE CLAIMS</u>	17

SYNERGY HOUSE BERHAD Employee Handbook

<u>4.13</u>	<u>TOLL</u>	17
<u>4.14</u>	<u>COMPANY VEHICLES</u>	17
<u>4.15</u>	<u>HANDPHONES</u>	18
<u>5.</u>	<u>PAYROLL</u>	19
<u>5.1</u>	<u>PAYDAYS</u>	19
<u>5.2</u>	<u>EMPLOYMENT TERMINATION</u>	19
<u>5.3</u>	<u>ADMINISTRATIVE PAY CORRECTIONS</u>	20
<u>6.</u>	<u>WORK CONDITIONS AND HOURS</u>	21
<u>6.1</u>	<u>WORK SCHEDULES</u>	21
<u>6.2</u>	<u>USE OF PHONE AND MAIL SYSTEMS</u>	21
<u>6.3</u>	<u>MEAL PERIODS</u>	21
<u>6.4</u>	<u>USE OF EQUIPMENT</u>	21
<u>6.5</u>	<u>EMERGENCY CLOSING</u>	21-22
<u>6.6</u>	<u>BUSINESS TRAVEL EXPENSES</u>	22
<u>6.7</u>	<u>GROUP PERSONAL ACCIDENT POLICY</u>	22
<u>6.8</u>	<u>COMPUTER AND EMAIL USAGE</u>	23
<u>6.9</u>	<u>INTERNET USAGE</u>	23-24
<u>6.10</u>	<u>WORKPLACE MONITORING</u>	24
<u>6.11</u>	<u>WORKPLACE VIOLENCE PREVENTION</u>	24-25
<u>7.</u>	<u>EMPLOYEE CONDUCT & DISCIPLINARY ACTION</u>	26
<u>7.1</u>	<u>EMPLOYEE CONDUCT AND WORK RULES</u>	26
<u>7.2</u>	<u>SPECIAL PROHIBITIONS, CONDITIONS AND REQUIREMENTS</u>	26-27
<u>7.3</u>	<u>SEXUAL AND OTHER UNLAWFUL HARASSMENT</u>	27-28
<u>7.4</u>	<u>ATTENDANCE AND PUNCTUALITY</u>	28
<u>7.5</u>	<u>PERSONAL APPEARANCE</u>	28
<u>7.6</u>	<u>RETURN OF PROPERTY</u>	28-29
<u>7.7</u>	<u>RESIGNATION</u>	29
<u>7.8</u>	<u>SECURITY INSPECTIONS</u>	29
<u>7.9</u>	<u>PROGRESSIVE DISCIPLINE</u>	29
<u>7.10</u>	<u>PROBLEM RESOLUTION</u>	30
<u>7.11</u>	<u>WORKPLACE ETIQUETTE</u>	30-31

SYNERGY HOUSE BERHAD Employee Handbook

WELCOME TO SYNERGY HOUSE BERHAD!

On behalf of your colleagues, we welcome you to **SYNERGY HOUSE BERHAD** and wish you every success here.

At **Synergy House Berhad**, we believe that each employee contributes directly to the growth and success of the company, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should become familiar with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with **Synergy House Berhad**.

We believe that professional relationships are easier when all employees are aware of the culture and values of the organization. This guide will help you to better understand our vision for the future of our business and the challenges that are ahead.

We hope that your experience here will be challenging, enjoyable, and rewarding.

Again, welcome!

TAN Eu Tah
Executive Director

TEH Yee Luen
Executive Director

SYNERGY HOUSE BERHAD Employee Handbook

1. **INTRODUCTION**

1.1 **ORGANIZATION DESCRIPTION**

1.1.1 **PRODUCTS AND SERVICES PROVIDED**

You will find more information about our products and services by reading the **Synergy House Berhad** Corporate Brochures.

1.1.2 **FACILITIES AND LOCATION(S)**

Setia Alam Office (HQ):

Level 18 A&B, 19A, Top Glove Tower,
16, Persiaran Setia Dagang, Setia Alam,
Seksyen U13, 40170 Shah Alam, Selangor.
Malaysia.

Port Klang:

21 & 23, Lorong Sultan Muhamed 25 A,
Taman IKS PKNS, Bandar Sultan Suleiman,
42000 Port Klang, Selangor.
Malaysia.

Port Klang (Showroom):

PT 255-PT 268, Tingkat Bawah,1,2, Lorong
Sultan Muhamed 25 A, Kawasan Perusahaan
Fasa 3, 42000 Port Klang, Selangor.
Malaysia.

1.1.3 **MANAGEMENT PHILOSOPHY**

SYNERGY HOUSE BERHAD management philosophy is based on responsibility and mutual respect. People who come to **SYNERGY HOUSE BERHAD** want to work here because we have created an environment that encourages creativity and achievement. **SYNERGY HOUSE BERHAD** aims to become a leader in Malaysia's based furniture exporter. The mainstay of our strategy will be to offer a level of client focus that is superior to that offered by our competitors. Besides, **SYNERGY HOUSE BERHAD** focus on cross-border e-commerce seller that specialises in beautifully designed and affordable RTA home furniture. Our Executive Directors Mr. Tan Eu Tah and Mr. Teh Yee Luen always highlighted to the employee to emphasize on "What we think; What we talk; What we do; Determine what we can achieve."

1.1.4 **GOALS**

Purpose statement

To offer beautifully-designed and functional home furniture at affordable prices

To be the platform for talented and committed men and women to upgrade their lives.

SYNERGY HOUSE BERHAD Employee Handbook

Vision statement

SYNERGY HOUSE BERHAD will become the most influential furniture company in Malaysia by 2025.

Mission Statement

Combining efforts of excellent team members and strategic business partners to produce stylish yet affordable home furniture for mass market.

Corporate Values

a. Striving for Excellence

We put quality into everything we do.

b. Think Teamwork

Great teams that trust one another, communicate effectively and share common values of humility, honesty, trust, and discipline.

c. Harmonious Working Relationship

We believe in creating harmonious working environment & atmosphere among employees, suppliers and customers.

d. Keep growing

We believe in talented and committed people. We want to develop these people into leaders of the company.

e. Reliable & Trustworthy

We believe in taking full responsibility to what we promise & practice integrity.

f. Be Innovative

We must not fear changes, but to embrace and be driven by it. We must continue to stay ahead of competition by being creative.

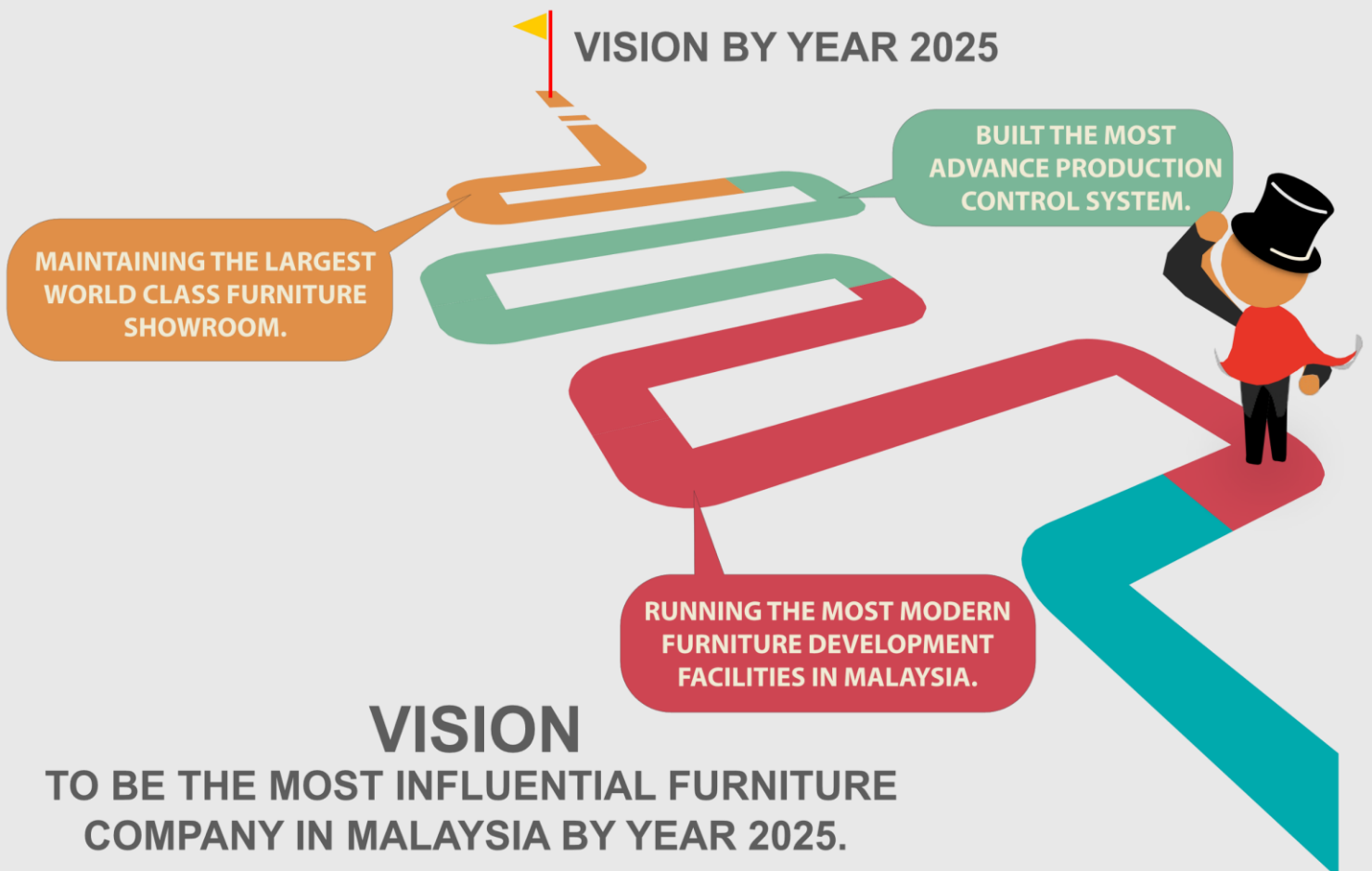
g. Good Health & Well being

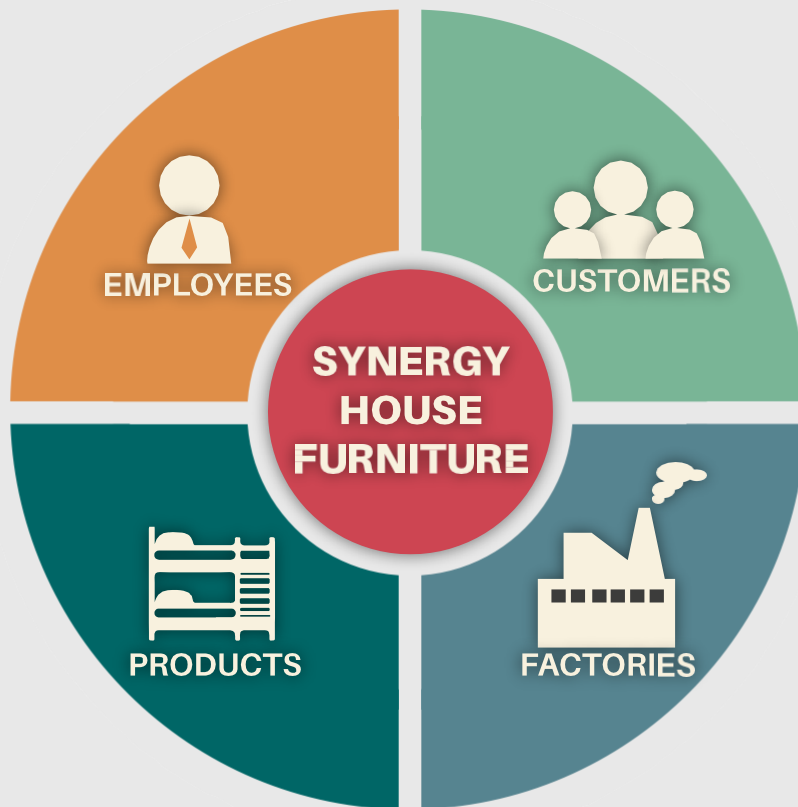
Helping people to a balanced and fulfilling career with a lifestyle that is right for them - Free health check benefits & free gym membership.



OUR PURPOSE

POSITIVELY IMPACT THE WORLD





OUR MISSION

Connecting Employees , Products , Customers and Factories.



OUR CORE VALUES

SYNERGY HOUSE BERHAD Employee Handbook

1.2 INTRODUCTORY STATEMENT

This handbook is designed to acquaint you with **SYNERGY HOUSE BERHAD** (“the Company”) and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by **SYNERGY HOUSE BERHAD** to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As **SYNERGY HOUSE BERHAD** continues to grow, the need may arise and **SYNERGY HOUSE BERHAD** reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. Employees will be notified of such changes to the handbook as they occur.

1.3 CUSTOMER RELATIONS

Customers are among our organization's most valuable assets. Every employee represents **SYNERGY HOUSE BERHAD** to our customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

SYNERGY HOUSE BERHAD will provide customer relations and services training to all employees with extensive customer contact. Customers who wish to lodge specific comments or complaints should be directed to the Executive Directors Mr. Tan Eu Tah and Mr. Teh Yee Luen for appropriate action. Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of **Synergy House Berhad**. Positive customer relations not only enhance the public's perception or image of **Synergy House Berhad**, but also pay off in greater customer loyalty and increased sales and profit.

SYNERGY HOUSE BERHAD Employee Handbook

2. THE EMPLOYMENT

2.1 NATURE OF EMPLOYMENT

Employment with **SYNERGY HOUSE BERHAD** is voluntarily entered into, and the employee is free to resign at any time, with or without cause. **SYNERGY HOUSE BERHAD** may terminate the employment relationship when the reason of termination is justified, done in good faith, and is procedurally fair. That being said, under Malaysian labour law, the employer must issue the employee with a termination notice that sets out the reason for the termination with a cause letter and request an explanation from the employee.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between **SYNERGY HOUSE BERHAD** and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at **SYNERGY HOUSE BERHAD** sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Executive Directors, Mr. Tan Eu Tah and Mr. Teh Yee Luen.

2.2 EMPLOYEE RELATIONS

SYNERGY HOUSE BERHAD believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that **SYNERGY HOUSE BERHAD** amply demonstrates its commitment to employees by responding effectively to employee concerns.

In an effort to protect and maintain direct employer/employee communications, we will do anything we can to protect the right of employees to speak for themselves.

2.3 EQUAL EMPLOYMENT OPPORTUNITY

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at **SYNERGY HOUSE BERHAD** will be based on merit, qualifications, and abilities. **SYNERGY HOUSE BERHAD** does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, or any other characteristic protected by law.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Human Resources Department. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

2.4 BUSINESS ETHICS AND CONDUCT

The successful business operation and reputation of **Synergy House Berhad & Group of Company** is built upon the principles of fair dealing and ethical conduct of our employees and the company's **Code of Conduct**. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

SYNERGY HOUSE BERHAD Employee Handbook

The continued success of **SYNERGY HOUSE BERHAD** is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to **Synergy House Berhad**, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

SYNERGY HOUSE BERHAD will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct in accordance to the Code of Conduct in the Compliance policy.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Executive Directors, Mr. Tan Eu Tah and Mr. Teh Yee Luen, for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every **SYNERGY HOUSE BERHAD** employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment. According to the Section 17A of the Malaysian Anti-Corruption Commission Act (MACC) 2009 where it is considered an offence if an employee of a company corruptly gives, offers or promises any gratification to any person with an intent to obtain or retain business or a business advantage for the said commercial organization.

2.5 PERSONAL RELATIONSHIPS IN THE WORKPLACE

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Although **SYNERGY HOUSE BERHAD** has no prohibition against employing relatives of current employees or individuals involved in a dating relationship with current employees, we are committed to monitoring situations in which such relationships exist in the same area. In case of actual or potential problems, **SYNERGY HOUSE BERHAD** will take prompt action, and this can include reassignment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation. The employee has to declare to Human Resource Department if they are in a close relationship.

2.6 CONFLICTS OF INTEREST

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This compliance policy establishes the framework within which **SYNERGY HOUSE BERHAD** wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Internal Control Executive for more information or questions about conflicts of interest or refer back to the company's Compliance Policy.

SYNERGY HOUSE BERHAD Employee Handbook

3. **EMPLOYMENT STATUS AND RECORDS**

3.1 **EMPLOYMENT CATEGORIES**

It is the intent of **SYNERGY HOUSE BERHAD** to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary or probation status and who are regularly scheduled to work **SYNERGY HOUSE BERHAD** full-time schedule. Generally, they are eligible for **SYNERGY HOUSE BERHAD** benefit package, subject to the terms, conditions, and limitations of each benefit program.

PROBATION is those whose performance is being evaluated to determine whether further employment in a specific position or with **SYNERGY HOUSE BERHAD** is appropriate. Employees who satisfactorily complete the probation period will be notified of their new employment classification.

CONTRACTUAL employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While temporary employees receive all legally mandated benefits, they are ineligible for all of **SYNERGY HOUSE BERHAD** other benefit programs.

3.2 **ACCESS TO PERSONNEL FILES**

SYNERGY HOUSE BERHAD maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of **SYNERGY HOUSE BERHAD**, and access to the information they contain is restricted. Generally, only supervisors and management personnel of **SYNERGY HOUSE BERHAD** who have a legitimate reason to review information in a file are allowed to do so.

Employees will be able to view their own file which includes pay slips, claims and leave via InfoTech. In the situation where the employee wishes to view any additional files which are not found in InfoTech, he or she should inform or contact the Human Resource Department.

3.3 **PERSONNEL DATA CHANGES**

It is the responsibility of each employee to promptly notify **SYNERGY HOUSE BERHAD** of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Human Resources Department.

SYNERGY HOUSE BERHAD Employee Handbook

3.4 PROBATION PERIOD

The probation period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. **SYNERGY HOUSE BERHAD** uses this period to evaluate employee capabilities, work habits, and overall performance.

All new and rehired employees work on a probation basis according to the duration of probation stated on your employment contract. Any significant absence will automatically extend the probation period by the length of the absence. If **SYNERGY HOUSE BERHAD** determines that the designated probation period does not allow sufficient time to thoroughly evaluate the employee's performance, the probation period may be extended for a specified period.

Upon satisfactory completion of the probation period, employees enter the "regular" employment classification.

During the probation period, new employees are eligible for those benefits that are required by law. After becoming regular employees, they may also be eligible for other **SYNERGY HOUSE BERHAD**-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

3.5 EMPLOYMENT APPLICATIONS

SYNERGY HOUSE BERHAD relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

3.6 PERFORMANCE EVALUATION

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

After the employee has completed his probation period of as stated in the employment contract, the immediate supervisor evaluates the performance of the employee and makes necessary adjustments if necessary.

The annual salary review of all employees is based on performance.

3.7 JOB DESCRIPTIONS

SYNERGY HOUSE BERHAD makes every effort to create and maintain accurate job descriptions for all positions within the organization. Each description includes a job information section, a job summary section (giving a general overview of the job's purpose), an essential duties and responsibilities section, a supervisory responsibilities section, a qualifications section (including education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required), a physical demands section, and a work environment section.

SYNERGY HOUSE BERHAD maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The Human Resources Department and the hiring manager prepare job descriptions when new positions are created. Existing job descriptions are also reviewed and revised in order to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

SYNERGY HOUSE BERHAD Employee Handbook

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the Human Resources Department if you have any questions or concerns about your job description.

3.7.1 JOB GRADE

JOB GRADE	JOB CLASS
A1-A4	Director/BU Head
B1-B5	Senior Manager/ Manager
B6-B7	Assistant Manager
C1-C2	Senior Executive/ Senior Designer
C3-C4	Executive/ Designer
D1-D6	Assistant/ Team Leader/ Supervisor

3.8 SALARY ADMINISTRATION

The salary administration program at **SYNERGY HOUSE BERHAD** was created to achieve consistent pay practices, comply with federal and state laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market. Because recruiting and retaining talented employees is critical to our success, **SYNERGY HOUSE BERHAD** is committed to paying its employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organizations in the area.

Compensation for every position is determined by several factors, including job analysis and evaluation, the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. **SYNERGY HOUSE BERHAD** periodically reviews its salary administration program and restructures it as necessary. Merit-based pay adjustments may be awarded in conjunction with superior employee performance documented by the performance evaluation process. Incentive bonuses may be awarded depending on the overall profitability of **SYNERGY HOUSE BERHAD** and based on each employee's individual contributions to the organization.

Employees should bring their pay-related questions or concerns to the attention of their immediate supervisors, who are responsible for the fair administration of departmental pay practices. The human resource department is also available to answer specific questions about the salary administration program.

SYNERGY HOUSE BERHAD Employee Handbook

4. **EMPLOYEE BENEFIT PROGRAMS**

4.1 **EMPLOYEE BENEFITS**

Eligible employees at **SYNERGY HOUSE BERHAD** are provided a wide range of benefits. A number of the programs cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found after this section from 4.1.1 to 4.14.

The following benefit programs are available to eligible employees:

4.1.1 **MEDICAL BENEFITS**

SYNERGY HOUSE BERHAD shall reimburse the medical claims upon submission of the official medical receipts for minor ailments to Human Resource Department. The medical claims entitlement as below:

Grade	Position	Medical
A1	Director/BU Head	RM 1500 per year (maximum RM 100 per claim)
A2		
A3		
A4		
B1	Senior Manager/Manager	RM 1200 per year (maximum RM 100 per claim)
B2		
B3		RM 1000 per year (maximum RM 100 per claim)
B4		
B5		
B6	Assistant Manager	RM 900 per year (maximum RM 100 per claim)
B7		
C1	Senior Executive	RM 800 per year (maximum RM 100 per claim)
C2		
C3	Executive	RM 700 per year (maximum RM 100 per claim)
C4		
D1	Assistant/Team Leader/Supervisor	
D2		
D3		
D4		
D5		
D6		

4.1.1.1 **MEDICAL BENEFITS- EXCLUSIONS**

The outpatient coverage, however, exclude the following medical illnesses/ sicknesses:

- Dental care and its related treatment.
- Cosmetic surgery, eye examination, glasses & refractions, hearing aids or fitting of any thereof.
- Pregnancy including childbirth, abortion, miscarriage or any complication therefrom and infertility and its treatment.
- Conditions arising from surgical, mechanical, or chemical contraceptive methods of birth control.
- Psychotic, mental, or nervous disorder.
- Private nursing, rest are, illegal drugs, intoxication, sterilizations, venereal diseases.

SYNERGY HOUSE BERHAD Employee Handbook

- Sickness or injury arising from racing of any kind, aviation or aeronautics, skydiving, scuba, diving, mountaineering, winter sports, hunting, polo, and steeple chasing.
- Routine physical examination, health check up or tests no incident to treatment for diagnosis of a covered sickness or injury or any treatment which is not medically necessary.
- Sickness or disease directly or indirectly arising from Acquired Immune Deficiency.
- Syndrome (AIDS) of any AIDS related condition.
- All immunizations for both staff and their dependents (Vaccinations & Vitamins) Circumcision.

4.1.2 GROUP TERM LIFE POLICY

Confirmed staffs are insured 24 hours in respect of death & total disablement under Group Term Life (GTL) Policy. The coverage of the GTL shall be as following:

Director	RM 150,000
Manager/Assistant Manager	RM 100,000
Executive & Below	RM 50,000

4.1.3 GROUP HOSPITAL AND SURGICAL INSURANCE SCHEME

Confirmed staffs are insured under Group Hospital and Surgical Insurance Scheme. The coverage of the GHS shall be as following:

Director	RM 80,000 (Annual Limit)
Manager/Assistant Manager	RM 60,000 (Annual Limit)
Executive & Below	RM 40,000 (Annual Limit)

4.2

SYNERGY HOUSE BERHAD Employee Handbook

4.3 ANNUAL LEAVE

Paid annual leave is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. All employees are eligible to earn and use vacation time as described in this policy:

The amount of paid annual leave employees receive each year increases with the length of their employment as shown in the following schedule:

	< 2 years	2-5 years	> 5 years
Assistant Manager/ Manager/Senior Manager	16 days	18 days	22 days
Senior Executive/Senior Designer/Team Leader/QA	14 days	16 days	20 days
Executive/Designer/ Supervisor/QC	13 days	15 days	18 days
Assistant	8 days	12 days	16 days

Once employees enter an eligible employment classification, they begin to earn paid annual leave according to the schedule.

Paid annual leave can be used in minimum increments of half day. To take leave, employees should request advance approval from their supervisors in InfoTech. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

As stated above, employees are encouraged to use available paid annual leave for rest, relaxation, and personal pursuits. In the event that available vacation is not used by the end of the reference period, the balance of unused vacation will not be paid out to the employee.

Unutilized annual leave in each year can be carried forward to next calendar year. If the carried forward annual leave remained unutilized, it shall be converted to Salary paid, yearly cut off on 31st December

Upon termination of employment, employees will be paid for unused vacation time that has been earned through the last day of work.

It must be noted that the law waives the right for paid annual leave for employees who were absent from work without permission and a reasonable excuse for more than ten percent of working time.

4.4 NO PAY LEAVE

Employees may be permitted to take no pay leave up to a maximum of thirty (30) days. Applications for No Pay Leave must be accompanied by relevant supporting documents and will only be considered under extenuating circumstances and on a case to case basis. Approval of such leave shall be at the sole discretion of **Synergy House Berhad**.

4.5 EMERGENCY LEAVE

Employees may be permitted to take Emergency Leave for the purpose of attending to unforeseen exigencies requiring the employees' personal attendance and attention. When applicable, documentary evidence shall be attached for the purpose of verification. Approval of such leave, paid or unpaid, shall be at the discretion of **Synergy House Berhad**. The employee must notify and obtain the approval of the immediate superior at the earliest opportunity.

SYNERGY HOUSE BERHAD Employee Handbook

4.6 PUBLIC HOLIDAYS

SYNERGY HOUSE BERHAD will grant holiday time off to all employees on the holidays listed under Selangor and Malaysia Public Holidays.

A statutory holiday that falls on a Sunday will be observed on the following Monday.

If a statutory holiday falls during an eligible employee's paid absence (such as annual leave or sick leave), a replacement holiday will be provided.

Any employee who may be required by the Company to work on a recognized holiday, they will receive replacement leave as follows:

Work on non-working hour - Work minimum 3 hours - Get 0.5 day replacement leave

Work on non-working hour - Work minimum 6 hours - Get 0.5 day replacement leave

Work on public holiday - Work minimum 3 hours - Get 1 days replacement leave

Work on public holiday - Work minimum 6 hours - Get 2 days replacement leave

The replacement leave must be utilized within 6 months. After 6 months the leave entitlement is deemed forfeit if unutilized.

The recognized Public Holidays are:

- i. New Year's Day
- ii. Merdeka Day
- iii. Malaysia Day
- iv. The Birthday of the Yang di-Pertuan Agong
- v. The Birthday of the Ruler or the Yang di-Pertua Negeri
- vi. Labour Day
- vii. Hari Raya Puasa
- viii. Hari Raya Haji
- ix. Prophet Muhamad's Birthday
- x. Chinese New Year
- xi. Deepavali
- xii. Wesak Day
- xiii. Awal Muharam
- xiv. Christmas Day

4.7 SICK LEAVE BENEFITS

SYNERGY HOUSE BERHAD provides paid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses or injuries. Eligible employee classification(s):

* Regular full-time employees

	< 2 years	>2 & < 5 years	≥ 5 years
All employees	14 days	18 days	22 days

Medical leave benefits are intended solely to provide income protection in the event of illness or injury, and may not be used for any other absence.

SYNERGY HOUSE BERHAD Employee Handbook

4.8 HOSPITALIZATION LEAVE

If the illness is more serious and requires hospitalization, the employees receive 60 days of paid sick leave, notwithstanding the period of employment, subject to receipt of Medical Certificates by the Company.

4.9 REPLACEMENT LEAVE

Work after office hours (After 5pm/6pm)		
Work min 3 hours	0.5 day replacement leave	150 Synergy Points
Work min 6 hours	1 day replacement leave	300 Synergy Points
Work on off /rest day (Saturday/Sunday)		
Work min 3 hours	0.5 day replacement leave	200 Synergy Points
Work min 6 hours	1 day replacement leave	350 Synergy Points
Work on public holiday		
Work min 3 hours	1 day replacement leave	500 Synergy Points
Work min 6 hours	2 days replacement leave	1000 Synergy Points

4.9.1 Rules and regulation

- i. Replacement leave application is **COMPULSORY** to get prior approval from the manager **BEFORE** reporting to work.
- ii. Managers reserve the right to **REJECT** the replacement leave application without prior consent/approval.
- iii. Replacement leave application is **COMPULSORY** to attach Proof / Evidence.
- iv. Replacement leave will be credited into the info-tech system within 5 working days and valid for 6 months from the date staff worked.
- v. Replacement leave is not applicable for company events, annual dinners, gatherings and etc.
- vi. Synergy Points will be added to HR Synergy Points.

SYNERGY HOUSE BERHAD Employee Handbook

4.10 PROLONGED ILLNESS LEAVE

In cases of prolonged illness resulting from pulmonary tuberculosis, leukemia, paralysis, cerebral thrombosis, cancer, or such other diseases based upon the certification of a Company appointed panel doctor, the employee will be eligible for prolonged Illness Leave as following:

- (a) First six (6) months- Full basic pay
- (b) Next six (6) months- Half basic pay
- (c) Thereafter- At the discretion of the Company

However, a final opinion shall be obtained from the Company's appointed panel doctor. Where applicable, the Company may consider medically boarding out an employee.

SYNERGY HOUSE BERHAD Employee Handbook

4.11 COMPASSIONATE LEAVE

Employees who require taking time off due to the death of an immediate family member should notify their supervisor immediately.

Compassionate leave will be provided to employees having worked 60 calendar days for **Synergy House Berhad**:

Two (2) working days in the case of the death of an employee's spouse, child or the employee's spouse's child, employee's parent or parent-in-law.

4.12 PATERNITY LEAVE

The Amendment Employment Act 1955 that will take effect on 1 January 2023. For a married male employee to take up to seven consecutive days of paid paternity leave for each confinement, up to five confinements, irrespective of the number of spouses.

The married male employee shall be entitled to the above paternity leave subject to the following:

- the male employee has been employed by the same employer for at least 12 months immediately preceding the commencement of paternity leave; and
- he notified his employer of his spouse's pregnancy at least 30 days from the expected confinement or as early as possible after the birth

4.13 MATERNITY LEAVE

Every female employee who has been with **SYNERGY HOUSE BERHAD** for a period of not less than ninety days (90) immediately preceding her confinement shall be granted ninety-eight (98) consecutive days maternity leave on full pay. Maternity Leave shall on be granted after twenty-five (25) weeks of pregnancy. Application for Maternity Leave shall be submitted one (1) month in advance on Leave Application prior to commencement of Maternity Leave and accompanied by supporting documents from a Registered Medical Practitioner/ Medical Officer. All leave forms must have the verification of the Head of Department. A female employee is entitled for maternity leave up to five (5) surviving children.

Leave applications by female employees due to miscarriage shall not be considered as maternity leave if the miscarriage occurs prior to sixteen (16) weeks of pregnancy.

Maternity Leave shall not commence earlier than thirty (30) days preceding the expected date of confinement provided that a Registered Medical Practitioner/ Medical Officer certifies that the employee as a result of her advanced stage of pregnancy is unable to perform her duties satisfactorily, the employee may be required to commence the maternity leave at any time during a period of fourteen (14) days preceding the date of confinement as determined in advance by the medical officer or Registered Medical Practitioner.

4.14 MILEAGE CLAIMS

When traveling on Company business, an employee is required to use the most economical means of transport available and the shortest route to his destination. When it is economical to travel by car, employee should seek for Department Manager's approval to borrow his/her company vehicle at the very first option. Otherwise, employee can opt to use personal vehicle and claim for mileage reimbursements, toll & parking charges.

Employees are encouraged to 'car pool' if they are going to the same destination, e.g. training/meeting venues, etc. All claims must be supported by relevant receipts, tickets and other supporting documents.

All employee who are using personal vehicle and not allowed to petrol claim are allowed to claim mileage allowance at the following rates:

Motor car RM 0.70 cents per KM

Motor cycle RM 0.40 cents per KM

SYNERGY HOUSE BERHAD Employee Handbook

4.15 TOLL

All toll claims submitted will have to be business related. Employees will not be able to claim for toll charges from your home to office and back. However, a relocation traveling reimbursement will be provided to those eligible and will be on case to case basis.

4.16 COMPANY VEHICLES

The use of company vehicle by an employee is for work related and official business matters only. Members of the family of the employees are not permitted to use the vehicle.

An employee who uses a company vehicle is responsible for the proper care of the vehicle to ensure that is clean and in good road worthy condition at all times.

The employee must return the company vehicles in its original condition (fair wear and tear excepted). If, at any time it is found that the company vehicle entrusted to or used by the employee is damaged or misused due to the employee's negligence or lack of proper care, the employee concerned shall be held personally responsible. He shall be responsible for returning, restoring or repairing of if the Company shall have done the repairs, the employee shall compensate the Company for the costs and expenses for repairs, restoration or damage within seven (7) days of notification by the Company. In addition, the Company shall be entitled to recover the cost of the repairs from the employee by deducting such costs and expenses from the employee's salary.

The employee shall be responsible for any traffic summons, fines and compounds (whether police or municipal/ local authorities) as a result of the employee's use of the company vehicle howsoever arising and shall settle the same within the stipulated timeline. If the Company settles the summons, fines and compounds in advance for the employee, the Company shall be entitled to recover the same from the employee by deducting the amount from the employee's salary.

4.17 HANDPHONES

Employees who are identified as requiring the usage of handphone as "tool of trade" will be subsidized for the expenses incurred in the form of reimbursement. The reimbursement will cover all business related calls as well as the access fee and other related expenses. Claim amount shall be guided by the operational policies and procedures.

For those who are entitled, the Company will pay for:-

- a) Usage
 - Business call charges
 - 5% service tax on all business calls;
 - Data service
 - Data calls

The Company shall not pay for:-

- a) LocalFone (1300 xxx xxx) numbers
- b) 1800 xxx xxx numbers
- c) 1600 xxx xxx numbers

SYNERGY HOUSE BERHAD Employee Handbook

5. **PAYROLL**

5.1 **PAYDAYS**

Salaries shall be paid once a month not later than the 7th day of the following month via remittance into employees' bank accounts. All employees are required to open and maintain an account at a designated bank to enable the Human Resources Department to credit the monthly salaries. Salary slips will be issued detailing the monthly salary statement through InfoTech.

In the event that a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

5.2 **EMPLOYMENT TERMINATION**

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.
- Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Unless otherwise stated in the employment agreement, either party may terminate the employment by giving the other party prior notice in writing. While during the probation period, either party may terminate the employment by giving the other party prior notice in writing. All prior notice days in writing are based on the employment contract.

The day on which the notice is given shall be included in the period of the notice.

Notwithstanding the above, **SYNERGY HOUSE BERHAD** may also initiate disciplinary action on an employee due to any of the following act, commission, default or omission by the employee:

- i) Misconduct (whether committed within the premises of the Company or outside the premises of the Company in the course of the employee's duties.
- ii) Any act or omission affecting the Company's business, reputation and image.
- iii) Becomes inefficient in the discharge of his duties.
- iv) Breach of the any term & conditions of his Contract of Service or this Handbook, or any other rules & regulations and policies & procedures, process of the Company in force from time to time.
- v) Commission of a criminal offence under the penal code.
- vi) Declared a bankrupt.

Either party may terminate the employment with immediate effect or if notice has already been given as above mentioned, without waiting for the expiry of that notice, by paying to the other party a sum equal to the amount of salary (but excluding any allowances for transport etc.) which would have accrued to the employee during the term of such notice.

Upon termination of employment for whatever reasons, the employee may not retain, give away, remove, delete, copy in whatever format and or medium, from the Company's premises any proprietary information belonging to the Company. Infringement of this may subject the departing employee to criminal and or legal proceedings by the Company.

SYNERGY HOUSE BERHAD Employee Handbook

5.3 ADMINISTRATIVE PAY CORRECTIONS

SYNERGY HOUSE BERHAD takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error for pay, the employee should promptly bring the discrepancy to the attention of the Human Resources Department so that corrections can be made as quickly as possible

SYNERGY HOUSE BERHAD Employee Handbook

6. WORK CONDITIONS AND BENEFITS

6.1 WORK SCHEDULES

The normal work schedule for all employees is stated on employee contract. Supervisors will advise employees of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Monday to Friday (Office Staff)	8.00 am to 5.00 pm
Monday to Friday (Sample manufacturing, Warehouse & Quality Control Staff)	8.00 am to 6.00 pm
Lunch Hour	12.00 pm to 1.00 pm

	Executive		Foreign worker	
Working hours per week	45 hours	8.00am to 5.00pm (Office Staff) 8.00am to 6.00pm (Sample manufacturing, warehouse & QC) (Monday to Friday)	45 hours	8.00am to 6.00pm (Monday to Friday)
Additional hours on normal Work days	Replacement leave & Synergy Point		OT fixed as per contract	
Work on Saturday, Sunday and Public Holiday			Allowance	

6.2 USE OF PHONE AND MAIL SYSTEMS

Personal use of the telephone for long-distance and toll calls is not permitted. Employees should practice discretion when making local personal calls and may be required to reimburse **SYNERGY HOUSE BERHAD** for any charges resulting from their personal use of the telephone.

The use of **Synergy House Berhad**- paid postage for personal correspondence is not permitted.

To ensure effective telephone communications, employees should always use an approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

SYNERGY HOUSE BERHAD Employee Handbook

6.3 MEAL PERIODS

All employees are provided with meal period each workday. Supervisors will schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time.

6.4 USE OF EQUIPMENT

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

If at any time it is found that the equipment entrusted to or issued to the employee is lost, damaged, misused or made a target of abuse, the employee concerned shall be held responsible for his actions. He shall be responsible for returning, restoring or repairing the equipment, replacing or compensating the Company with an appropriate amount for the damage/ loss within seven (7) days of notification by the Company.

SYNERGY HOUSE BERHAD Employee Handbook

6.5 EMERGENCY CLOSING

At times, emergencies such as severe weather, fires power failures or government regulations, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility

When operations are officially closed due to emergency conditions, employer may enforce unpaid leave.

Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

SYNERGY HOUSE BERHAD Employee Handbook

6.6 BUSINESS TRAVEL EXPENSES

SYNERGY HOUSE BERHAD will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the immediate supervisor.

• Air Travel

Where air travel is necessary, the following class of service shall be applicable:

(i) Taxi/ Car Rental

The entitlement to the use of Taxi/ Car Rental depends on the cost, safety, traveling time and business requirement in each situation and is permitted where valid business reasons warrant their use.

(ii) Accommodation/ Lodging

An employee traveling out-station on company business who must stay overnight will be entitled to stay in a hotel room. The rate applicable shall be stated as most basic and economy.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by **SYNERGY HOUSE BERHAD** may not be used for personal use without prior approval.

Employees should submit a written request to their supervisor when travel advances are needed.

The following miscellaneous travel related expenses are reimbursable, provided that it is reasonable and supported with receipts, where applicable:

• Medical Expenses

In cases of medical emergencies while on business trip, reasonable expenses on prescription, bills and other related expenses not covered by the employee's insurance policy and to be supported with receipts.

Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, travel advances, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

6.7 ENTERTAINMENT

All entertainment costs will have to be approved by the Head of department, where possible, prior to the lunch/ dinner/ meeting taking place and has to be on a moderate scale. Be commensurate with the position held by your guest and bear some relationship to the value of business we have obtained or hope to obtain. Budget for each entertainment will have to be determined by the head of the respective department.

Managers will have to receive prior approval from the Company Director for entertainment budget.

SYNERGY HOUSE BERHAD Employee Handbook

6.8 COMPUTER AND EMAIL USAGE

Computers, computer files, the email system, and software furnished to employees are **SYNERGY HOUSE BERHAD** property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.

SYNERGY HOUSE BERHAD strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, **SYNERGY HOUSE BERHAD** prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

6.9 INTERNET USAGE

Internet access to global electronic information resources on the World Wide Web is provided by **SYNERGY HOUSE BERHAD** to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of **SYNERGY HOUSE BERHAD** and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of **SYNERGY HOUSE BERHAD**. As such, **SYNERGY HOUSE BERHAD** reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a rule, if an employee did not create the material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Abuse of the Internet access provided by **SYNERGY HOUSE BERHAD** in violation of law or **SYNERGY HOUSE BERHAD** policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain

SYNERGY HOUSE BERHAD Employee Handbook

- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous email messages
- Engaging in any other illegal activities

6.10 WORKPLACE MONITORING

Workplace monitoring may be conducted by **SYNERGY HOUSE BERHAD** to ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of **SYNERGY HOUSE BERHAD** as well as their satisfaction with our service.

Computers furnished to employees are the property of **SYNERGY HOUSE BERHAD**. As such, computer usage and files may be monitored or accessed.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

Because **SYNERGY HOUSE BERHAD** is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

6.11 WORKPLACE VIOLENCE PREVENTION

SYNERGY HOUSE BERHAD is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, **SYNERGY HOUSE BERHAD** has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, provincial, or local law.

SYNERGY HOUSE BERHAD Employee Handbook

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

SYNERGY HOUSE BERHAD will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, **SYNERGY HOUSE BERHAD** may suspend employees after proper investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

SYNERGY HOUSE BERHAD encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Human Resources Department before the situation escalates into potential violence. **SYNERGY HOUSE BERHAD** is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

SYNERGY HOUSE BERHAD Employee Handbook

7. EMPLOYEE CONDUCT & DISCIPLINARY ACTION

7.1 EMPLOYEE CONDUCT AND WORK RULES

An Employee is required to comply with the following Code of Conduct & Discipline of the Compliance policy.

An employee shall comply and observe:

- Always expect and require you to act honestly and ethically when you are performing your responsibilities for **SYNERGY HOUSE BERHAD** Group of Companies.
- Expect and require you to comply with all applicable governmental laws, rules, and regulations.
- Expect you to treat others, including other employees, shareholders, customers, and vendors, in a professional manner; and
- Encourage and support internal disclosure of any violation of this Code of Conduct for appropriate action.

An employee shall on all occasions, discharge his duties and responsibilities with high standards of professionalism, dedication, honesty, integrity, goodwill, courtesy, and display a high standard of pro-activeness and public accountability.

An employee shall not:

- Allow his personal interest to come into conflict with his duties with the Company.
- Use his position as an employee of the Company to his private/personal advantage.
- Indulge in acts that will bring disrepute to the Company.
- Conduct himself in a manner that can be reasonably construed as inefficient/irresponsible.
- Act in a disobedient manner which can be considered as willful insubordination.
- Absent himself from work without leave/ reasonable excuse for more than two (2) days.
- Leave the workplace repeatedly during working hours without prior consent, approval or permission from his superior.
- Disclose or divulge secret information of the Company to unauthorized personnel.
- Cheat, commit fraud, in respect of matters related to the Company.
- Forge, alter, or interfere in any manner with the records of the Company.
- Make untrue statements in any application form of employment or other forms required by the Company.
- Instigate industrial action amongst employees of the Company.
- Cause willful damage to Company property.
- Be drunk or under the influence of alcohol or liquor during the performance of duty.
- Possess dangerous weapons within the premises of the Company or act violently, riotously, or in a manner likely to endanger the life and safety of any person within the premises of the Company.
- Trespass into Restricted areas of the Company.
- Carry on the business of money lending, direct sales, multilevel marketing, raffles, lotteries, or any other types of sale not specified herein, in the Company premises.
- Dress in a manner contrary to the specified dress code.
- Fail to report any infectious or contagious disease suffered by the employee to the Company's panel doctor or Registered Medical Practitioner.
- Commit any act of gross indecency or indulge in any immoral activity within the Company's premises.
- Fail to report to the Company, any lack of efficiency or irresponsibility and any breach of the Code of Conduct of Service by a staff under his supervision.
- Report for work late repeatedly irrespective of the time of commencement of work.
- Be under the influence of illegal/ banned drugs during the performance of duty.

The above list of offenses is non-exhaustive. Any action committed by an employee, which brings about negative implications to the Company or colleagues may also be considered as a conduct of disciplinary offence.

SYNERGY HOUSE BERHAD Employee Handbook

7.2 SPECIAL PROHIBITIONS, CONDITIONS AND REQUIREMENTS

- Solicit or accept any gift that may influence business decisions.
- Engage in outside employment without the permission of the Company
- Publish or write any book, article or any work based on information obtained from the Company.
- Make any public statements, orally or in writing, on the policies and decisions of the Company unless prior consent has been obtained to do so.
- Use official information or other knowledge obtained in the course of his duties to purchase or sell commodities or securities.
- Act as editor or take part directly or indirectly in the management of or in the publication of any newspaper, magazine, or journal without the consent of the Company.
- Participate in any political activities, particularly where the actions, behavior or more participation, affects the good image of the Company.
- Institute legal proceedings against anyone in his own personal interest in connection with matters arising out of his duties as an employee of the Company without the prior written consent of the Company.

Any employee found to be involved in any of the above offences shall be liable for disciplinary action including termination of Contract of Service or dismissal from duty.

SYNERGY HOUSE BERHAD Employee Handbook

7.3 SEXUAL AND OTHER UNLAWFUL HARASSMENT

SYNERGY HOUSE BERHAD is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words, or suggestive or obscene letters or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment;
- (2) submission or rejection of the conduct is used as a basis for making employment decisions; or,
- (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Human Resources Department or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Human Resources Department or any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

SYNERGY HOUSE BERHAD Employee Handbook

7.4 ATTENDANCE AND PUNCTUALITY

To maintain a safe and productive work environment, **SYNERGY HOUSE BERHAD** expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on **SYNERGY HOUSE BERHAD**. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

Disciplinary actions may be taken by the Company against employees: -

- i) who are absent from work without prior approval for leave from their Division/ Department Heads; or
- ii) who have not informed nor attempted to inform the immediate superior of the reasons of their absence from work; or
- iii) who have informed the reasons of their absence from work but it is found to be unacceptable by the Company.

Section 15 (2) of the Employment Act, 1955 stated that:

“An employee shall be deemed to have broken his contract of service with the employer if he has been continuously absent from work for more than two (2) consecutive working days without prior leave from his employer, unless he has a reasonable excuse for such absence and has informed or attempted to inform his employer of such excuse prior to or at the earliest opportunity during such absence.”

Section 13 (2) of the Employment Act 1955, stated that:

“Either party to a Contract of Service may terminated the Contract of Service without notice in the event of any willful breach by the other party of a condition of the Contract of Service.”

7.5 PERSONAL APPEARANCE

The dressing of an employee is an important element of building the correct and desired image of the Company to all our customers- both internal and external. The way our employees dress reflects the level of professionalism of our employees, and the values and brand of our Company.

Dress code and conduct/ behavior of employees, whilst on the job, either internally within the Company's premise or externally at functions/ events/ meetings, is of great significance.

Whilst is difficult to set a comprehensive guideline on Dress Code, all employees must understand the importance of creating a good impression with the way we present ourselves to customers. Above all, attire and appearance must be:

- Clean
- Neat and tidy, and
- Reflect a high professional image at all times

7.6 RETURN OF PROPERTY

Employees are responsible for all **SYNERGY HOUSE BERHAD** property, materials, or written information issued to them or in their possession or control. Employees must return all **SYNERGY HOUSE BERHAD** property immediately upon request or upon termination of employment. Where permitted by applicable laws, **Synergy House Berhad**

SYNERGY HOUSE BERHAD Employee Handbook

may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. **SYNERGY HOUSE BERHAD** may also take all action deemed appropriate to recover or protect its property.

7.7 RESIGNATION

Resignation is a voluntary act initiated by the employee to terminate employment with **SYNERGY HOUSE BERHAD**. An employee who wishes to resign should notify the Company in writing giving the required notice as stipulated in their Employment Contract.

Prior to an employee's departure, an exit interview may be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

7.8 SECURITY INSPECTIONS

SYNERGY HOUSE BERHAD wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, **SYNERGY HOUSE BERHAD** prohibits the possession, transfer, sale, or use of such materials on its premises. **SYNERGY HOUSE BERHAD** requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of employees but remains the sole property of **Synergy House Berhad**. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of **SYNERGY HOUSE BERHAD** at any time, either with or without prior notice.

7.9 PROGRESSIVE DISCIPLINE

The purpose of this policy is to state **SYNERGY HOUSE BERHAD** position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced comes from good leadership and fair supervision at all employment levels.

SYNERGY HOUSE BERHAD own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with **SYNERGY HOUSE BERHAD** is based on mutual consent and both the employee and **SYNERGY HOUSE BERHAD** have the right to terminate employment at will, with or without cause or advance notice, **SYNERGY HOUSE BERHAD** may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps – verbal warning, written warning, suspension with or without pay, or termination of employment – depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

SYNERGY HOUSE BERHAD recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and **SYNERGY HOUSE BERHAD**.

SYNERGY HOUSE BERHAD Employee Handbook

7.10 PROBLEM RESOLUTION

SYNERGY HOUSE BERHAD is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from **SYNERGY HOUSE BERHAD** supervisors and management.

SYNERGY HOUSE BERHAD strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with **SYNERGY HOUSE BERHAD** in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate supervisor after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to Human Resources Department or any other member of management.
2. Supervisor responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.
3. Employee presents problem to Human Resources Department if problem is unresolved.
4. Human Resources Department counsels and advises employee, assists in putting problem in writing and visits with employee's manager(s), if necessary.
5. Employee presents problem to the EXECUTIVE DIRECTOR in writing.
6. The EXECUTIVE DIRECTOR reviews and considers problem. The EXECUTIVE DIRECTOR informs employee of decision and forwards copy of written response to Human Resources Department for employee's file. The EXECUTIVE DIRECTOR has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.

7.11 WORKPLACE ETIQUETTE

SYNERGY HOUSE BERHAD strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. **SYNERGY HOUSE BERHAD** encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the Human Resources Department if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

SYNERGY HOUSE BERHAD Employee Handbook

- Return copy machine and printer settings to their default settings after changing them.
- Replace paper in the copy machine and printer paper trays when they are empty.
- Retrieve print jobs in a timely manner and be sure to collect all your pages.
- Be prompt when using the manual feed on the printer.
- Keep the area around the copy machine and printers orderly and picked up.
- Be careful not to take or discard others' print jobs or faxes when collecting your own.
- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- Try to minimize unscheduled interruptions of other employees while they are working.
- Communicate by email or phone whenever possible, instead of walking unexpectedly into someone's office or workspace.
- Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- Minimize talking between workspaces or over cubicle walls. Instead, conduct conversations with others in their workspace.
- Try not to block walkways while carrying on conversations.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- Clean up after yourself and do not leave behind waste or discarded papers.

**WISHING YOU A LONG AND REWARDING CAREER
AT SYNERGY HOUSE BERHAD!**