



(Company No. 8286-D)

COMPANY ADMINISTRATION MANUAL

POLICIES AND PROCEDURES
Effective 1st July 2019

GENERAL PROCEDURES

- DUTIES** (1) An employee shall at all times carry out with due diligence such duties as may be assigned and directed by his superiors.
- WORKING HOURS** (2) The normal working hours are as follows unless as otherwise stated in the employee's letter of employment. In addition to the normal hours of work, an employee is required to work any necessary additional hours for the proper performance of his duties.
- Weekdays - MONDAY TO FRIDAY
9.00 a.m. to 5.30 p.m.
1.00 p.m. to 2.00 p.m.(Lunch Break)
- (3) Saturday is not a rest day. As such, employees may be recalled for duty if the need arises.
- However, Saturday is a work day for Drivers and their working hours are : **8.30 a.m. to 2.00 p.m.**
- (4) Muslim male employees shall be granted an additional one hour off on Friday within 12.30 p.m. to 2.30 p.m. to attend religious services, provided that the Company is informed accordingly.
- OVERTIME** (5) Overtime payment if any, shall be paid according to the Employment Act currently in force.
- PUBLIC HOLIDAYS AND REST DAYS** (6) All employees will be granted paid holidays on all public holidays gazetted by the Federal Government of Malaysia and by the Government of the State in which the employee serves.
- (7) All employees shall be entitled to a rest day of one whole day in each week. The normal rest day shall be on Sundays or Fridays as the case may be in the respective States.
- LEAVING THE OFFICE** (8) All employees of Assistant Manager level and below must not leave the office before the close of business without a prior approval from their Head of Department.
- (9) For those who have obtained approval from their Head of Department, they need to fill up the Appointment Log Book at the Reception counter each time before attending any business appointment, meeting, event or any matters that involves going out from the office building during working hours.

- (10) Any employee who visits the doctor and is given sick leave should as far as possible report back to the office and surrender the sick certificate before proceeding home.
- OFFICE ATTIRE**
- (11) All male executives should be properly dressed with a necktie on normal weekdays. No jeans and pants are allowed on normal weekdays, except tailored pants.
- (12) All female employees should be smartly dressed on normal weekdays. No jeans and pants are allowed on normal weekdays, except tailored pants.
- (13) All uniformed employee should wear their uniforms during working hours.
- MANAGERIAL EMPLOYEES**
- (14) Managerial Employees comprise:
- (i) PR Director
 - (ii) Chief Executive Officer
 - (iii) Chief Operating Officer
 - (iv) General Manager/Executive Vice President
 - (v) Assistant General Manager/Senior Vice President
 - (vi) Senior Manager/Vice President
 - (vii) Manager/Assistant Vice President
 - (viii) Assistant Manager
- EXECUTIVE EMPLOYEES**
- (15) Executive Employees comprise:
- (i) Confidential Secretary/Personal Assistant
 - (ii) Senior Executive
 - (iii) Executive
 - (iv) Executive Assistant
- NON-EXECUTIVE EMPLOYEES**
- (16) Non-Executive Employees comprise all employees who are neither Managerial nor Executive employee.
- MEDICAL BENEFITS**
- (17) The employee will be eligible for medical benefits under the Company's existing medical scheme, which may be revised from time to time by the Company in accordance with good industry practice.
- HOSPITALISATION AND SURGICAL INSURANCE SCHEME**
- (18) The company would reimburse the employee hospitalisation and surgical expenses approved by the company up to the amount covered by the Company's Hospitalisation and Surgical Insurance Scheme.
- EMPLOYEE LOAN**
- (19) Company's employees are entitled to apply for the said loan with the following conditions :
- (i) The maximum amount must not exceed a month's salary or RM1,500.00 whichever is lower.

- (ii) The repayment period will be maximum three (3) months.
 - (iii) The approval is entirely at the discretion of the Chief Executive Officer.
 - (iv) Only CONFIRMED employee is eligible to apply for the employee loan.
- (20) The employees who are eligible to apply for the employee loan are entitled to apply and obtain only one loan annually and that previous outstanding loan, if any, from the Company should be settled prior to the release of new loan.

APPOINTMENT & RESIGNATION

RECRUITMENT

- (1) The Chief Executive Officer should be informed when a post is created or falls vacant.
- (2) Candidates for the vacancy should first be considered from existing employees of the company.
- (3) If there are no suitable candidates from within the company, the vacancy should be advertised outside.
- (4) Recruitment of employee who will be involved in insurance broking work, must comply with the minimum requirement of Bank Negara Malaysia (BNM), as stipulated in the BNM circular on minimum qualification for insurance broking employee.
- (5) Any advertisement should be authorised by the Chief Executive Officer.
- (6) All applicants should complete our official application form, which would then form the basis of selection and interview.
- (7) All applications should be supported by copies of the following documents:
 - (i) Identification Card
 - (ii) Driving license (for driver candidate)
 - (iii) Education certificates
 - (iv) Testimonials
 - (v) Last payslip of existing employer (if currently employed)

INTERVIEWS

- (8) Only shortlisted candidates should be called for interview.
- (9) An interview report should be prepared for every interview and a final report should be submitted to the Chief Executive Officer.

APPOINTMENT

- (10) The appointment letter will be issued by the Human Resource department and signed by the Chief Executive Officer to the most suitable candidate and a copy is forwarded to the Department Manager concerned and the Payroll Unit.
- (11) The successful applicant should signify his acceptance of the terms and conditions of offer by signing and returning one copy of the letter of appointment which should then be kept in that applicant's personal file.

DATE OF APPOINTMENT

- (12) The appointment of an employee to the company's service will commence from the date on which he assumes duty and he shall draw salary from that date.

- PROBATIONARY PERIOD** (13) **Executive and Managerial Employee**
6 months probationary period.
- Non -Executive Employee**
3 months probationary period.
- Employee shall remain under probation until an official letter of confirmation is issued.
- MEDICAL EXAMINATION** (14) On successful completion of the probationary period, an employee would be confirmed subject to a satisfactory medical report by our company doctor at the Company's discretion.
- TERMINATION OF SERVICE AND RESIGNATION** (15) Conditions for termination of service and resignation are as follows unless as otherwise stated in the employee letter of appointment:
- (i) **Managerial Employee**
- During the probationary period, one (1) month's notice of termination by either party is required without having to assign any reasons whatsoever. Upon confirmation, three (3) months' notice of termination by either party or three (3) months' salary in lieu of notice will be required.
- (ii) **Executive Employee**
- During the probationary period, one (1) month's notice of termination by either party is required without having to assign any reasons whatsoever. Upon confirmation, two (2) months' notice of termination by either party or two (2) months' salary in lieu of notice will be required.
- (iii) **Non - Executive Employee**
- During the probationary notice, two (2) weeks' notice of termination by either party is required without having to assign any reasons whatsoever. Upon confirmation, one (1) month's notice of termination by either party or one (1) month's salary in lieu of notice will be required.
- (16) An employee who has tendered his resignation should as far as possible await the approval from the Chief Executive Officer before terminating his service with the Company.
- (17) The notice should be treated with full secrecy and the respective Head of Department should forward such notice to the Human Resource department for onwards transmission to the Chief Executive Officer for approval.
- TRANSFERS** (18) The employee is subject to be transferred, assigned, relocated

or seconded to any other department, division, branch, location, offices or Companies within the Group (which refers to the Company's subsidiaries, associate companies and/or companies where the Company has interest and investments whether directly or indirectly including any involvement of any nature), or anywhere else that the Group may currently or in future have operations in.

**EMPLOYEE
TRAINING**

- (19) Employees are required to attend training programmes whether in-house or external courses and seminars approved and prescribed by the Chief Executive Officer.
- (20) Employees involved in Broking works are required to complete 20 CPD hours to comply with MITBA yearly CPD requirement.
- (21) Broking employee who does not meet the requirement of Bank Negara Malaysia minimum qualification shall be enrolled for the Basic Course in Insurance and Takaful Broking and passed the examination. A one (1) year bond shall be issued and signed by both employer and employee.

RETIREMENT

- (22) All employees shall retire upon reaching the age of sixty (60) years.
- (23) The date of birth shown in the identity card of the employee shall be deemed to be the date of birth for the purpose of determining the retiring age
- (24) Anika, at its discretion, may invite an employee to continue employment for a further period beyond the normal retirement age. Any such extension shall be on a contractual basis and is subject to written approval from the Board and on the terms and conditions agreed by the Board.

CONDUCT

CODE OF CONDUCT

- (1) The code of conduct hereunder shall be observed by all employees in the service of the company. The breach of any one of these codes by an employee renders him liable to disciplinary action under these regulations.
 - (i) An employee shall at all times and on all occasions give his undivided loyalty and devotion to the company.
 - (ii) An employee shall not subordinate his official duties to his private interests.
 - (iii) An employee shall not conduct himself in such a manner as is likely to bring his private interests into conflict with his official duties.
 - (iv) An employee shall not conduct himself in such a manner as he knows or as can reasonably be expected to know, that such conduct is likely to cause a reasonable suspicion in the minds of the public that:
 - (a) he has allowed his private interests to come in conflict with his company's duties and thereby impair his usefulness as a company's employee, or;
 - (b) he has used his position in the company for private advantage.
 - (v) An employee shall not conduct himself in such a manner as to bring the company's goodwill into disrepute or to bring discredit thereto.
 - (vi) An employee shall not lack efficiency or industry nor shall he be construed as lacking in efficiency and industry.
 - (vii) An employee shall be honest and shall not conduct himself in such a manner as to lay himself open to suspicions of dishonesty.
 - (viii) An employee shall not conduct himself in an irresponsible manner.
 - (ix) An employee shall not bring or attempt to bring any form of outside influence or pressure to support or advance a claim relating to the company's service whether the claim is his individual claim or that of other employees of the company.
 - (x) An employee shall not conduct himself in such a manner

as may be construed to be guilty of insubordination.

PROHIBITION OF PUBLIC STATEMENTS OR PRESS RELEASE

- (2) (i) An employee shall not either orally or in writing or in any other manner, make public statement on the policies or decision of the Board on any issue, nor shall he circulate any such statement whether made by him or anyone else.
- (ii) Except with the permission of the Chief Executive Officer, an employee shall not either orally or in writing or in any other manner make any public statement or comment on any matter relating to the work of the Division in which he is or was employed:
 - (a) Where such statement or comment may reasonably be regarded as indicative of the company's trade secret or;
 - (b) Where such statement or comment may embarrass or is likely to embarrass the company.

CONFIDENTIALITY OF DOCUMENTS AND INFORMATION

- (3) (i) All employees who have access to confidential documents must uphold the company's trust in them.
- (ii) Confidential information should not be released to any other persons, whether within or outside the company unless prior approval from the Chief Executive Officer is obtained.
- (iii) All confidential documents, including but not limited to minutes of meetings, accounting documents, management reports, internal audit reports, debtors' and creditors' statements, system documentation/software and employee personal files, must be kept in locked drawers or cabinets and documents which are of value such as title deeds, vehicle registration cards and leases agreement must be kept in a fire resistant safe/cabinet.
- (iv) All employees shall not abuse company's facilities and documents such as E-mail, internet and letterhead in such a way that will jeopardize company's operation and reputation.

REPORTING MISCONDUCT

- (4) (i) If a Head of Department finds that any employee working under him is guilty of breach of any of the provisions of these regulations, the first mentioned employee shall forthwith report either verbally or in writing to the Human Resource Department for onwards transmission to the Chief Executive Officer.
- (ii) Failure to do so shall deem the first mentioned

employee himself renders himself liable to disciplinary action.

- CONDUCT ON LEAVE** (5) An employee who is on leave, shall continue to be bound by these regulations and other circulars applicable to his appointment and in particular, he shall not accept any private employment for reward.
- ABSENCE FROM DUTY** (6) When an employee is found to have been absent from duty without leave or reasonable excuse, he may, in addition to or in lieu of any other penalty be required to forfeit the amount of salary (inclusive of all allowance) due for the actual period of absence.
- ABSENCE FROM DUTY FOR MORE THAN TWO (2) CONSECUTIVE DAYS** (7) An employee shall be deemed to have broken his contract of service with the company if he has been continuously absent from work for more than two (2) consecutive working days without prior approval from the company, unless he has a reasonable excuse for such absence and has informed or attempted to inform the company of such excuse prior to or at the earliest opportunity during such absence.
- (8) The respective Head of Department should notify the Human Resource Department as speedily as possible, when an employee is found to be absent without leave for more than two consecutive working days so that appropriate action can be taken.

APPRAISAL

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| OBJECTIVES | <p>(1) To assist the Appraisal Panel in making recommendations whether an employee under probation should be confirmed or otherwise.</p> <p>(2) To be used as a basis for any decision relating to annual increment, crossing of efficiency bar and promotion.</p> <p>(3) An objective appraisal can assist the Human Resource Department to plan in training needs and other training requirements to assist an employee in his job so that he can perform his duties satisfactorily.</p> |
| TYPES OF APPRAISAL | <p>(4) (i) Appraisal whilst under probation
(ii) Mid-year appraisal (if required)
(iii) Annual appraisal</p> |
| APPRAISAL WHILST UNDER PROBATION | <p>(5) Appraisal for probationer will be carried out at least two (2) weeks before their probation date end and be done at least once during their probation period.</p> <p>(6) After appraisal is done by the respective Head of Department/ superior, it must be submitted to the Human Resource department for onwards transmission to the Chief Executive Officer.</p> <p>(7) Appraisal must be carried out on a form prescribed by the company.</p> |
| MID YEAR / ANNUAL APPRAISAL | <p>(8) The annual appraisal is meant only for confirmed employees.</p> <p>(9) The appraisal should be completed at least one (1) month before 30th June or 31st December of every year.</p> |
| APPRAISER | <p>(10) Appraiser, i.e. an employee who has been delegated with powers to appraise, must supervise closely the work of an appraisee. This is to minimize improper appraisal.</p> <p>(11) As appraisals give a lot of bearing for income, career development and the future of an appraisee, the appraiser must assess and report with proper caution and diligence.</p> <p>(12) Annual appraisal must take into consideration the performance and conduct of the employee throughout the year.</p> |
| CLASSIFICATION OF APPRAISAL FORM | <p>(13) An appraisal form is classified as “CONFIDENTIAL”. All statements written on the completed appraisal form must be treated with full secrecy.</p> <p>(14) Completed appraisal form which is to be forwarded to the</p> |

Human Resource department or the Chief Executive Officer must be addressed to him in an envelope which bears the word "CONFIDENTIAL" on the top left hand corner.

**PROMOTION AND
INCREMENT**

- (15) Promotion and increment shall be at the sole discretion of the Company and subject to the company's policies and guidelines.

LEAVE

- LEAVE RECORD**
- (1) A comprehensive leave record is maintained in the E-leave Management system on Intranika Employee Management Portal.
 - (2) Employee must apply their leaves through E-Leave system for each calendar year and on it is recorded the total vacation leave, sick leave and other types of leave taken.
 - (3) All employees should discuss and submit their annual leave plan with the department head at the beginning of the year.
 - (4) Requests for annual leave should normally be submitted at least four (4) days in advance.
- CLASSIFICATION OF LEAVE**
- (5)
 - (i) Annual Leave
 - (ii) Sick Leave/Hospitalisation Leave
 - (iii) Unpaid Leave
 - (iv) Compassionate Leave
 - (v) Maternity Leave
 - (vi) Casual Leave
- APPLICATION FOR LEAVE**
- (6) All applications for leave must be applied through E-leave.
 - (7) When an application is approved, the leave date(s) shall appear or can be viewed on the planner.
- APPROVING AUTHORITY**
- (8) All leave must be approved by respective Head of Department prior to approval by the Chief Executive Officer or Chief Operating Officer.
 - (9) However, prior to approval, the respective Head of Department is required to check with Human Resource department to ensure there is sufficient leave balance and ensure minimal interruption of the smooth running of the office.
- ANNUAL LEAVE ELIGIBILITY**
- (10) The employee eligibility is as follows:
 - (a) **Managerial Employee** - 21 working days per annum.
 - (b) **Executive Employee** (exclude Executive Assistants) - 18 working days per annum.
 - (c) **Executive Assistants:**
 - Below 5 years' service with the company - 16 working days per annum.
 - 5 or more years' service with the company- 18 working days per annum;

- (d) **Non-Executive Employee:**
- Below 5 years' service with the company - 14 working days per annum.
 - 5 or more years' service with the company - 16 working days per annum.
- (11) Annual leave entitlement shall be calculated on a calendar year basis.
- (12) Employee is allowed to apply for leave earned during the calendar year in which he is employed. These leaves shall be calculated on pro-rata basis.
- (13) The company will make every effort to grant leave as required by its employees provided this does not jeopardize the efficient operation of the company's business. Employees may be required to work in the month of December depending on business needs.
- (14) An employee is allowed to carry forward a maximum of 5 days of his annual leave to the following year. However, where an employee, for any valid reason, is unable to avail himself of such period of annual leave, the unutilized leave may be forwarded to the following year subject to the Chief Executive Officer's approval.
- (15) Pay in lieu of annual leave not taken including proportionate leave entitlement in the last years' service, will be given when an employee leaves the services of the company subject to the Chief Executive Officer's approval, other than in cases of misconduct.
- (16) (i) Where an employee who is on annual leave becomes entitled to sick leave or maternity leave, the employee shall be granted the sick leave or the maternity leave, as the case maybe, and the annual leave shall be deemed to have not been taken.
- (ii) However, any extension to the original leave granted, must obtain prior approval from the Chief Executive Officer.
- (iii) In the case of an employee who does not report back on the due date for duty and who has neither applied for an extension in the prescribed manner nor submitted any medical evidence or inability to report on due date, the respective Head of Department should immediately lodge a report to the Human Resource department or the Chief Executive Officer.
- (17) All medical expenses arising out of illness or injuries falling within the category of company Medical Benefits while the employee is on annual leave in Malaysia will be borne by the company.

SICK LEAVE & HOSPITALIZATION LEAVE

- (18) Sick leave means leave on medical grounds granted on full pay without the forfeit of leave of any other description.
- (19) All employees on the recommendation of a registered medical practitioner appointed by the company, or, in the case of emergency, of any registered medical practitioner or government medical officer, shall be entitled to paid sick leave as follows:
 - a) Less than two (2) years:
 - 14 days of Sick Leave in a year if no hospitalization is required.
 - An additional of 46 days of Hospitalization Leave in a year if hospitalization is required.
 - b) Two (2) years or more but less than five (5) years:
 - 18 days of Sick Leave in a year if no hospitalization is required.
 - An additional of 42 days of Hospitalization Leave in a year if hospitalization is required.
 - c) Five (5) years or more:
 - 22 days of Sick Leave in a year if no hospitalization is required.
 - An additional of 38 days of Hospitalization Leave in a year if hospitalization is required.
- (20) An employee who absents himself on sick leave:
 - (a) which is not certified by the appointed company's doctor, a registered medical practitioner or a dental surgeon;
 - (b) which is certified by the appointed company's doctor, a registered medical practitioner or a dental surgeon but without attempting to inform the company of such sick leave within forty eight (48) hours of the commencement thereof;

shall be deemed to absent himself from work without the permission of the company and without reasonable excuse for the days on which he is absent from work.

UNPAID LEAVE

- (21) Employee may apply for Unpaid Leave. Any Unpaid Leave granted is at the sole discretion of the Chief Executive Officer.

COMPASSIONATE LEAVE

- (22) Subject to approval by the Chief Executive Officer, full paid leave may be granted in appropriate cases of emergency, including cases of fire and flood, which affect the employee's person or property and in an event of death or serious illness of an employee's spouse or children or parents.

(23) In the event of death, a copy of the Death Certificate should be given to Human Resource Department for record.

(24) Such leave shall be limited to a maximum of two (2) days in any one calendar year and shall not be deducted from the annual leave entitlement of the employee concerned.

MATERNITY LEAVE

(25) Female employees who have completed ninety (90) days of continuous service will be granted sixty (60) consecutive days of maternity leave on full pay in respect of any one confinement.

(26) Leaves on account of miscarriage prior to the 28th week of pregnancy will not be considered as maternity leave but as normal sick leave.

(27) Payment for maternity leave shall be paid in the same manner on the normal pay day as determined by the company.

ABSENCE-REPORTING

(28) An employee must notify the Chief Executive Officer at the earliest opportunity and by no later than 9.00 a.m. on the first day of absence in the event that he expects to exceed the period of leave granted. An employee should provide the reason for his absence, an estimate of how long he expects to be off work, a telephone number by which he can be contacted and details of any outstanding or urgent work that requires attention. Failure to do so may result in the interim absence being categorized as unauthorized and may be treated as misconduct which will result in disciplinary action. The reasons for the employee's absence will be discussed upon the employee's return to work and the Chief Executive Officer will decide whether the absence should be authorized.

CASUAL LEAVE FOR FESTIVE CELEBRATIONS

(29) Employees who are celebrating their ethnic festivals as stated below may be allowed to leave the office at 1.00 p.m. on the eve of the festivals.

- Hari Raya Puasa
- Chinese New Year
- Deepavali
- Christmas

However, each employee is granted this benefit once only in a calendar year.

SAVING CLAUSE

(30) This Employee Manual is subject to periodical review and amendments as the company deems fit.