

# CODE OF CONDUCT & ETHICS



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**1.0 PROFESSIONAL CONDUCT**

- 1.1 All employees shall observe and adhere to the highest standard of professional conduct. They should, in all respects and at all times, conduct themselves with integrity, propriety and decorum and must not under any circumstances, commit any act or omission that would bring damage to the Company, its property, reputation or general interests.
- 1.2 The Company is committed to providing a work environment where all employees, customers, vendors and visitors are treated with respect and integrity. Therefore, we do not tolerate harassment of any kind. Harassment is unwelcome conduct, comments, slurs, jokes, innuendoes, cartoons, pranks or other verbal or physical conduct which creates an uncomfortable working environment.
- 1.3 The Company undertakes to promote an atmosphere of good and harmonious relationship between the Management and employees and strongly believes that a good working environment is conducive for increased efficiency and productivity.
- 1.4 As such, the Company values and recognises the benefits of diversity in people, ideas and cultures. Accordingly, we are committed to providing equal employment opportunities and a working environment free from unlawful discrimination for all employees.
- 1.5 The Company has an open-door policy. This means that we invite our employees to feel free to discuss work-related problems, questions and ideas. While your Immediate Superior is generally the first person you should talk to, our open-door policy means that you have access to all levels of management, including the Managing Director. Finding prompt and effective solutions to work-related problems is important to all of us in the Company.
- 1.6 We strive to build a culture of coaching our employees for long-term growth and development. For a successful coaching relationship, both the Coach (your Immediate Superior) and the “Coachee” (you) must engage in open and constructive communication. We ask that employees remain open in giving and receiving feedback and learning from mistakes. Also, the Company encourages its employees to indulge in team participation and group discussions to promote productivity, motivation and teamwork.
- 1.7 Our relationship with you is based on mutual trust and respect. Thus, you are asked to use your good judgement in dealing with customers (both internal and external) and carry out your responsibilities in an ethical manner.

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**2.0 ATTENDANCE/PUNCTUALITY**

- 2.1 It is essential that for the efficient operation of the Company's business, regular attendance and punctuality of all the employees be maintained. Failure to comply with this requirement tantamount to insubordination.
- 2.2 Your regular attendance and punctuality at work will be taken into account for individual performance rewards and future job promotions.
- 2.3 Advance notice of absence should be given to the Immediate Superior. When circumstances make it impossible, the employee should notify his Immediate Superior or Human Resources & Administration Department ("HRA") at the earliest opportunity within forty-eight (48) hours. Failure to do so shall constitute as an unauthorised absence without leave.
- 2.4 If the employee is absent for more than two (2) consecutive days without prior approval from his Immediate Superior, he will be deemed to have breached the employment contract and has terminated his service.
- 2.5 Where an employee has agreed to work on a scheduled overtime and he does not show up for such overtime work, it will be considered as absenteeism.
- 2.6 Late attendance by an employee will be recorded via the daily attendance record system. If an employee is late for work, he shall be subject to further disciplinary action as set out in the Grievances & Disciplinary Manual.
- 2.7 An employee who is unable to attend work because of illness shall submit his original medical certificate to his Head of Department/ Division ("HOD") for verification on the day he returns to work. Subsequently, he needs to attach the softcopy in the system and submit the hardcopy to HRA. Unless an employee is on medical leave, he will be required to apply for half day or full day's leave if he intends to be absent from work for more than two (2) hours (half day leave) or five (5) hours (full day leave) on that particular day.
- 2.8 Employees are required to strictly adhere to the above rules and regulations, failing which disciplinary action will be taken against the person.

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**3.0 APPEARANCE**

- 3.1 In line with the Company’s effort to promote a professional, healthy and safe working environment, all employees are expected to ensure that their dress and grooming projects a positive corporate image of the Company to clients, customers, vendors, business visitors and the public. Office staff are expected to wear Company corporate shirt on Monday and operation floor staff are required to wear Company t-shirt uniform during working hours.
- 3.2 Employees should dress in appropriate business attire from Monday to Thursday. Casual attire is not allowed in the workplace during working hours. This is in exception for employees that are required to wear Company t-shirt uniform.
- 3.3 Employees must use good judgment in determining what type of dress is considered appropriate business attire.
- 3.4 Appropriate attire will depend on an employee’s job duties and responsibilities, degree of customer and client contact, safety issues, and other activities.
- 3.5 Employees entering specific areas (which may include but not limited to warehouse, yard, port etc.) that require personal protective equipment (PPE), are required to wear relevant PPE according to the area’s guidelines.
- 3.6 Clothing should be clean and neat in appearance at all times.
- 3.7 The Employee Pass must be visible and worn at all times while in the Company’s premises.
- 3.8 Casual Day on Friday and Saturday
  - a. In the interest of employees’ comfort, Friday and Saturday have been designated as “Casual Day” for employees.
  - b. On Casual Day, employees must use good judgment in determining what is appropriate to wear and should always be clean and neat in appearance.
  - c. Employees should remember that business reasons may require employees to wear regular business attire on Casual Day.
- 3.9 All employees are expected to abide by the following guidelines when wearing smart casual attire

TEM	ACCEPTABLE	NOT ACCEPTABLE
Slacks & Pants	Long pants.  Jeans.	Shorts, Bermuda shorts, 3 quarter pants, torn pants / jeans, exercise pants, leggings, any form of fitting spandex pants.

<p>Shirts and Blouses</p>	<p>Formal or casual shirt with sleeve.</p> <p>T-shirt/polo shirt with sleeve and collar.</p> <p>Blouse.</p> <p>Clothing with company logo is encouraged including round neck.</p> <p>Sports team, university, and fashion brand names printed on clothing are generally acceptable.</p>	<p>Sleeveless and collarless T-shirts/polo shirts.</p> <p>Singlets, low cut tops, tops with bare shoulders, bare midriffs, spaghetti-strap blouse.</p> <p>Transparent materials/distracting or excessively tight clothing.</p> <p>Clothing that reveals cleavage /back/chest/stomach/underwear.</p> <p>Clothing for beach, yard work, dance clubs, exercise sessions and sports contests are not acceptable for work.</p> <p>Any clothing that has words, terms, pictures, logos, slogans political or sexual connotation that may be offensive/provocative to other employees are unacceptable.</p>
<p>Skirts and Dresses</p>	<p>Casual dresses and skirts, and skirts at or below the knee.</p>	<p>Mini skirt/dress that rides halfway up the thigh, beach dresses and spaghetti-strap dresses.</p>
<p>Head Covering and Hats</p>	<p>Head covers or headscarf that is required for religious purposes or to honour cultural and religious tradition is allowed.</p>	<p>Hat, wearing backward caps.</p>
<p>Footwear</p>	<p>Safety shoes are compulsory for all operation floor staff, contractors and customers entering the specific area as specified by the safety and health dept.</p>	<p>No sandals or slippers are allowed.</p>

- 3.10 Hairstyles, make-up, grooming of beards and moustaches and personal hygiene should be reasonable and in accordance with customary business practices.
- 3.11 An employee’s personal grooming and hygiene should contribute to a clean and neat appearance and impression.
- 3.12 If any employee attends work inappropriately attired at any point of time, their Immediate Superior and HRA are responsible for advising him and to provide guidance of what is acceptable/appropriate. If the employee fails to dress appropriately subsequently, disciplinary action may be taken against him.
- 3.13 Exceptions



- a. Superiors or other management personnel can specify additional or alternative dress and grooming requirements for employee's safety or based on the business needs of their departments.
- b. The Company shall make reasonable accommodations for dress or grooming directly related to an employee's religion, ethnicity, or disability.

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**4.0 DRUG ABUSE**

- 4.1 Prohibited substances may not be brought, kept, consumed, sold, purchased or dealt with in any way on the Company premises.
- 4.2 Employees shall not report for work or carry out their duties in the course of their employment under the influence of any unauthorised drugs or substances. If an employee is taking medication which renders him unable to carry out his duties in a manner that will jeopardise the safety of himself and/or the other employees, he must inform his Immediate Superior or the HRA accordingly.
- 4.3 If an employee knows or suspects that another employee is using, taking, consuming or dealing with any prohibited substances, he must inform his Immediate Superior or the Head of HRA immediately.
- 4.4 The HRA shall be responsible for determining the details of such misconduct or problem and the appropriate action to be taken against the said employee, which may include, without limitation, reprimand, suspension or dismissal. The HRA may, if it considers appropriate in the circumstances, submit report of such misconduct to the management together with its recommendation on the appropriate disciplinary action to be taken against the said employee.

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## 5.0 ETHICS

### 5.1 Commitment

- a. All employees shall, in the course of their employment with the Company and in carrying out their duties and responsibilities in respect thereof, diligently and to the best of their ability, perform such duties and responsibilities as may from time to time be assigned or designated to them.
- b. All employees are expected at all times to promote and advance the interests of the Company and shall not do anything to bring disrepute to the Company.
- c. All employees shall obey, comply with and observe rules, regulations, procedures, practices, orders, directives and policies of the Company, whether expressed or implied in law or by custom and practice.

### 5.2 Confidentiality

- a. The Company's employees, whilst performing their job duties with the Company, will be exposed to the Company's and its customer's Confidential Information. "Confidential Information" means information or material that is commercially valuable to the Company and not generally known or readily ascertainable in the industry. This includes, but not limited to:
  - i. Technical information concerning products and services, including product know-how, formulas, designs, device, diagrams, processes, technical blueprints and correspondence;
  - ii. Information concerning the business, including cost information, profits, sales information, business plans, customer lists and customer information, supplier lists and supplier information;
  - iii. Any other information that is not generally known to the public which, if misused or disclosed, could reasonably be expected to adversely affect the Company's and its customers' businesses.
- b. The Company's employees shall keep the Company's Confidential Information, in the strictest confidence and will not disclose such information to anyone outside the Company without the Company's prior written consent nor will the Company's employees make use of any Confidential Information for Employee's own purpose or the benefit of anyone other than the Company.
- c. When the Company's employees leave the Company for whatever reasons, the Company's employees will promptly deliver to the Company all originals and copies of documents, records and other materials containing Confidential Information.
- d. The Company's employees' obligation to maintain the confidentiality and security of Confidential Information remains even after The Company's employees' employment with the Company ends and continue for so long as such Confidential Information remains in effect.
- e. All document, copy, art, music, slogans, trademarks, service-marks, project and product ideas, inventions, and any and all promotional ideas and / or work materials which relate directly and indirectly to the Company or any clients of the Company are and shall remain the sole and exclusive property of the Company (and its successors and assigns) regardless of whether such ideas and / or materials are created, conceived, or produced by the employee during office hours or at any other time during the employee's employment by the Company; and
- f. Any information relating to the Company, or the products and services of a specific individual client of the

Company, which information was available to the employee in connection with the performance of the job are and shall remain the property of the Company, or that specific client. All information and all similar materials are proprietary and that under no circumstances the employee will divulge, reveal or give any of such information or materials to any third party. The confidentiality provisions will remain in force during and after the employee's employment with the Company unless such information becomes publicly known or a written release from the Company is given.

- g. The first obligation of any employee who receives a subpoena or other request seeking the disclosure of confidential information pertaining to the Company is to contact his Immediate Superior, HOD or Head of HRA for guidance.

### 5.3 Insubordination and Inefficiency

An employee shall not commit any act of wilful refusal, insubordination or disobedience of any lawful and reasonable instruction of his Superior /Manager including refusal to perform work assigned, being inefficient and deliberately slowing down of work causing the quality and/or the quantity of work to be adversely affected.

### 5.4 Press Releases and Public Statements

An employee shall not make any public statement on the policies or decisions of the Company whether orally or in writing or in any form whatsoever nor shall he circulate or cause to be circulated any such statement. If an employee is approached for an interview by a member of the media, he must direct the request to the Directors' Office / HRA accordingly.

### 5.5 Public Appearance as a Guest Speaker or Panel Member

Any employee who has been invited to appear as a guest speaker in a public forum must, if he intends to make such appearance, submit the details and/or the topic/s of his proposed speech to his immediate HOD. The HOD shall, in turn, submit the same to the Management for their consideration. An employee may only make such appearance if prior approval has been obtained.

### 5.6 Publications

Employees are not permitted to publish or distribute in any written or printed form, articles, books, periodicals, leaflets, brochures etc. containing information relating to the Company without prior written approval from the Management.

### 5.7 Conflict of Interest

- a. An employee who is employed by the Company on a full-time permanent basis must be free from the influence of personal interests, which interfere, might interfere, or be thought to interfere with their duties and responsibilities to the Company. Employees' action must be motivated by the Company's best interest rather than any consideration of potential or actual personal advantage.
- b. Circumstance in which such a conflict of interest may be present include:
  - i. Ownership, directly or indirectly, of a material interest in any competitor, or supplier, contractor, subcontractor, customer or other person or organisation doing business with the Company.
  - ii. Acting in any capacity – including director, officer, partner, consultant, employee, distributor, agent or

the like – for a competitor, or a supplier, contractor, subcontractor, customer or other person or organisation doing business with the Company.

- iii. Accepting, directly or indirectly, payments, services or loans, from supplier, contractor, subcontractor, customer or other person or organisation doing business or expecting to do business with the Company. Hampers, gifts, travel, entertainment or other forms of “gratuities” of more than nominal value are deemed to constitute “payments”. Nominal Value of a gift shall be defined as the sum of the gift/s having the aggregate monetary value of not more than Ringgit Malaysia Five Hundred only (RM500.00).
- iv. Ownership, directly or indirectly, of any property, including real estates, shares of stock, etc. which would appear to be in conflict with the interest of the Company.
- c. An employee through relatives, close friends or otherwise, are expected to avoid being in a situation where he has or appears to have any direct or indirect business dealing in competition with the Company or taking an opportunity that belongs to the Company.
- d. An employee, who has been invited to serve on the Board of Directors of any companies outside the Company, may only do so upon obtaining a written approval from the Managing Director.
- e. Investment or other interest in an organisation doing business with the Company would be considered material if one of the following applies:
  - i. The employee holds an interest in a partnership, limited partnership or company, which is not widely held or publicly owned.
  - ii. If it is a public listed company, the employee, business associates or relatives owns more than five per centum (5%) of the shares.
- f. An employee must not place himself in a position where he is in competition with the Company. The following are some activities which are considered in this category:
  - i. Using one’s position to prevent or hinder the Company from lawfully competing with others.
  - ii. Using Company employees, facilities or funds for the pursuit of unauthorised non-company interest.
  - iii. Diverting Company business or employees from the Company.
  - iv. Receiving a commission on a Company transaction.
  - v. Otherwise improperly profiting, directly or indirectly, at the Company’s expense.
- g. An employee must not take for himself an opportunity, which belongs to the Company. Whenever the Company has been seeking any particular business opportunity, or the opportunity has been offered to it, or the Company’s funds have been involved in financing opportunity, the opportunity rightfully belongs to the Company, and not to employees who may be in a position to divert the opportunity to them. Examples of taking a corporate opportunity include:
  - i. Selling information to which an employee has access by reason of his position e.g. Know-how developed through the Company’s Research & Development activities.
  - ii. Acquiring a property interest where the Company is known to be interested in an opportunity to purchase or lease the property in question.
- h. Each employee should declare immediately in writing to the respective HOD or the Head of HRA any facts which involve the slightest probability of his breach of the Conflict of Interest Policy set forth in item (5.7) above.

- i. The Company recognises that there are many borderline situations. Each case shall be approached objectively, giving full recognition to the circumstances.
- j. In some instances, a full disclosure of the facts is all that is necessary for the Company to protect its interest. In others, prompt elimination of the outside influences is required. Should the Company find, however, that an inexcusable violation of this policy is involved, more severe action will be taken, including, where appropriate, termination of employment and reimbursement to the Company for any financial losses the Company may have sustained.
- k. An employee may be required to relinquish his position in a voluntary or charitable organisation, political party or any social groups, if in the opinion of the Company his involvement interferes with the faithful discharge of his duties in the Company or if the objectives of the organisation conflicts with the Company's policies.
- l. In all cases, the Company's sole decision shall be final, and it reserves the right to take such action as, in its judgement, will terminate any situation which violates this Policy.

#### 5.8 Personal Solicitation

- a. The Company discourages any solicitation by staff members during working hours as such solicitations normally disrupt business activity and work routines.
- b. Employees are not permitted to sell, distribute or act as agent for the sales or distribution of any type of food or merchandise in the office premises whether during or outside office hours.

#### 5.9 Information Technology

- a. All computer facilities must be safeguarded against theft, damage and improper usage. The Company does not permit the usage of computer facilities involving sensitive and illegal matters, infringement of intellectual property rights, unauthorised access, misuse of the Company's time and resources and risking the integrity of computer facilities.
- b. The Company reserves the right to monitor your email messages, instant messaging, blogs, use of the internet and contents in Company issued computer facilities and/or devices brought by the employee and used during office hours and/or office related matters. This information can be recovered and used as evidence in domestic proceedings and courts of law or disclosed to the authorities or regulatory bodies as the case may be.
- c. Employee must use the Company's computer facilities and/or other devices brought by employees during office hours responsibly and primarily for the business purposes for which they are intended. The computer facilities include access to the internet, email services and all other computer hardware, software and peripherals.

#### 5.10 Records Management

The Company's documents and records are meant for business purposes and requirements, compliance with legal, tax, accounting and regulatory laws. Employees must control and maintain such records so that they are accurate, up-to-date, legible, readily identifiable and retrievable. Employees must also ensure that all records are handled according to the appropriate level of confidentiality, in accordance with any applicable policies and procedures and in conformity with all applicable laws and regulations.

## 6.0 PERSONAL DATA PROTECTION

The Company is fully committed to protecting the rights and privacy of individuals, in accordance with the Malaysian Personal Data Protection Act 2010 (“PDPA”). “Personal Data” is any information related directly or indirectly to an individual who is identified or identifiable from that information or from that and other information that the Company possesses. The Company as a data user that processes Personal Data, abides by the PDPA’s 7 Data Protection principles, as briefly summarised below.

- a. General Principle – “Processing” means collecting, recording, holding or storing personal data or carrying out any operation or set of operations on Personal Data. By visiting CJ Century’s website or by interacting with the Company or by providing Personal Data to the Company, the person is deemed to have agreed to give consent to the Company to process Personal Data for the stated lawful purposes as identified.
  
- b. Notice and Choice Principle – Personal Data provided to the Company will be processed and used including but not limited for the following purposes:
  - i. Internal record keeping;
  - ii. To provide the Company to enter into necessary agreement and/or contract;
  - iii. To provide goods or services;
  - iv. To improve the Company’s goods and services;
  - v. To enable another party to provide goods or services to the Company;
  - vi. To assess quotation and/or job application;
  - vii. To administer participation in any contest/programme organised by the Company;
  - viii. To conduct internal activities;
  - ix. To send promotional details and revised offers based on contractual obligations;
  - x. To better understand our customers’ and service providers’ and / or vendors’ needs;
  - xi. For security and fraud prevention purposes;
  - xii. For statistical analysis;
  - xiii. For internal and external reporting at the relevant statutory bodies;
  - xiv. For profiling preferences;
  - xv. For compliance of CJ CENTURY’s standard procedure on quality, safety and health policies;
  - xvi. For finance and marketing activities;
  - xvii. For corporate governance;
  - xviii. For collection of outstanding payment from clients;
  - xix. For prevention of crime and/or illegal activities;
  - xx. For meeting any legal or regulatory requirements to our services and products and to make disclosure in compliance of legal and regulatory requirements of any applicable local and international law, direction, court order, by-law, guideline, circular, code of conduct to the Company or any member

company of CJ CENTURY group.

- c. Disclosure Principle – The Company may disclose Personal Data to other companies within the group, service providers, merchants and the Company’s strategic partners, vendors including debt collection agencies, professional advisers, industry related associations, credit reference agencies and fraud prevention agencies, governmental agencies OR any of their respective agents, servants and/or such persons, whether located within or outside Malaysia for the purposes stated in Item (b) above. Personal Data may also be disclosed or transferred to relevant third parties as a result of any restructuring, sale or acquisition of any company within the CJ CENTURY group.
- d. Security Principle – The Company shall take practical steps to protect the Personal Data from any loss, misuse, modification, unauthorised or accidental access or disclosure, alteration or destruction. Personal Data may be transferred to, stored, used and processed in a jurisdiction other than Malaysia, to companies under CJ CENTURY which are located outside of Malaysia and/or where CJ CENTURY’s servers are located outside of Malaysia.
- e. Retention Principle – The Company will only retain Personal Data as necessary and even then only for the duration necessitated by the Company’s internal requirements and/or relevant laws.
- f. Data Integrity Principle – The Company shall take reasonable steps to ensure that the Personal Data is accurate, complete, not misleading and kept up to date by having regard to the purpose, including any directly related purpose, for which the Personal Data was collected and further processed.
- g. Access Principle – Should there be any inaccuracies, incompleteness, misleading Personal Data or where the Personal Data provided earlier have become out of date or wish to withdraw consent, kindly notify and submit request in writing to the following address:

**CJ CENTURY LOGISTICS HOLDINGS BERHAD**

No. 12, Persiaran Astana / KU2,

Bandar Bukit Raja,

41050 Klang,

Selangor Darul Ehsan

Tel: +603 3385 5888

Email: [info@cjcentury.com](mailto:info@cjcentury.com)

Web: [www.cjcentury.com](http://www.cjcentury.com)

In respect of the right to access and/or correct Personal Data, CJ CENTURY has the right not to accede to the person’s request to access and/or make any correction to the Personal Data for reasons permitted under law, such as where the expense of providing access to the person is disproportionate to the risks to the person or another person’s privacy.

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**7.0 MARRIAGE AND TRANSFER**

In the event of a marriage between employees of the Company within the same Department/Division, one partner to the marriage is required to be relocated to another Department/Division.

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**8.0 RELATIVES**

- 8.1 The Company discourage the hiring of the family members of an existing employee.
- 8.2 The Company permits the employment of relatives as long as it does not create any potential conflict of interest.
- 8.3 For the purpose of this policy, a relative can be defined as a husband or wife, parents, parent in-laws, children, siblings, brother in-laws & sister in-laws.
- 8.4 All new or prospective employees must declare, prior to commencing their job, in the Job Application Form that they have a relative working within the Group.
- 8.5 For all employment of relatives, prior approval must be obtained from the Head of HRA or Board of Directors (as the case maybe), bearing in mind these guidelines:
  - a. Related employees cannot work in positions where one individual might be able to assign, process, approve, check, audit, review or otherwise affect the work of his relative.
  - b. Related employees cannot work in positions where one individual might influence the salary progress or promotion of his relative.
- 8.6 The employee should notify the Head of HRA or the HOD before their relationship with another employee changes e.g. through marriage, legal separation or death.
- 8.7 For employment of this nature, which took place prior to the establishment of this policy, the Management shall review it on a case-to-case basis.
- 8.8 For new employment, if a new employee fails or do not declare, for reasons best known to the employee, that he has family members working in the Company, severe action can be taken against the employee including termination of service on charges for falsifying of records.

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## 9.0 SAFETY AND HEALTH

- 9.1 The Company strives to provide a safe and healthy working conditions for all workers and visitors.
- 9.2 This shall be achieved via the following:
- a. Compliance to all applicable legal requirements;
  - b. Strive to prevent occupational illness, accidents and injuries;
  - c. Take every measure to eliminate hazards and reduce risks;
  - d. Develop and enforce safe working practices;
  - e. Provide sufficient information, instruction, training and supervision to all workers and visitors.
- 9.3 The Company is committed to continuously improve the Safety and Health Policy.
- 9.4 Safety Rules & Regulations – All employees are required to support and observe the safety measures, rules and regulations and safety sign in the Company premises and to comply with the Health and Safety Regulations stipulated in the Occupation Safety & Health Act 1994 and the Company's Safety Rules and Regulations. All employees are also responsible for their own safety and of others and are strictly required to adhere to the following rules and regulations. Failure on their part will subject them to appropriate disciplinary action.

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## 10.0 PROTECTING THE COMPANY AND SHAREHOLDERS

10.1 The Company is committed to protecting its assets and resources.

### 10.2 Protecting Company assets

The Company entrusts employees with the Company's assets in the performance of their job. Employees must protect these assets against waste, loss, damage, abuse, misuse, theft, misappropriation or infringement of intellectual property rights and ensure these assets are used responsibly.

### 10.3 Accuracy of financial information

- a. The Company is committed to ensuring the integrity of financial information for the benefit of stakeholders, including but not limited to the Board of Directors, Management, shareholders, creditors and government agencies.
- b. As the Company relies on accounting records to produce reports, employees must ensure that all business records and documents are prepared accurately, reliably and in a timely manner.
- c. These records must conform to generally accepted accounting principles as well as to all applicable laws and regulations of the jurisdiction in which the Company operates.
- d. Such records are important to the Company's decision-making processes and the proper discharge of its financial, legal and reporting obligations.
- e. Falsification of financial or any other records or misrepresentation of information may constitute fraud and can result in civil and criminal liabilities for Directors, employees and the Company. Employees are obliged to report false entries or omissions and to highlight questionable or improper accounting in the books and records of the Company.

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## 11.0 DEALING WITH GOVERNMENT AUTHORITIES, POLITICAL PARTIES AND INTERNATIONAL ORGANISATIONS

The Company strives to build transparent and fair relationships with government agencies, public officials and international organisations. Appropriate action must be taken to comply with the applicable laws and regulations in all countries in which the Company operates, as well as the Company's relevant policies and procedures.

### 11.1 Political Activities

- a. Employees have the right to participate as individuals in the political process. Their participation shall be carried out entirely on their own accord, by their own volition, in their own time and with their own resources. Employee's political opinions must be clearly delivered as personal opinions and not representative of the Company's position.
- b. Any employee who wishes to hold any key position as office bearer in any political party must disclose and obtain prior approval from the Company. Those who wish to actively participate full time in politics or are nominated as candidates in any election or are elected as representatives in the Federal or State Legislative Body must resign from the Company.

### 11.2 Anti-Money Laundering and Anti-Terrorism Financing

- a. Money laundering is the process of hiding the true nature or source of illegally obtained funds (such as from the drug trade or terrorist activities) and passing it surreptitiously through legitimate business channels by means of bank deposits, investments, or transfers from one place (or person) to another.
- b. Anti-money laundering provisions are designed to help prevent legitimate businesses from being used by criminals for this purpose, and to assist law enforcement agencies to trace and recover criminal assets and terrorist funding.
- c. The Company prohibits employees' involvement in money laundering activities, either directly or indirectly. The activities may include, but not limited to, the following:
  - i. Payments made in currencies that differ from invoices.
  - ii. Attempts to make payment in cash or cash equivalent (out of normal business practice).
  - iii. Payments made by third parties that are not parties to the contract.
  - iv. Payments to or accounts of third parties that are not parties to the contract.

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## 12.0 SEXUAL HARRASMENT

- 12.1 Sexual Harassment is a form of misconduct that undermines the integrity of the employment relationship. Any employee who has been found guilty of committing such misconduct, will be subject to appropriate disciplinary action, up to and including dismissal. All employees, particularly those in supervisory and management, have a positive duty to adhere to the policy and to demonstrate leadership by example.
- 12.2 The rationale of this policy is not to regulate the morality or personal lives of employees, but to protect the rights of individual employees, irrespective of status and position against any form of unwelcome harassment, humiliation and intimidation of a sexual nature.
- 12.3 Definition of Sexual Harassment
- a. The Company has adopted, and its policy is based on the definition of sexual harassment set forth in the **Code of Practice on the Prevention and Eradication of Sexual Harassment in the Workplace** issued by the Ministry of Human Resources.
  - b. Sexual harassment is defined as any unwanted conduct of a sexual nature having the effect of verbal, non-verbal, visual, psychological or physical harassment:
    - i. That might, on reasonable grounds, be perceived by the recipient as placing a condition of a sexual nature on his employment.
    - ii. That might, on reasonable grounds, be perceived by the recipient as an offence or humiliation, or a threat to his well-being, but has no direct link to his employment.
  - c. Sexual harassment can occur between individuals of different sexes or of the same sex.
  - d. Based on the above definition, sexual harassment may be divided into two categories, namely sexual coercion and sexual annoyance.
  - e. Sexual coercion is sexual harassment that results in some direct consequence to the victim's employment. An example of sexual harassment of this coercive kind is where a Superior, who has power over salary and promotion, attempts to coerce a subordinate to grant sexual favours. If the subordinate accedes to the Superior's sexual solicitation, job benefits will follow. Conversely, if the subordinate refuses, job benefits are denied.
  - f. Sexual annoyance, the second type of sexual harassment is sexually related conduct that is offensive, hostile or intimidating to the recipient, but nonetheless has no direct link to any job benefit. However, the annoying conduct creates a bothersome working environment which the recipient has to tolerate in order to continue working. Sexual harassment by an employee against a co-employee falls into this category. Similarly, harassment by a Company's client against an employee also falls into this category.
  - g. Sexual harassment in the workplace includes any employment-related sexual harassment occurring outside the workplace as a result of employment responsibilities or employment relationships. Situations under which such employment-related sexual harassment may take place include, but are not limited to the following:
    - i. At work-related social functions.

- ii. In the course of work assignments outside the workplace.
  - iii. At work-related conferences or training sessions.
  - iv. During work-related travel.
  - v. Over the phone.
  - vi. Through electronic media.
- h. It is essential to emphasise that sexual harassment refers to sexual conduct, which is unwanted and unwelcomed to the recipient. It is also a sexual conduct which is imposed on and unsolicited or unreciprocated by the recipient.

#### 12.4 Forms of Sexual Harassment

Sexual harassment encompasses various conducts of a sexual nature, which can manifest themselves in five (5) possible forms, namely:

##### a. Verbal Harassment

Offensive or suggestive remarks, comments, jokes, kidding, teasing, sounds, inquiries or discussions about sexual activities or other verbal abuse;

Example - Ms. E wants to apply for leave, Mr. F refused and said “you liar, you are such a prostitute, dressed up nicely to solicit business here, right?”

##### b. Non-verbal/Gestural Harassment

Leering or ogling with suggestive overtones, making catcalls, wolf whistling, licking lips, holding or eating food provocatively, hand signal or sign language denoting sexual activity, persistent flirting.

Example - Ms. G had an argument with Ms. H over work. Before Ms. H left, she pointed her middle finger at Ms. G with upwards position.

##### c. Visual Harassment

Showing pornographic materials, writing sexually suggestive letters or other written materials, indecent/sexual exposure. Displays of erotic or sexually explicit posters, pictures graffiti, cartoons or computer screen savers. Sending inappropriate e-mail messages, fax messages or the use of the internet to convey material which may cause offence.

Example - Mr. K sharing pornographic pictures through email to another employee, Ms. L as part of a chain email.

##### d. Psychological Harassment

Repeated unwanted social invitations, proposals for dates or physical intimacy.

Example - Ms. K repeatedly asking Mr. L to go for dinner after work at special place even after Mr. L has rejected the invitation many times.

##### e. Physical Harassment

Inappropriate touching, patting, pinching, stroking, grabbing, hugging, kissing, fondling, brushing up against the body, coerced sexual intercourse or sexual assault.

Example - Ms. P always like to pinch Ms. S's chubby cheek, even though Ms. S expressed her unwillingness several times.

#### 12.5 Individuals Covered Under the Sexual Harassment Policy

The policy covers all individuals at the workplace. The Company will not tolerate, condone or allow sexual harassment whether engaged in by fellow employees or by outside clients or other non-employees who conduct business with the Company. If you believe that you are being sexually harassed by co-workers or others, we encourage you to speak directly to the person involved and request that it stops. If you are uncomfortable with addressing your concerns directly, or if you have addressed it and the behaviour do not stop, then discuss it immediately with the Head of HRA. Every effort will be made to stop the harassment, resolve the situation and maintain confidentiality to the extent possible. Employees are encouraged to report all incidents of sexual harassment, regardless of who the offender may be, or the offender's relationship to the Company.

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**13.0 DISCIPLINE****13.1 Employee's Duty to Observe Discipline**

- a. Pursuant to his obligation towards the Company under the law, it shall be the duty of every employee to maintain proper conduct and to duly observe and comply with Company Disciplinary Rules and Legal Disciplinary Rules.
- b. Employees shall faithfully and diligently carry out their duties to the best of their ability and endeavour to achieve excellent conduct and work performance through self-discipline.
- c. Employees who violate disciplinary rules or commit misconduct are liable to disciplinary action and appropriate punishment.

**13.2 Superior's Duty to Maintain Discipline**

- a. It shall be the duty of every Superior to maintain discipline among his subordinates and such duty shall form an integral part of the Superior's management function.
- b. A Superior who neglects or fails to maintain discipline among his subordinates is liable to disciplinary action for misconduct of negligence or dereliction of duty.

**13.3 Enforcement of Disciplinary Sanctions to Secure Compliance**

Although enforcement of discipline involves punishment, its objectives are:

- a. To correct and rehabilitate offenders to return to good conduct and satisfactory performance.
- b. To serve as deterrence to the others.
- c. To maintain proper and orderly behaviour so as not to disturb the peace and order at the workplace or adversely affect the work environment.

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## 14.0 MISCONDUCT

14.1 Misconduct in employment can be broadly dealt with under three (3) headings namely:

- a. Misconduct relating to duty such as carelessness, fraud, misappropriation, insubordination etc.
- b. Misconduct relating to discipline such as fighting, assault, quarrel, gambling, damage to Company property, drug abuse etc.; and
- c. Misconduct relating to morality such as committing an indecent act, sexual advancement, pornography, keeping or distributing indecent or pornographic literature at the workplace etc.

14.2 The most common forms of employment misconduct may be identified and classified as follows:

a. Insubordination

This is misconduct by a subordinate against a Superior where the subordinate has violated any rules governing superior-subordinate relationship or has failed to observe any express or implied obligations towards a Superior. Offensive language, disrespectful behaviour and disobedience by a subordinate towards a Superior are some examples of misconduct of insubordination.

b. Absence without Leave

Leave requires prior approval or reasonable excuse without which the absence constitutes misconduct. Some examples of these misconducts are:

- i. 'Apply & go' (without waiting for approval).
- ii. Taking sick leave without medical certificate.
- iii. Overstay of leave.
- iv. 'Go first apply later'

c. Failure to Observe Duty Hours

Doing anything other than carrying out his or her duties under the contract of service during working hours is a misconduct of failure to observe duty hours.

Examples: late coming, early exit, overstaying meal or tea breaks, attending to personal or private matters, idling, loitering, daydreaming, etc.

d. Dishonesty

The relationship between the Company and an employee under the contract of service is fiduciary in nature (relationship of trust) requiring the employee to serve the Company with good faith and fidelity. Any contravention of the principle governing the said relationship constitutes a misconduct of dishonesty.

Examples: misappropriation, criminal breach of trust, theft, cheating, forgery, etc.

e. Negligence/Relating to Negligence

In employment relationship it is an implied duty of an employee to exercise reasonable care and attention in his work. Where there is wilful failure to exercise reasonable care and attention and such failure results in evil consequences, the employee has committed a misconduct of negligence.

Examples:

- i. Forgetfulness, carelessness or recklessness in carrying out any duties.



- ii. Neglect of duty i.e. failure to carry out any duties under the contract of service or those instructed by Superior.
  - iii. Dereliction of duty by an employee.
- f. Riotous and Disorderly Behaviour

Any behaviour to the contrary is a misconduct falling under this category.

Examples:

  - i. Quarrelling, fighting, assaulting or any violent act.
  - ii. Riots or disorderly behaviour or fighting, quarrelling, assaulting or any violent act, scolding or shouting, or any act that causes annoyance or disturbance to others.
- g. Harmful Acts

It is an implied obligation under the contract of service that an employee must be faithful to the Company and must not do anything which is detrimental to the interest of the Company. Any act to the contrary is a misconduct falling under this category.

Examples:

  - i. Doing anything which results in conflict of interests.
  - ii. Bribery & corruption.
  - iii. Associating with Company's competitors.
  - iv. Disclosing Company's trade secrets / confidential information of any kind.
  - v. Unlawful strike or picketing.
  - vi. Agitating or inciting others to adopt anti-establishment attitude or resort to anti-establishment activities.
- h. Personal Immorality

It is an implied condition under the contract of service that the employee's moral conduct shall not be incompatible with the due and faithful discharge of his duties to the Company. Any conduct that contravenes the said condition constitutes a misconduct of personal immorality.

Examples:

  - i. Gambling & drinking on Company's premises.
  - ii. Sexual harassment.
  - iii. Company's accountant convicted of misappropriating money belonging to a Social Club where he serves as a treasurer.
- i. Poor Performance

It is an implied obligation under the contract of service that an employee must be dedicated to his duty by utilising reasonable skill, knowledge and care related to his job to ensure acceptable level of productivity and quality in his work. Any performance, which is inconsistent with such requirements, is a misconduct of poor performance. Some examples of this misconduct are failure to meet production target, production deadline or quality standard or lack of dedication or interest in his work.

- j. Misconduct Relating to Duty
  - i. Making any public statement, which hurts or damages the Company's name and or reputation.
  - ii. Making false allegation against the Company/employees.
  - iii. Divulging any Company information or customer's information without authorisation.
  - iv. Absenteeism e.g. absent from work without permission or without valid cause.
  - v. Tardiness e.g. coming late to work, returning to workplace or from breaks late, or going for breaks earlier than scheduled without permission.
  - vi. Sleeping whilst on duty.
  - vii. Habitual absence, absence of more than TWO consecutive days without leave or without valid reason or without informing the Company promptly.
  - viii. Any non-conformance or action contrary to Company or office procedure.
  - ix. Improper stacking of cargo.
  - x. Giving unauthorised person(s) a lift in the Company's equipment/commercial vehicle.
  - xi. Ceasing work before the finishing time without permission.
  - xii. Inefficiency or lack of skill which an employee expressly or implicitly warrants himself to know or possess.
  - xiii. Habitual breach of any Company rules or regulations pertaining to conduct and discipline.
  - xiv. Repeated failure to meet established standard of Company requirement and slackness in performance.
  - xv. Any wilful omission or miss-statement of material facts or information made on the Application for Employment form. Using Company computer or e-mail system for non-work-related matters.
  - xvi. Misrepresentation or suppression of facts, either verbal or in writing.
  - xvii. Posting inappropriate work-related comments on Facebook or any social website by employees or their family members or any other person acting on behalf of employees. This includes posting articles, comments or contents that can negatively affect fellow employees or Company image or reputation via emails, WhatsApp, MMS or other social websites.
  - xviii. Leaving the working place, section or department without permission.
  - xix. Interfering with another person's work during working or non-working hours. Committing a nuisance in the Company premises. Habitual or culpable negligence of his duties.
  - xx. Not taking proper care of tools or improper use of Company's property, etc. entrusted to employee.
  - xxi. Not putting tools etc. back in their original place at the end of the shift or working hours.
  - xxii. Posting, altering or removing any articles or matter on bulletin boards or Company

- property without the permission of the Management.
- xxiii. Lending or borrowing money within the Company in circumstances prejudicial to discipline.
  - xxiv. Engaging in any private work or business or trade within the Company premises.
  - xxv. Engaging in any private work or business or trade outside the Company which is directly or indirectly in conflict or competition with the business of the Company.
  - xxvi. Urinating anywhere in the Company's premises other than the lavatories provided.
  - xxvii. Bringing relatives, friends, and visitors without permission to tour the Company premises.
  - xxviii. Cafeteria & Other Facilities: Not following cafeteria rules and improper use of cafeteria facilities, lockers, rest rooms, sports & recreation facilities, toilets and meeting rooms.
  - xxix. Trespassing or forcible occupation of the Company premises.
  - xxx. Failure to observe health/safety rules and regulations.
  - xxxi. Not wearing garment provided by the Company per specification whilst at work.
  - xxxii. Inciting other employees to commit any of the offences listed under this category.
  - xxxiii. External parties and employees in general are prohibited from recording or taking pictures at the Company premises, unless authorised by the Managing Director, Executive Director or Head of HRA.
  - xxxiv. Removal of Company item without authorisation.
- k. Misconduct Relating to Subversion of Discipline
- i. Insubordination, disobedience or not following Superior's instruction or any form of non-compliance.
  - ii. Fighting, violence, abusing, assaulting or threatening to assault or to do any injury to other employees, or Superiors within or outside Company premises.
  - iii. Disclosing commercial or manufacturing secrets or designs or any Company confidential including those of its customers.
  - iv. Collection of money or distribution of pictures, leaflets or posting notices within the Company premises without the prior approval in writing of the Management.
  - v. Repetition of minor misconduct despite being issued with final warning letter.
  - vi. Spitting in Company premises.
  - vii. Smoking in prohibited areas.
  - viii. Deliberate damage and interference with our product processes, material or equipment.
  - ix. Unauthorised use of Company's vehicles, equipment or any appliances.
  - x. Failure or refusal to submit to a search when required to do so by the Company security or authorised personnel within the Company premises.
  - xi. Refusal to accept any communication served either in accordance with the code of conduct or in the interest of discipline.
  - xii. Conduct within the Company, which is likely to endanger the safety and life of any person.

- xiii. Conduct which is likely to endanger the quality of the products e.g. any non-compliance to specifications or procedures.
  - xiv. Employee's failure to report an infectious or contagious disease affecting himself to his HOD or Head of HRA.
  - xv. Wilful insubordination or disobedience whether alone or in combination with others, to any lawful and reasonable order of a Supervisor or Superior.
  - xvi. Bringing, in possession or consuming illegal drugs or narcotics within the Company premises or coming to work under the influence of any of the above.
  - xvii. Being under the influence of liquor while on duty.
  - xviii. Holding unauthorised meetings on the Company's premises.
  - xix. Canvassing for organised labour membership or collection for organised labour dues within the Company premises without written permission of the Company except in accordance with the provision of any written law for the time being in force.
  - xx. Circulating memos in Company premises such as, but not limited to, e-mails, circulars or pamphlets unauthorised by the Company especially those that can incite racial or industrial unrest and or damaging to Company image or reputation.
  - xxi. Making comments / remarks of racial nature that may incite disharmony, unrest or discomfort.
  - xxii. Engaging in strike or inciting others to strike in contravention of the provisions of any written law or rule having the force of law.
  - xxiii. Wilful slowing down of work or inciting other to do so.
  - xxiv. Picketing inside or outside Company premises.
  - xxv. Threaten, intimidate or instigate other employees to take any form of industrial action.
  - xxvi. Taking part in any illegal activity, anti-government activities or in any activity prejudicial to the maintenance of law or order.
  - xxvii. Commission of any subversive activities, which affect the Company or general behaviour of the employees
  - xxviii. Any action contrary to Company/office procedures e.g. not adhering to Instructions, Company memos, Bulletins, announcement, notices, Visual Control System such as instructions on signboards (E.g. No Smoking, No Camera, No Entry etc.).
- I. Misconduct of a Criminal Nature
- i. Theft, breach of trust, fraud or dishonesty including attempted fraud or attempted dishonesty in connection with the Company's business or property.
  - ii. Conviction and imprisonment for any criminal offence.
  - iii. Stealing Company and employee's property.
  - iv. Wilful damage to or loss of Company goods or property.
  - v. Taking or giving bribes or any illegal gratification e.g. offering or accepting 'kickbacks' or 'bribes' to grant or service favours.

- vi. Failure to give reasonable or satisfactory explanation for the presence of Company property or products found in the employee's vehicle or in the employee's possession.
  - vii. Possession of any lethal weapon in the Company premises.
  - viii. Gambling or card playing, whether for money or not.
  - ix. Forging or defacing Company documents or medical certificate or other official documents to defraud the Company.
  - x. Using or installing illegal software onto Company computers.
  - xi. Participating in unauthorised financial transactions within the Company premises.
  - xii. Tempering of documents - interfering with the record of attendance, recording or swiping the identification badge for any other employees, falsification, defacement or destruction of any record(s) of the Company.
- m. Misconduct Relating to Morality & Conduct Involving Moral Turpitude
- i. Dishonesty, bad faith, any act, which is done contrary to justice, honesty, modesty or good morals.
  - ii. Sexual harassment of an employee.
  - iii. Committing any immoral act against an employee on or off Company premises.
  - iv. Spreading or distribution or viewing of phonographic materials.
- 14.3 There shall be no harsh and inhumane treatment, including sexual harassment, sexual abuse, corporal punishment, mental or physical coercion or verbal abuse of employees: nor is there to be the threat of any such treatment.
- 14.4 The above list of misconducts is not exhaustive and is not intended to limit in any manner the behaviours that could be considered misconducts in nature. The fact that a specific behaviour is not expressly identified within the Code of Conduct does not prevent the Company from undertaking the relevant procedure to evaluate / investigate the behaviour and ascertain the relevant action to be taken against the employee who committed the behaviour.

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