JELITA CLEANING SERVICES

EMPLOYEE HANDBOOK

(ENGLISH)

EDISI JAN 2023



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Introduction

The purpose of this employee handbook is as a reference to new & existing workers on terms and conditions of employment and basic rights of employees.

The information in this handbook is subject to changes according to the laws and regulations set by the Malaysian government.

If you have any questions regarding any policies, procedures or benefits set out in this handbook, you are encouraged to contact your supervisor or manager.

*The work manual is composed in accordance with the **labour and human rights (Employment Act 1955)** and the Code of Conduct determined by the **RBA – Responsible Business Alliance**.*

Labour Policy

Workers should be treated with respect and dignity as understood by the international community. This applies to all groups of workers including temporary workers, contract workers, permanent workers or other workers.

1. Freely Chosen Employment

- Workers cannot be forced or bound by agreement (including bonds) by employers.
- Workers are free to move in a place of employment or accommodation and there will be no improper restriction to enter or exit the facility provided by the company.
- Workers must be given a written employment agreement in their native language which contains information on the terms and conditions of employment.
- Workers must work voluntarily and be free to leave work or terminate their employment at any time (subject to regulations determined by the company).

- Employers and agents may not hold or otherwise destroy, conceal, confiscate or deny access by employees to their identity or immigration documents.
- Workers shall not be required to pay employers' or agents' recruitment fees or other related fees for their employment

2) Young Workers (Worker's age restriction)

- Workers must be 18 years old and above to work with this company.

3) Working Hours

- Workers must work according to specified the maximum working hours per week 45 hours and **should not exceed 60 hours per week**, including overtime, except in emergency or extraordinary situations.
- Workers shall be allowed at least one day off in every seven days.

4) Wages and Benefits

- Compensation paid to workers shall comply with all applicable wage laws, including those relating to minimum wages, overtime hours and legally mandated benefits.
- For each pay period, workers shall be provided with a timely and understandable wage statement that includes sufficient information to verify accurate compensation for work performed
- Overtime

  Overtime is voluntary and workers will be paid a wage at a later date if they work overtime on normal business days, rest days or holidays. The rates are as follows:

  - **Normal Working Day – x 1.5**
  - **Sunday – x 2.0**
  - **Public Holiday – x 3.0 (Above 8 hours)**
- EPF Contribution

  Based on the monthly contribution rate in the third schedule of EPF.
- SOCSO Contribution

  Based on the monthly contribution of the Appendix A of the SOCSO schedule.

5) Humane Treatment

- There is to be no harsh and inhumane treatment including any sexual harassment, sexual abuse, corporal punishment, mental or physical coercion or verbal abuse of workers; nor is there to be the threat of any such treatment.

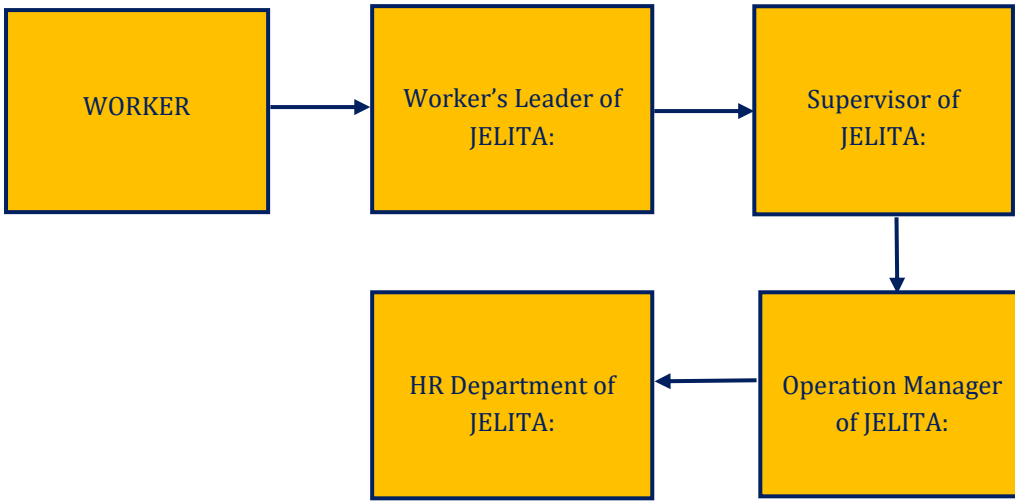
6) Non-Discrimination

- Employer shall not engage in discrimination based on race, colour, age, gender, sexual orientation, gender identity and expression, ethnicity or national origin, disability, pregnancy, religion, political affiliation, union membership, covered veteran status, protected genetic information or marital status in hiring and employment practices such as wages, promotions, rewards, and access to training.
- Workers shall be provided with reasonable accommodation for religious practices

7) Freedom of Association

- Workers and/or their representatives shall be able to openly communicate and share ideas and concerns with management regarding working conditions and management practices without fear of discrimination, reprisal, intimidation or harassment.

GRIEVANCE PROCEDURE



8) Others

- Annual Leave

The prior approval of your supervisor must be obtained, at least 3 days in advance, for annual leave to be applied on the appropriate Leave Application Form.

Your eligibility for the annual leave shall be in accordance with the Employment Act 1955, based on services with our company as follows:

8 days: After completing 12 months but less than 2 years;

12 days: After completing 2 years but less than 5 years;

16 days: After completing 5 years and above.

Annual leave that are not used during the year will be disposed of and may be carried forward only in writing or in the company's approval.

- Public Holiday

Employees are given 16 days of general leave (or other replacement days) for each year. (Please refer to appendix)

NO	Public Holiday	NO	Public Holiday
1	New Year's Day	9	Georgetown World Heritage City Day
2	Thaipusam	10	Penang Governor's Birthday
3	Chinese New Year	11	Hari Raya Haji
4	Chinese New Year Holiday	12	Awal Muharram
5	Labour Day	13	Merdeka Day
6	Hari Raya Aidilfitri	14	Malaysia Day
7	Hari Raya Aidilfitri Holiday	15	Deepavali
8	Agong's Birthday	16	Christmas Day

- Sick Leave

You will be allowed a sick leave under Section 60F (1) (aa) of the Employment Act 1955 provided that such permission is recommended by the Government doctor.

14 days: in each calendar year if worker has worked less than two years;

18 days: in each calendar year if the employee has worked for two years or more but less than five years;

22 days: in each calendar year if the employee has worked for five years or more;

- Hospitalization Leave

  Employee are entitled to 60 days hospitalization leave per year and this is must be certified by a register medical practitioner , officer by government hospital .

  All term and conditions are subject to change according to management discreation.

- Compassionate Leave

  Leave for three (3) days only for immediate family members.

- Maternity Leave

  Paid Maternity Leave is the right of a female employee and it is for a period of not less than **98 DAYS** in a row up to 5 surviving children.

- Marriage Leave

  Leave for three (3) days only.

- Notice of Termination of Work

  An employee who has been certified to his / her position shall give written notice to terminate the service at any time by giving the notice period as follows: -

  - One Month notice or pay **60% of your monthly basic salary** to the company in lieu of the notice period.

- Workers who are still working under the probation period may terminate their service by giving written notice of one (1) week or pay the salary in lieu of the notice period.

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Disciplinary Policies & Grievance Procedure

The main purpose of this procedure is to encourage employees who have poor work performance and improve their work performance in earnest. This policy will apply to all employees of this company.

Misconduct

Misconduct is an act or a conduct which is prejudicial to the interests of the employer or which is likely to impair his reputation or create unrest among other employees. It can either relate to breach of duty, breach of discipline or a breach of morality.

A. Minor Misconduct

Minor misconduct occurs when an employee performs actions in the workplace that are unacceptable but not criminal. A few common examples of minor misconducts committed by employees are:

- Absence without permission or without valid reason
- Habitual late attendance to work
- Non-compliance of workplace policies and procedures
- Ceasing work before the proper finishing time without permission

- Leaving the working place, section or department without permission during working hours
- Usage of abusive/obscene language
- Not taking care of tools / equipment entrusted to himself / herself
- Not keeping machine / workplace clean and tidy
- Bringing friends around the factory without permission
- Negligence when using Company utilities / facilities
- Not returning tools / equipment to their original storage area

Disciplinary Action for Minor Misconducts

1. *Verbal Warning/Counselling*
2. *First Warning for first/repeated offence*
3. *Second Warning for second/repeated offence*
4. *Third Warning for third/repeated offence*
5. *Suspension with half pay for a maximum of 2 (two) weeks*

B. Major Misconduct

Cases of major misconduct are more serious than ordinary instances of poor conduct. A major misconduct is any act of indiscipline or behaviour that causes substantial harm or damage, is detrimental to or affects the reputation of the personnel and assets of the employer. A few common examples of major misconducts committed by employees are:

- Being drunk or under the influence of illegal drugs during working hours
- Riotous, disorderly behaviour or fighting in the Company premises
- Habitual or substantial negligence of duty
- Theft, fraud, dishonesty or attempted theft, attempted fraud, attempted dishonesty in connection with the Company's business or property
- Habitual absence without leave; absence for more than 2 consecutive days
- Wilful insubordination or disobedience whether alone or in combination with others to any lawful or reasonable order of supervisor

- Conduct within the Company which is likely to endanger the life or safety of any person
- Committing immoral acts within the Company premises
- Sleeping while on duty
- Smoking in prohibited areas

Disciplinary Action for Major Misconducts

1. Verbal warning

2. Warning Letter

3. Suspension with half pay for a maximum of 2 (two) weeks

4. Demotion

5. Dismissal (after formal enquiry)

Disciplinary Process

This policy is in line with the Company's culture of operating in a harmonious environment and meets the local government by-laws and regulations.

- Warning letters to be issued accordingly based on the disciplinary procedure which was outlined.
- All employees are to abide the guidelines and policies set by the Company effective from the date of employment to the date of their resignation.

- A Domestic Inquiry process will take place to determine and analyse before any severe punishment to be given to the accused employee after which a decision will be made.
- The sequence of process which will take place prior to termination of employee in misconduct cases are as stated above.

Counselling

The pre-disciplinary procedure of informal counselling will be carried out to ensure the employee knows the standards expected, and will be carried out by a supervisor/manager.

The employee will be

- Told what needs improvement (*example*: timekeeping, attendance, conduct, work standards)
- Given the opportunity to explain
- Given an action plan to bring about the required improvement
- Given a written note, signed by both supervisor/manager and employee, of the agreed action to be taken.

If this informal counselling does not bring about the required improvement the formal disciplinary procedure will be invoked.

Conclusion

The employees must agree that the Company Discipline and Code of Conduct will be maintained at the Company reserves the right to exercise its functions in accordance with the law for the time being in force. The rules of conduct identified is to minimize the likelihood of any employees, through misunderstanding or otherwise , becoming subject to any disciplinary action. Violation to company rules and regulations will not be ignored. Employees should be familiar with those rules that the company considers to be of great importance as well as those that are considered of lesser importance.