

ERL MAINTENANCE SUPPORT SDN BHD

Co. Reg. No. 199901023674 (498574-T)



HUMAN RESOURCE DEPARTMENT

**EMPLOYEE HANDBOOK
[GUIDELINE]**

Ref. No. G00.OMH.M11750.ZG.0001.I

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Release

Released:	Thomas Baake	Chief Executive Officer	25/05/2021	
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Amendments or additions to this procedure must be indicated with a vertical black line in the adjacent left margin.

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Change Record and Configuration Control

I	23.04.2021	Revision to update on current processes, ABC policy & Whistleblower policy	RZQ
H	28.05.2018	Revision to update on current processes	SUE / RZQ
G	14.08.2014	Revision to update on current processes	SUE / RZQ
F	23.02.2010	Revision, update SIRIM logo and to reflect change as per E-MAS organization chart [ref. No. G00.OMG.M11110.BB.0005.*]	SUE
E	02.06.2008	Include clause on lost and found items and fire evacuation	RJC
D	15.03.2008	Revised in line with companywide revision exercise	OHA
C	28.08.2006	Revision	LSH / SUE
B	17.07.2002	Revision	OHA / SUE
A	04.12.2001	New	OHA
Revision	Date	Modification	Name

Planning Of Changes Reference For Revision: G00.OMH.M11750.ZG.0001.I					
Issues To Consider	Checked (Please mark X)				Remarks
1) Are there any negative impact?	YES		NO	X	
2) Will the integrity of QEMS be affected?	YES		NO	X	
3) Resources available?	YES	X	NO		
4) Allocation or relocation of responsibilities and authorities required?	YES		NO	X	

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1 Purpose

The purpose of this Employee Handbook [Handbook] is to assist you in harmonizing the working relationship within E-MAS in a uniform and consistent manner. This Handbook will serve as a communication media between the Company and you and also as a reference book for you and all your colleagues.

Every attempt will be made to keep this Handbook updated. As the content of this Handbook only provides a brief description, you may obtain the detailed information from your respective Compensation and Benefit [C&B] Package and the respective departments' procedures. If you have any query regarding any clause in this Handbook or any other matter not specifically addressed here or further need clarifications, you are encouraged to seek clarification with your HOD, IS or HRD.

2 Scope, Distribution & Access

The scope of this Handbook applies to all employees, whether permanent or contractual as it provides an overview of E-MAS policies and guidelines so as to allow them to gain access to the same information and allows E-MAS to set forth the company's expectation in a comprehensible and consistent manner.

Distribution is companywide and access is given to all E-MAS employees. It shall be read together with other related procedures stated in the Company Procedure Manual¹.

2.1 Documents Referred

Various documents [identified with (¹)] within this Handbook context are referred to as follows:

- Appendix 1 : All HRD related procedures and guidelines/process flow
- Appendix 2 : All other related general procedures and guidelines whose ownership belongs to other departments within E-MAS
- Appendix 3 : Acknowledgement to be duly signed and return to HRD

2.2 Terms and Definitions

CEO	Chief Executive Officer
Company Documentation System	Various systems used by E-MAS for its various documentations i.e. EDMS [E Electronic Document Management System], E-MAS Portal and HRD Portal
HODs	Head of Departments
IS	Immediate Supervisor
JD	Job Description
HRD, SAS, FAD etc	Departments code as per G00.OMM.M11100.BB.1003.*.
HRD 009/0010/0014/0027/0028	HRD Forms
SOCOSO	Social Security Organization [also known as 1PERKESO]

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3 About Us

E-MAS was registered in Malaysia in November 1999 as a joint venture between Express Rail Link Sdn Bhd [ERLSB] and Siemens AG and in 2005 ERLSB became the sole owner of E-MAS.

E-MAS was established to operate and maintain the Express Rail Link which links Kuala Lumpur International Airport and later including KLIA 2 [in May 2014], and Kuala Lumpur City Air Terminal, situated right in the heart of Kuala Lumpur.

E-MAS holds a contract with ERLSB and its obligations are defined as per **“O&M Contract”**. Under the O & M Contract, E-MAS obligations is to operate the rail link and maintenance services for the trains, support systems, as well as to ensure employees are comprehensively trained.

General information on the Company can be obtained from the General Company Information¹ and Company Procedure Manual¹.

4 Welcome To E-MAS

We hope to make our working environment as pleasant as it can be so that you can give your best to the Company.

We place a great deal of emphasis in maintaining a climate of trust, team work, mutual respect and a conducive working environment in order to harness the best from all. During your first week in E-MAS, you are going to meet many new people, including those who will give you an introduction to E-MAS. An orientation programme will also be arranged for you.

Your HOD/IS will provide you with a Job Description [JD] on your first day of reporting for duty. You are to read, understand your roles and responsibility and to duly sign the original copy of your JD and return it to the HOD/IS. You are advised to keep a copy of your JD for your reference. HRD will keep a copy of your signed JD in your personal file.

5 E-MAS Practice

E-MAS's standard of practice can be seen in the Quality and Environmental Management System Manual¹.

The QEMS awareness briefing is provided to new and existing employees. Our employees are expected to have good understanding of the QEMS Manual and to adopt an attitude to ensure continual improvement as every employee shall contribute to the quality of E-MAS services which directly relates to the performance of their department including sustaining development in an environmentally friendly manner and prevention of pollution.

The following are some general advices from the Management:

- i. Every failure is predictable and preventable
- ii. If you fail to plan, you are planning to fail
- iii. Mistakes are caused by two factors: Lack of knowledge and lack of attention
- iv. Do not learn safety rules simply by accidents

6 E-MAS Recruits

Employment in E-MAS takes into consideration the Company and business needs so as to ensure consistency and synergy to the various factors for productivity including human resource. As such, the Company's employment practice is to comply with the aspirations and standards established by the government where E-MAS conduct its business which include elements of retrenchment preventions.

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Recruitment and selection of employees are carried out mainly based on job specification and specific requirement as stated in the Competency Requirement for Recruitment [CRR]¹. Factors such as gender, race, colour, religion or national origin plays no part in E-MAS's decision to hire an employee. You are here because of your education, professional qualification, your working experience, your achievements in school and/or business, your demonstrated abilities and personal qualities and your potential contributions.

For more details, please refer to the Recruitment & Selection Procedure¹.

7 Rules and Regulations

You have been given a briefed overview of the various terms and conditions by HRD personnel during the first week you report for duty. You are responsible to read and understand all HRD Procedures as listed in Appendix 1 and if you need any further clarifications, kindly approach your respective HODs and HRD personnel for assistance.

All policies, procedures, terms and conditions of employment set forth in this Handbook must be adhered to by all levels of employees. This requirement has been stipulated in the earlier part of our Handbook. The Company reserves the right to introduce, delete or modify any policy or regulation at any time without prior notice.

The contents of the Company's policies, procedures, terms and conditions of employment set forth herewith shall be in brief, therefore it is your responsibility to familiarize yourself with the policies, procedures, terms and conditions of employment and any amendments thereto by referring to the respective policy/procedures.

Company policies, procedures and forms are available in Company Documentation System¹. If you have no access into EDMS¹, soft copies can also be obtained via E-MAS Portal. Hardcopies of the same can be obtained from your HOD/IS/Dept Rep/HRD. Any amendments or updates to the Company's rules and regulations will circulate to employees. If you do not have access to e-mail facilities, please refer to your HOD/IS on any updated information of rules and regulations.

The following and any other information in the E-MAS Portal are basic information provided for your easy reference. As such, you are again reminded to seek clarifications from your respective HODs and HRD when in doubt.

7.1 Working Hours

The Company reserves the right to adjust the working hours and lunch hours and you would be informed accordingly. As such, notwithstanding of the working hours as stipulated in your contract of employment, you shall be binding to any latest revision of working hours as announced by the Company from time to time.

The working hours within the Company shall not be less than 41.5 hours [exclude lunch/break hours/time] in a week or on average of three [3] weeks for shift employees. If you a shift based employee, kindly refer to Shift Procedure¹ for better understanding

An employee shall not withhold his services during such working hours and/or lunch/break hours and shall be available on call as and when the need arises.

The Company, in accordance to the operational needs will require shift work to be performed by employees in accordance with the provisions of the EA1955. In order to ensure continuity of operations, all shift employees shall remain on duty until relieved by either the succeeding shift employees or until permitted to leave by the HOD/IS.

The working hours and duty roster for shift work shall be carried out according to the requirements of the Company and in accordance with the Shift Schedule.

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7.2 Attendance System

It is a mandatory requirement for all employees to sign in [when reporting to work] and sign out [when finish work] by flashing their Security Access Card at the designated time reader.

However, the above requirement will be exempted under the following circumstances:

- i. Work location with no time reader available
- ii. Emergency cases such as responding to systems failure and site accident.

As and when required, the respective department may specify additional requirements, including signing in and out between the official work hours or sign out and sign in during lunch/break time.

Employees who fail to bring their access card to work, they shall inform their HOD/IS/Dept Rep and post the information in E-MAS Public Calendar for recording and monitoring purpose. Frequent repetition of misplacing, not swiping or forgetfulness to flash the Security Access Card for attendance may lead to disciplinary action [refer to Industrial Relations Procedure¹].

Employees are required to sign in and sign out his own access card only and shall not do so for other employees. The Company reserves the right to initiate appropriate disciplinary action against those found to abuse the system or failed to comply with the above requirement as indicated in Industrial Relations Procedure¹, including dismissal.

7.3 Punctuality

Late coming or absence without prior notice will not be tolerated. It must be reported immediately to your HOD/IS before your scheduled working hours. Every effort must be made by you to be punctual for work. If you need to be away, you must have your HOD/IS's approval. Tardiness must be explained to your HOD/IS.

Reporting for duty after the stipulated time is a Minor Misconduct, which will be categorized as Major Misconduct if it is habitual or frequently repeated [refer to Industrial Relations procedure¹].

When the work of a particular category of an employee is required to be punctual where, a number of other employee could not start their work or a serious inconvenience is caused to the public or customers, then in that case late coming is considered to be serious. In this case, stricter disciplinary actions would be taken against the employee.

Employees who fail to be punctual are required to complete the Late Coming or Early Leaving Form [HRD 0033¹]. HOD/IS are also responsible in monitoring their respective departments latecomers and initiate disciplinary action if necessary as per Industrial Relations Procedure¹.

Access to the attendance system has been given to HOD, Dept Rep or any person identified by the HOD. As such, it is the responsibility of the HOD to check, on frequent basis, their employee's attendance so as to address any tardiness issues via the report generated from the attendance system.

7.4 Reporting an Absence

You must call your HOD/IS [NOT HRD] immediately [i.e. based on respective department's operational requirement or in the absence of the specific department requirement, at least 30 minutes prior to the scheduled working time/hours] if you are late or absent in order to inform them of the reason/s for your late-coming/absence. No third parties including your spouse are allowed to call for you [except it is acceptable by your HOD due to exceptional circumstances whereby it appears to be impossible for you to make such call]. This will help your HOD/IS to plan coverage for your work until you return and also minimize interruptions to the workflow.

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If you are absent without prior approval for more than 2 consecutive working days, you are deemed to be in breach of your Contract of Employment with the Company. Frequent late-coming/absenteeism leads to major misconduct. HRD must be informed about these cases in accordance with the Industrial Relations Procedure¹.

7.5 E-MAS Microsoft Outlook Public Calendar

E-MAS Microsoft Outlook Public Calendar shall be used to record employee movement when they are in any forms of leave and other absences. As such, the respective IS/Dept Rep shall make a note in the E-MAS Microsoft Outlook Public Calendar when an employee do not report to work within the working hours for whatever reason/s. This shall also be for leave monitoring purpose.

7.6 Confidentiality, Conflict of Interest And Data Privacy Protection

On your first day of work, you will be required to sign and acknowledge the understanding of E-MAS policies on ethical standards as well as declaration of confidentiality. Please ensure that this is observed at all times.

7.6.1 Confidentiality

You must treat your salary quantum, increment and bonus confidential and it shall not be discussed / disclosed to your colleagues.

An employee is not at any time to disclose, and shall endeavour to prevent the disclosure of any of trade secrets, knowledge or information of confidential nature concerning the Company's affairs and remuneration of other employee which may come to your knowledge during the course of your employment.

To ensure the security of confidential information, you should always clear your desk of all business related materials especially customer related and confidential matters after office hours. You should also secure the locks of your desk and filing cabinets.

7.6.2 Conflict of Interest

In creating harmonization within E-MAS's employees, you must conduct yourselves in such a manner that your official duties will not conflict with your personal interests. You should not take advantage of your positions or information received for your own personal gains.

Conflict of interest may arise out of these situations [but not limited to]:

- i. Outside business employment
- ii. Relationship between relatives within E-MAS
- iii. Relationship with contractors or third parties engaged with E-MAS
- iv. Taking advantage of a good employee relationship

7.6.3 Data Privacy Protection

E-MAS has a commitment to protect employee's personal data as per the Personal Data Privacy Act 2010. As such, if you require his personal information to be released to any third party, you are advised to fill in the Corporate Data Privacy Protection – Employee Consent Statement Form [HRD 0049¹] in order for HRD to release your personal data. Otherwise, no information will be released for any reason whatsoever.

7.7 Employee Welfare

E-MAS celebrates employee's joy of marriage and having new born babies by presenting to you an amount in the form of voucher or money which will be disbursed to you when you provide the

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relevant documents within 2 months of actual event. This is done by completing the Employee Personnel Information Form [HRD Form 0012¹] and to submit to HRD together with copies of their marriage or birth certificate of their new born. For ladies, the HRD Form 0012¹ for updating their new born must be submitted within 2 weeks upon returning to work.

For hospitalisation of an employee, the Dept Rep may request for the amount [as approved earlier by the Management] to purchase an appropriate amount of either fruits, flowers or books/magazines only. This is to be presented to you when the representative from the department [HOD, IS, colleagues] goes to visit. Purchase is to be done within 2 weeks of your hospitalization date. Amount of claim is limited at a rate as approved and deemed appropriate by the Management as specified in the Advance Request And Claim Management Procedure¹. Claims may be rejected if there are unjustified purchase of inappropriate amount of above items or other items other than those mentioned above.

As for death of employee or immediate family members [parents, spouse or children], E-MAS shall also present employee with an amount which has been approved by the management. If an employee fails to notify the Company on the death of his immediate family members, the Management may only consider an appeal with valid reason within 6 months' duration from date of event.

Employees are advised/reminded to provide ALL relevant documents together with the declaration of such event within the stipulated duration. No claims shall be entertained after the period mentioned above has lapsed. The Company may change part or whole of this policy as and when it deems necessary.

The Company shall not entertain any claims after the above mentioned period has lapsed.

7.8 Working Performance

At E-MAS, our individual work performance, whether directly or indirectly, may affect the service quality of the Company. Therefore, you are expected to perform and conduct yourself at all times favourably towards E-MAS; and to avoid any activities that may interfere with E-MAS's operations. Please refer to Job and Career Development¹ and Industrial Relations¹ procedures.

7.8.1 Performers

It is the policy of E-MAS to reward employees in accordance with their performance, job responsibilities and general capabilities. The Company will assure that the compensation levels are competitive in similar industry and provide recognition based on individual's performance.

Eligible employee's work performance shall be reviewed before the payment of an increment and/or bonus, if any is declared by the Company. This will be awarded based on the individual employee's performance and also the Company's capacity.

The quantum of compensation given to you shall be at the discretion of the Company.

7.8.2 Non-Performers

The Company does not tolerate non-performers. Non-performers [new and permanent employee] may be placed under observation for a period of time and at the end of this observation period, it will be determined whether the services of the non-performers will be required or terminated.

7.9 Accident [from/to/at work]

If you sustain injuries as a result of an accident at workplace or while travelling from/to work, you must inform/report to your IS. HOD/IS/Dept Reps immediately whom shall inform and submit the following within 24 hours from the time of the incident:

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- i. To HRD the duly completed and signed copy [by you] of SOCSO Borang 34
- ii. To SAS the duly completed E-MAS Incident / Accident Reporting Form¹

Please refer to memo¹ and flow chart¹ on Handling of SOCSO Claim and document required for the submission.

- a. For work place accidents, the Safety Officer [from SAS] and HOD/IS has to ensure proper documentation including police report, accident report and other relevant supporting documents/forms, to be forwarded to SAS.
- b. For accident occurs to or from work [road accident], you or your next-of-kin has to ensure that the police report is made and completed.

Your HOD/IS is required to furnish both SAS and HRD all relevant information and documents for all cases of deaths, invalidity or disability due to any cause within the shortest possible time. This is in line with our Rulebook Section A¹ whereby “All employees has the obligations to report every incident, accident or unsafe practices to their superior”.

The above also applies for accidents outside of Malaysia if you are on work assignment or training as required by E-MAS.

7.10 Reporting of incidents or accidents

The Company have provided various channels of communications and guidelines on reporting of any incidents and accidents at workplace. Please refer to *clause 6.5.4 Incident Reporting* of the Rulebook Section A¹. You are not only encouraged to report to your IS but you may also report directly to your HOD, SAS, HRD or any member of the management on any particular issues that may affect you. In cases where there is outside party involvement, these may restrict our action/s to address the issue effectively.

7.11 Training

Training is necessary in order to provide the required knowledge, skills and abilities for you to perform the required tasks. Generally, trainings conducted in-house are in accordance to the requirement of the O&M Contract¹ and O&M Manuals* as well as E-MAS procedures and any other specific documentations.

At times, internal and external trainings may be required in order to further enhance an employee's skills and knowledge in meeting further improvement and challenges in E-MAS. For further details, please refer to Training Procedure¹.

7.12 Disciplinary & Grievance

Good discipline is an absolute necessity to enable E-MAS to meet its objectives, and to provide employees a good, safe working environment.

Misconducts example gambling, consumption of alcohol and drugs are strictly prohibited in the Company premises and/or any Stations or wherever you might be located. Any violation to the above shall be treated as major misconduct, which may lead to immediate dismissal.

To ensure fair and impartial treatment to all employees, a number of items need to be carefully understood and applied. Disciplinary action, when necessary, will be directed towards corrective rather than punishment. For better understanding please refer to Industrial Relations procedure¹.

* Refers to Operations and Maintenance Manuals within E-MAS

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7.13 Summary Dismissal

As stated in your individual C&B Package¹, the Company reserves the right to dismiss an employee for serious misconduct including spreading unhealthy rumours, instigating racism, drug abuse and dependency, dishonesty, insubordination, gross neglect of duty, criminal conviction, bankruptcy, repetitive misconducts, non-performance or any other default, without notice or payment in lieu thereof or other forms of compensation. Any disciplinary action taken shall be in line with Industrial Relations Procedure¹.

7.14 Grievance

A grievance shall be defined as a complaint by you as your concerns which is brought to the attention of your HOD/IS.

For further details, please refer to the Industrial Relations procedure¹.

7.15 Separation of Service

Separation of service may occur when the employment contract between an employee and the company comes to an end; due to resignation, retirement, death or otherwise has a termination of employment due to valid reasons.

E-MAS employs you with the opportunity for you to assume your employment with us as a career. However, if it becomes necessary for either party to terminate the employment, notice in writing must be given accordingly.

7.15.1 Resignations

When an employee wishes to tender his resignation, he shall submit his original letter of resignation to HRD via his respective HOD. The approval authority in accepting the resignation shall be as follows:

- i. Full notice period – HOD shall sign approve and acknowledge acceptance of the resignation.
- ii. Any deviation to full notice period or early release which may have effect on the department's workings, the following need to be observed i.e. for employees on :
 - a) Grade G4 and above, HOD is required to sign acknowledge only but NOT approve. HRD shall forward the resignation letter to the CEO for his approval.
 - b) Grade G1-G3, HOD shall sign approve and acknowledge acceptance of the resignation.

The respective HOD is responsible to:

- i. Inform his respective superior for any resignation of employees especially in cases when it affects the department's improvement tasks/projects.
- ii. Ensure that all handover is done accordingly

The resigning employee's Notice Period is as per his respective C & B Package¹. The employee who is resigning must serve the Company the required period of notice or make payment in lieu of such notice.

The Notice Period given shall commence from the day the original resignation letter is received and stamped by HRD. However, in the event the HOD would like to negotiate with the employee on his resignation, the HOD must inform HRD of his intention via email so as HRD is made known of the actual date the resignation letter was delivered to the HOD. In this instance, the HOD is allowed to negotiate only within 2 working days.

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The resignation of an employee will be accepted via Acceptance of Resignation letter, once the conditions are fulfilled. The Acceptance of Resignation letter shall also inform the employee of his last working day and any other relevant information for the employee to observe before his resignation date.

Verbal resignation or notification via e-mail is not acceptable.

7.15.2 Retirement

The retirement age shall be upon attaining 60th year of age.

7.16 Returning Company Belongings on Last Day

It is the respective employee's duty to return all tools, equipments or Company belongings; and to serve full notice period or made payment in lieu of notice should he decide to leave the Company. Legal action shall be taken against former employees in the event of outstanding payments on any amount owing to E-MAS due to either negligence or abscondment. The respective employee's personal data shall be disclosed to relevant third parties when deemed necessary.

7.17 Post Employment Bar

This clause is stipulated in your Contract of Employment.

Nonetheless, E-MAS always encourages continuous advancement especially in your career therefore, the Company would require you to obtain release letter in cases where you have been offered positions in companies within similar industry. This is also to enable the Company to identify your replacement and train them within the appropriate timeframe.

This clause would also not be imposed in the event of economic conditions whereby, E-MAS has no alternative but to undertake downsizing, etc. If this condition arises, you shall not be prohibited from seeking employment within similar industry.

7.18 Change in Personal Information/Data

To ensure all your personal records are kept up to date for emergencies and benefits purpose, it is your responsibility to inform HRD immediately via the Change Information Data Form [HRD 0012¹] of any changes in your personal particulars [attached with relevant documentary evidence, where applicable], including :

- i. Address and contact number[s];
- ii. Marital status, and spouse particular[s], birth of children;
- iii. Acquisition of new educational or professional qualifications;
- iv. Update on children's education [primary/ secondary/ higher local/ higher overseas or employed] for purpose of statutory requirement
- v. Emergency contact person and phone number[s].

The Company shall not be liable for any inaccurate information in your records if you fail to update the Company of your information.

7.19 Participating In Riots and Illegal Strikes

Participating in riots and illegal strikes is a serious offence. Your Contract of Employment would be terminated immediately if you are found guilty committing such an offence.

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7.20 Anti-Bribery & Corruption [ABC] Policy

The ERL Group Anti-Corruption & Bribery Policy¹ is to enforce ERL Group Code of Conduct & Business Ethics to ensure that employees understand their responsibilities to comply to ERL Group's zero tolerance to bribery and corruption within the organization. This policy shall apply to all Directors, HODs and employees of the ERL Group [which includes Express Rail Link Sdn Bhd and ERL Maintenance Support Sdn Bhd] in dealing with external parties in the commercial context.

All employees must refrain from any acts of bribery which takes the form of offering, promising, giving, demanding or receiving anything of value to or from anyone in the form of bribes, kickbacks and/or any other improper gratification (including gifts, hospitality and entertainment) to improperly influence the outcome of any transaction, whether it is for their own personal benefit or for the benefit of the Company.

ERL Group strictly do not tolerate any bribes given for purposes of obtaining or retaining business for ERL Group or provides an advantage to the businesses of ERL Group. ERL Group do not tolerate any such acts of bribery even in a personal capacity. Any employee of E-MAS that breaches any of the ABC Policy may fall within the scope of serious misconduct and may be subjected to disciplinary action, up to and including dismissal depending on the facts and circumstances of each case.

*Please refer to Anti-Corruption & Bribery Policy [Ref. No.: G00.OMG.M11400.QB.1006.A] and Whistleblower Policy [Ref. No.: G00.OMG.M11400.QB.1007.A] for further details.

7.20.1 Public Officials & Government Dealings

ERL Group recognise that the practice of giving and receiving gifts varies between countries, regions, cultures, and religions. As such the definitions of what is acceptable and not acceptable will inevitably differ for each. When dealing with public officials, employees of ERL Group should ensure that any giving or receiving of gifts do not relate to any form whatsoever towards the public official's official dealings or public duty. At all material time, employees of ERL Group are to ensure compliance with laws of their respective jurisdictions, and by all means to avoid non-compliance of any laws related to anti-bribery which may be applicable to ERL Group as a whole.

*Please refer to Anti-Corruption & Bribery Policy [Ref. No.: G00.OMG.M11400.QB.1006.A] and Whistleblower Policy [Ref. No.: G00.OMG.M11400.QB.1007.A] for further details.

7.20.2 Gifts, Hospitality and Entertainment

In respect of any gifts, hospitality and entertainment in the commercial context, all employees must first take into consideration the intention behind giving or receiving any gifts, hospitality or entertainment. It should never be for an improper motive to obtain or retain a business, or to obtain some form of benefit or advantage, whether it is for the business or for the individual employee. If an employee is unsure of how to consider the intention behind any gifts, hospitality or entertainment offered, the employee must always disclose and refer the matter to the immediate supervisor or head of department to obtain advice and also approval before proceeding.

*Please refer to Anti-Corruption & Bribery Policy [Ref. No.: G00.OMG.M11400.QB.1006.A] and Whistleblower Policy [Ref. No.: G00.OMG.M11400.QB.1007.A] for further details.

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7.20.3 Donations, Sponsorships & Charitable Donations

Any donations, sponsorships and charitable contributions by the ERL Group must be made with the approval of the CEO, and it must be done transparently for social and moral responsibility. All employees of the ERL Group should not agree or promise to provide any form of political donation or support particularly where it is to obtain any business or advantage to ERL Group. Any request for political donations should be brought to the attention of the Executive Chairman/Director(s) immediately.

*Please refer to Anti-Corruption & Bribery Policy [Ref. No.: G00.OMG.M11400.QB.1006.A] and Whistleblower Policy [Ref. No.: G00.OMG.M11400.QB.1007.A] for further details.

7.21 Violation of the ABC Policy

As we are committed to zero tolerance to briber and corruption, any violation of the ABC Policy shall result to stern disciplinary action and may lead to summary dismissal.

Any employee found to have assisted or facilitated the violation of the ABC Policy, whether actively or by way of negligence or omission, will also be deemed to have violated the ABC Policy and committed a misconduct that is liable for dismissal from their employment.

*Please refer to Anti-Corruption & Bribery Policy [Ref. No.: G00.OMG.M11400.QB.1006.A] and Whistleblower Policy [Ref. No.: G00.OMG.M11400.QB.1007.A] for further details.

7.21.1 Reporting for Violations of Policy & Whistleblower Rights

If any employee has concern about any improper conducts or that the integrity of the ERL Group is being compromised in any way, the employee may bring this to the attention of the higher management via the following **Whistleblowing Channels**:-

- i. Immediate Superior/Supervisor – Your HOD's email address or in person
- ii. HR Department – ABChr@kliaekspres.com
- iii. ABC Internal Audit – ABCaudit@kliaekspres.com

Any reports made on violation of the ABC Policy will be treated seriously and accordingly. As such, employees are responsible to ensure that:-

- i. They exercise sound judgment that it is a genuine threat and violation of the ABC Policy;
- ii. They have evidence to support their allegations of any violations of the ABC Policy;
- iii. They are available to provide evidence in any inquiry of such violations; and
- iv. They are not frivolous reports with the motive to scandalise.

The Company ensure that there will be no retaliation or repercussions on the employee for making genuine reports on violation of the ABC Policy. Any genuine reports made will be kept strictly confidential and only informed to persons on a need-to-know basis to safeguard the interests of the company and also to ensure that any processes undertaken will not be compromised.

7.22 Fair Competition

In accordance to Competition Act 2010, this act prohibits the followings:

- i. Agreements which have the objective or effect of significantly preventing, restricting or distorting competition in Malaysia
- ii. Actions that abuse a company's dominant position in a market in Malaysia

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In conclusion, E-MAS do not participate in agreements amongst our competitors that would prevent, restrict or distort competition in the market. Therefore, all employees shall act in due diligence to adhere to such regulations so as any actions to not affect the employee but also the Company.

7.23 Publications / Interviews / Broadcast / Lectures / Speeches

You shall not, without having obtained the prior written consent of the Company, publish or cause to be published any article, book, photograph, letter, or give any interview, broadcast or deliver any lecture or speech on any matter which concerns your duties or matters connected with the Company business.

7.24 The Company and Politics

The Company will not associate itself with politics or any political parties. If you are interested to hold an office in any political party, you must inform your HOD and CEO in writing. If you intend to stand for election with a view of being elected as Member of Parliament or any State Legislative Assemblyman, you shall adhere to all requirements under Malaysia Legislation. However, these activities should not in any way affect your contribution and performance towards your job and the Company.

7.25 Community Services & Membership of Clubs / Other Organizations

The Company encourages your participation in voluntary community services. In the event you are willing to serve in voluntary or public bodies, you must notify your HOD. If you are appointed as an official or hold any position, then you must inform your HOD and CEO in writing. Additionally, these activities should not in any way affect your contribution and performance towards your job and the Company. This stipulation is a precaution against the possibility of a conflict of interest.

7.26 Outside Employment

You will commit your entire service to the Company and will not make available your services whether as an employee, executive/non-executive director, active partner, consultant, trainer, agent, manager, etc to other business entities, whether gratuitously or for payment, part time or otherwise unless you obtain written approval from the CEO. Additionally, these activities should not in any way affect your contribution and performance towards your job and the Company. This stipulation is a precaution against the possibility of a conflict of interest.

7.27 Safety

One of E-MAS primary objective is to provide a safe place for you to work. The Company insists on safe working practices and encourages you to maintain your personal safety and health. It is the responsibility of every employee to observe safety precaution and adhere to the Safety¹ and Rulebook Section A¹ procedures at all times.

7.28 Fire Evacuation

As the knowledge and awareness of fire safety is the responsibility of all employees, you must at all times adhere to the fire evacuation plan and take part in fire evacuation drills. Refer to SAS procedure on Fire Evacuation Plan KRU¹ and other related department procedures. Any violation to the above shall result in putting the safety of yourself and/or other employees to danger and this may result to disciplinary action taken against you in line with Industrial Relation procedure¹.

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7.29 Housekeeping

Maintaining a clean working environment is everyone's responsibility and is essential to job safety and work quality. The old concept that only cleaners will do the cleaning is no longer applicable. Therefore, you are responsible for the cleanliness and housekeeping in your work area. For safety reason, you shall adhere to the rules and regulation of Housekeeping, Health and Environment under Safety¹ and Rulebook Section A¹ procedures.

7.30 Visitors

You may receive personal visitors to our office from time to time. However, show them to the waiting area or meeting room as no visitors are allowed to enter into any workstation in the office or be allowed to meddle with any of the office equipment. You must ensure that your visitors at all times adhere to the E-MAS security and visitors' policies as stated in the Security Procedure¹.

7.31 Solicitation

No person may sell, or solicit customers on the Company's premises unless duly approved by the Company [through HRD]. This includes soliciting or collecting contributions for any purpose without authorisation.

However, donations relating to the following matters will usually be allowed [HOD/IS must get CEO's approval through HRD]

- i. Death of immediate family member
- ii. Permanent disability of employee
- iii. Any other compassionate reasons

7.32 Company and Employee's Property

It is your responsibility to take good care of any equipment provided by the Company and your obligation towards the Company's properties. In cases where the Company properties are damaged or lost due to your negligence, the Company would not hesitate to take the necessary actions including claiming from you for the costs.

The Company will not be held responsible for the loss of any personal property brought into Company's premises.

7.33 Uniform, Dress Code and Appearance

All employees provided with uniforms must wear their full uniform while on duty in accordance with their job functions. Refer also to procedure on Uniform / Personal Protection Equipment [PPE]¹.

All non-uniformed employees are expected to observe the appropriate dressing ethics when attending work, training and official functions.

Due to various conditions within E-MAS's work area, HODs are to ensure that their employees hair are kept short, neat and tidy to avoid any accidents from happening.

7.34 Salary Advance / Loan

The Company shall not pay any salary in advance or loan.

7.35 Statutory/Legal Requirement

The Company shall at all times observed and adhered to all statutory and legal requirement. As such, you are advised to visit the various statutory bodies/agencies websites for further information.

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7.36 Lost and Found Items

In the event you observe any items in any of our stations or trains that was left unattended or considered to be lost by passenger, it shall be handed over to the OSS on duty immediately and personally. The OSS must treat the items as per their Operation Procedure Manual for Stations¹.

8 Travel By KLIA Express And Transit

The Company has provide you with an Access Card to allow you to travel on board the KLIA Express and /or KLIA Transit. In case where seating arrangement is limited, you will have to surrender your seat to paying passengers and will have the option to stand or wait for the next available train. When travelling on board the train, you must at all times observe the rules and regulations as other paying passengers. Please refer to memo G00.OMH.M11700.ZP.1009.A on - No tail gating/show your pass at all times.

9 Applicable Instructions / Directives

The Management may from time to time issue guidelines through memos or e-mails. As such, you are advised to adhere to the various requirements as stipulated. Your ignorance is not an excuse for **not knowing** and **not adhering** to the Company's rules and regulations.

10 Appendix 1 : All HRD related procedures and guidelines

No	Reference Procedure / Manual / Form	Doc. No	Description
1	Competency Requirement for Recruitment	G00.OMH.M11720.ZG.0002.*.	Guideline [access only to HOD]
2	E-MAS Training Plan	G00.OMH.M10580.SB.1005.*.	E-MAS Training Plan [by Department]
3	E-MAS In-House Training Calendar	G00.OMH.M10580.ZR.1005.*.	Training calendar according to year
4	E-MAS Trainer's List	G00.OMH.M10580.SE.0003.*.	List of E-MAS in-house trainers
5	Flow Chart for External and Internal training	G00.OMH.M10580.CC.1009.*.	Process Flow – Trainings (Internal and External)
6	Flow Chart for In-House Training	G00.OMH.M10580.CC.0005.*.	Process Flow – Trainings (In-House)
7	HRD Terms and Definitions	G00.OMH.M10580.ZG.1002.*.	List of used definitions
8	Industrial Training	G00.OMH.M10580.SD.0002.*.	Guidelines
9	Industrial Relations	G00.OMH.M11780.ZP.0001.*.	Procedure
10	Issuance of Certificates Flow Chart	G00.OMH.M10580.CC.0003.*.	Flowchart –Certificate Issuance
11	Job and Career Development	G00.OMH.M11730.ZP.0002.*.	Procedure

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No	Reference Procedure / Manual / Form	Doc. No	Description
12	Job Description	G00.OMH.M11720.ZP.0004.*.	Procedure
13	Leave Administration	G00.OMH.M11750.ZP.0001.*.	Procedure
14	List of Appointed Panel Clinics / Hospitals	G00.OMH.M11740.ZR.0001.*.	List - HRD Records
15	Medical, Hospitalisation, Insurance and Medical Surveillance	G00.OMH.M11740.ZP.0001.*.	Procedure
16	Payroll and Salary Management	G00.OMH.M11760.ZP.0001.*.	Procedure
17	Recruitment & Selection	G00.OMH.M11720.ZP.0001.*.	Procedure
18	Shift	G00.OMH.M11750.ZP.0006.*.	Procedure
19	Training	G00.OMH.M10580.SD.0006.*.	Procedure
20	Training Resources List	G00.OMH.M10580.SH.1017.*.	List of available training resources

11 Appendix 2 : All other related general procedures and guidelines whose ownership belongs to other departments within E-MAS

No	Reference Procedure / Manual / Form	Doc. No	Description
1	Access Control	G00.OMZ.M15400.CA.0005.*.	Procedure
2	Business Travel	G00.OMM.M11715.CD.1006.*.	Procedure - Travel related to training
3	Company Organisation	G00.OMM.M11100.BB.1003.*.	Procedure
4	Company Vehicle	G00.OMM.M11715.CD.1008.*.	Procedure
5	Procedure List	G00.OMM.M10100.CZ.1013.*.	List of procedures
6	Fire Evacuation Plan	G00.OMZ.M15400.DS.0009.*.	Procedure
7	General Company Information	G00.OMQ.M11150.CA.0002.*.	Procedure
8	Handling of SOCSO Claim	OMG.STF.M15400.1029.*.	Memo

* Refers to the latest version

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No	Reference Procedure / Manual / Form	Doc. No	Description
9	Handling of SOCSO Claim	G00.OMZ.M15400.CC.1003.*.	Flow Chart
10	SYS IT Procedure	G00.OME.M15000.BT.1003.*.	Procedure
11	O&M Contract	G00.OMG.M15000.GD.1004.*.	O&M Contract Appendix 7 - Training
12	Quality & Environment Management System Manual	G00.OMQ.M11421.AF.1009.*.	Manual
14	Rulebook Section A	G00.OMZ.M10100.BT.0001.*.	Procedure
15	Lost and Found Items	OMG.STF.M15112.0001.*.	Memo dated 8/5/2008
16	Safety	G00.OMZ.M11451.NP.0006.*.	Procedure
17	Security	G00.OMZ.M15400.CA.0001.*.	Procedure
18	Telecommunications Facilities	G00.OMM.M11150.CD.1005.*.	Procedure
19	Uniform / Personal Protection Equipment	G00.OMM.M10002.CD.1001.*.	Procedure

* Refer to latest revision

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12 Appendix 3 : Acknowledgement [Duly Sign and Return to HRD]

This will acknowledge my receipt of E-MAS Employee Handbook and my responsibility to become familiar with its content. I further understand and agree to the following: -

It is my responsibility to read and understand the contents of the handbook as well as and any other E-MAS Policies and Procedures including the C & B Package given to me. My ignorance will not be considered as an excuse for non-adherence to the requirements. The absence of a code of conduct, if any is not established, does not prevent the Company from taking necessary action/s against me when my conduct is inconsistent with the normal acceptable standard of behaviour.

In cases where I need further information and clarification, it is my responsibility to seek these from my IS and HRD and NOT from other third parties.

E-MAS retains the sole right in its business judgement to modify, suspend, interpret, or cancel in whole or part at any time and with or without notice, any of the published or unpublished policies or practices.

Any statutory matters not covered by this Employee Handbook shall be governed by the relevant statutes.

E-MAS does not recognise verbal or implied contracts for employment. Only the CEO of E-MAS has the authority to enter into any agreement of employment for specific duration. Such employment agreements will only be valid and binding on E-MAS when the agreement is set forth in a written document signed by you and the CEO.

The handbook, policies, procedures, or any other related documents or part of it should not be duplicated / photocopied and the contents should not be revealed to any other person/s other than E-MAS employees.

Employee's Name, Employee ID : _____
& Signature

Date : _____

Witness Name, Employee ID : _____
& Signature
[IS or HRD Executive]

A duly signed copy of this Acknowledgement to reach HRD within 7 days from the date of receipt of this Handbook.