

ERL MAINTENANCE SUPPORT SDN BHD

(Company No. 498574-T)



HUMAN RESOURCE DEPARTMENT

HRD TERMS AND DEFINITIONS

Ref. No. G00.OMH.M10580.ZG.1002.F

TERMS/ ABBREVIATIONS	DEFINITIONS
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TERMS/ ABBREVIATIONS	DEFINITIONS
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1 A

AIDS	Acquired Immune Deficiency Syndrome
Appointed Panel Clinics & Hospitals	<p>Refer to Company’s approved/appointed panel clinics and hospitals for :</p> <ul style="list-style-type: none"> • Panel Clinics for outpatient treatment • Panel Clinics for specialist treatment¹ • Panel Hospitals

2 B

Nil

3 C

CEO	Chief Executive Officer
CIMB	Commerce International Merchant Bank – Company designated Banker
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 [http://express50/e-mas_portal/HRD%20MAIN.html]
Critical Training	<p>Critical training is defined, as training that is required to be delivered to the employee in a consistent and scalable manner via defined processes in ensuring that the employee’s tasks/responsibilities are performed to expected standards. This may have a certification issued by the relevant bodies and duration, which requires renewal within specified period of time [as specified by the relevant bodies].</p> <p>HODs are to monitor and ensure that the training is conducted within/before the expiry date of the certification in order to receive the renewal certification. The Department Training Management Procedure¹ to be established and updated where necessary.</p>
CRR/T	Competency Requirement for Recruitment & Training
C & B	Compensation and Benefits

TERMS/ ABBREVIATIONS	DEFINITIONS
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4 D

Dependent	Shall mean any of the following persons:- i] An Employee's spouse [first legal spouse] ii] An Employee's unmarried children up to the age of 19 years. <i>For group insurance definition of "dependent" may defer from the above. As such, please refer to HRD for further details.</i>
Dept Rep	Department Representative

5 E

EA	Earning Assessment
EA55	Employment Act 1955
EPFA91	Employees Provident Fund Act 1991
EPF/KWSP	Employees Provident Fund [also known as Kumpulan Wan Simpanan Pekerja]
Exclusions	Are for treatments and/or claims that the Company would not cover or reimbursed [non-coverage] due to the exclusion clause as stipulated by the Company and/or the TPA for either for outpatient [i.e. clinical and specialist], inpatient [i.e hospitalisation], personal accident insurance, term life insurance, dental and optical
E-MAS	ERL Maintenance and Support Sdn Bhd

6 F

Nil

7 G

GHS	Group Hospitalization and Surgical
GL	Guarantee Letter

TERMS/ ABBREVIATIONS	DEFINITIONS
GPA	Group Personal Accident
GST	Goods and Services Tax
GTL	Group Term Life

8 H

He/His/Himself	Implies both the masculine and feminine gender
HIV	Human Immune Deficiency Virus
HODs	Head of Departments
HRDF/KWPSM	Human Resource Development Fund [also known as Kumpulan Wang Pembangunan Sumber Manusia]
HRD, QMD, SAS, FIN etc	Departments code as per G00.OMQ.M11110.BB.0002.*.
HRD 009/0010/ 0014/0027/0028 /..	HRD Forms [for reference, please refer to Clause 8.1]

9 I

In-house Training	Trainings conducted by E-MAS trainers and to be carried out as below: <ul style="list-style-type: none"> • Internally within E-MAS premises by in-house trainers • Externally within ERLSB/E-MAS premises by E-MAS trainers [as per ERLSB's request]
Inpatient	When an employee is admitted to a panel hospital as a registered inpatient for medically necessary treatment for a covered disability upon recommendation of a physician – Term as Group Hospitalisation & Surgical in employee Compensation & Benefit Package
Insurer / Underwriter	Shall mean the Insurance Provider

TERMS/ ABBREVIATIONS	DEFINITIONS
Internal Training	All trainings provided by external parties and conducted within Company premise by contractors, suppliers or training providers.
IRB/LHDN	Inland Revenue Board [also known as Lembaga Hasil Dalam Negeri]
ITA67	Income Tax Act 1967
IS	Immediate Supervisor

10 J

JD	Job Description
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11 K

Nil

12 L

JD	Leave Administration
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13 M

Nil

14 N

.New Employee	New employee refers to a newly joined employee either to fill in for a new position or in replacement of an employee who has left E-MAS
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15 O

Outpatient	When an employee seek or receive medical care or treatment without being hospitalized either for panel general practitioner or panel specialist treatment. Term as Medical – Clinical Visits in employee Compensation & Benefit Package
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TERMS/ ABBREVIATIONS	DEFINITIONS
OM	Organisational Management
OT	Overtime
O&M	Operations and Maintenance

16 P

Payroll Administrator [Pay-A]	HRD personnel responsible for the processing and administration of payroll
PA	Personnel Administrator
Panel Doctor/s	<p>Refer to doctors or registered medical practitioners from Company's approved/appointed for :</p> <ul style="list-style-type: none"> • Panel Clinics for outpatient treatment • Panel Clinics for specialist treatment • Panel Hospitals
PH	These are Company Approved Public Holidays. They are gazetted Public Holidays declared by the Federal Government and State Government and have been identified and approved/announced by the Company at the beginning of each calendar year.
PY	Payroll

17 Q

QEMS	Quality Management Systems
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18 R

Refresher and Retraining	<p>Refresher courses shall be conducted by respective departments, when deemed appropriate by the HOD/IS:</p> <ul style="list-style-type: none"> • On modified portion of a revised procedure. • As a result of an incident where a procedure was not properly observed. <p>Respective HODs are to schedule refresher courses/trainings [advisable to specify duration i.e. once every 12, 18 or 24 months etc] to</p>
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TERMS/ ABBREVIATIONS	DEFINITIONS
	reinforce/strengthen the knowledge and heighten the awareness of the company’s manuals/procedures and application of the instructions to the job. Statutory refresher trainings shall be scheduled within the required duration by the respective department.
Rostering System	The planning and scheduling system for train schedule and shift employee’s roster – shift allowance purposes [eg IVU, Microbus, etc]

19 S

SAP HR	Systems Applications Products for Human Resource [Company’s HR/Payroll system]
SOCSO	Social Security Organization [also know as PERKESO]
STD/PCB	Scheduler Tax Deduction [also known as Potongan Cukai Bulanan]
Statutory Training	Training that is required by law to be undertaken by employee, as per legal / statutory requirements.
SSA69	Employees’ Social Security Act 1969

20 T

TB	Pulmonary Tuberculosis
TPA	Third Party Administrator
Training	When required, employees shall receive training on relevant E-MAS’s documented manuals/procedures [including revision]. The objective of this training is to adequately equip employees for relevant tasks, as they require the knowledge to perform their daily job/responsibilities. Employees must also learn the appropriate skills and attitudes needed to perform their job well. In certain circumstances, an employee may be required to undergo/attend external trainings to enhance/improve on specific knowledge and skills. HOD may propose the said training, subject to availability of sufficient budget and CEO’s approval.

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Training Effectiveness	Measurement of the impact in achieving the learning objectives of the training conducted.
Training Evaluation	The systematic analysis of training to demonstrate whether it has met its objectives in an affective and efficient manner. The effectiveness of the training will be evaluated via written test, observation of employees performing the task in accordance to the manuals/procedures or other methodology as specified by the respective HOD.
Training Needs Analysis [TNA]	TNA is defined as the “Identification of training requirements and the most cost effective means of meeting those requirements”. TNA looks at each aspect of an operational area so that the initial skills, concepts and attitudes of the human elements of a system can be effectively identified and appropriate training can be specified.

21 U

22 V

Nil

23 W

Nil

24 X

Nil

25 Y

Nil

26 Z

Nil

27 Change Record and Configuration Control

F	17/10/2017	New Terms and definition	Ummi Amirah
E	7/9/2017	Reformat and use new document template	Nor Hashimah Basri
D			

TERMS/ ABBREVIATIONS	DEFINITIONS		
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C			
B			
A			
Revision	Date	Modification	Name