



Synergy House Berhad Group of Companies - Human Resource & Admin Policy



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1.0 Compensation and Benefits

The contribution by our employees to our business is the key to our success and it is our utmost priority to reward them accordingly.

Compensations and benefits in Synergy House Berhad are fair and have no structural compensation differences between genders. Furthermore, compensation and benefits will always comply with local legislation and collective agreements.

Equal compensation for work and equal value applies. The compensation levels in Synergy House Berhad should primarily reflect the competence, responsibility, and contribution of the employee.

This policy declares the basic principles and the locally regulated minimum standards for compensation and benefits observed within the company.

All staff of Synergy House Berhad is entitled but not limited to the benefits listed below:

Free Parking

All employees are entitled for free parking on office premises.

Medical Claim

Medical claims are capped at RM100 per receipt for all employees. The annual limit for medical claims is based on Employee's Job Grade.

Group Term Life

All Confirmed employees under Synergy House Berhad are insured 24 hours in respect of death & total disablement under Group Term Life (GTL) Policy.

Group Hospital And Surgical Insurance Scheme


All Confirmed employees under Synergy House Berhad are insured under the Group Hospital and Surgical Insurance Scheme.

Laptop

A company laptop is a tool provided to employees based on working needs.

Working Tools

Other than company laptops, other working tools like printer, company phone, stationeries and WiFi devices will be provided to the employees upon request and up to approval based on their job responsibilities.

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Other Allowances

Monthly allowances will be given according to the contract signed between the employee and Synergy House Berhad when applicable.

2.0 Performance and Salary Review

The performance appraisal process at Synergy House Berhad provides a means for discussing, planning and reviewing the performance of each employee.

Annual performance appraisals:

- Help employees clearly define and understand their responsibilities, provide criteria by which their performance will be evaluated and suggest ways in which they can improve performance.
- Identify employees with potential for advancement within the company
- Help managers distribute and achieve departmental goals.
- Provide a fair basis for awarding compensation based on merits and Synergy Points.


Procedure:

Performance Management Plan (PMP)

Each confirmed employee will be assigned 5 five objectives and the performance reviews are conducted by the management twice a year covering the previous 6 months. The performance evaluation will be discussed and signed both by the supervisor (manager of the relevant departments) and the employee to ensure that all strengths, areas for improvement, and goals for the next review period are clearly communicated.

Performance Improvement Plan (PIP)

The purpose of this Performance Improvement Plan (PIP) is to define performance deficiencies, clarify performance expectations, and allow the employee the opportunity to demonstrate their ability to meet the performance expectations outlined below. To facilitate sustained improvement, the following plan has been established. This plan may be modified as necessary depending on the employee’s progress.

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There have 3 steps to the Performance Improvement Plan (PIP):-

Step 1: Improvement Plan: These are the expectations related to performance deficiencies to be improved and addressed.

Step 2: Resources: Listed below are resources available to you to complete your Improvement activities.

Step 3: Progress Updates: Management will monitor performance with regular follow-up meetings.


The PIP does not alter the employment-at-will relationship. Additionally, the contents of this PIP are to remain confidential. Should employees have questions or concerns regarding the content, you will be expected to follow up directly with your supervisor.

The employee is expected to meet with their supervisor/manager to review their progress.

Salary Adjustment

Based on the company's performance, the management will decide if an annual increment will be given. Annual increment is based on the performance of the employee which is at the discretion of the management. Once the decision has been made on salary increment, the management will inform HR to do relevant salary adjustments.

Performance appraisals influence salaries, promotions, and transfers, so it is critical that managers involved be objective in conducting performance reviews and in assigning overall performance ratings.

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3.0 Recruitment

It is the policy of Synergy House Berhad to recruit and retain staff of the highest calibre with the qualifications and experience necessary to provide an efficient and effective working environment to achieve the company goals. This document does not form part of the contract of employment and may be changed from time to time in line with current best practice and statutory requirements or to ensure that business needs are met. Synergy House Berhad recognizes that the achievement of its objectives and the securing of its values are dependent on the recruitment, development, and retention of a skilled and committed workforce. This policy and procedure set out our approach to this. All recruitment and selection activities will be carried out in a fair, consistent, effective, and professional manner as an effective recruitment process contributes directly to the continuing success of the organization.

The shortlisting, interview, and recruitment process follows best practice in relation to equal opportunities.


Recruitment Process:

Whenever there is a need for a vacancy, the relevant department managers will submit a request form in Wrike. The Human Resource department will then review the received position request and discuss the need for the applied vacancy with the top management of the company and update the relevant manager who requested this vacancy on the decision made. If the vacancy request was approved by the top management, the human resource department can now proceed to post the job advertisement online. For any new recruitment that is not budgeted, HR will request the requesting manager to raise for out-of-budget recruitment

Selection Process:

The human resource department will first carry out the first round of screening and filtering the resumes received based on the requirements specified by the relevant manager. The screened and filtered resume will then be shared with relevant managers. If the shortlisted candidate is approved, human resources will then reach out to the candidates via phone to do a pre-interview and make an interview appointment. If the candidate is not approved by relevant managers, the managers need to inform the reason as to why the candidate is rejected and HR will then again screen and filter the resume received.

After the interview process, if the candidate is found suitable by both the interview manager as well as HR, HR will then present the details of the selected candidate to top management. If a second interview is deemed necessary by the top management, the candidate will once again be invited for a second interview. On the contrary, if the top management approved the

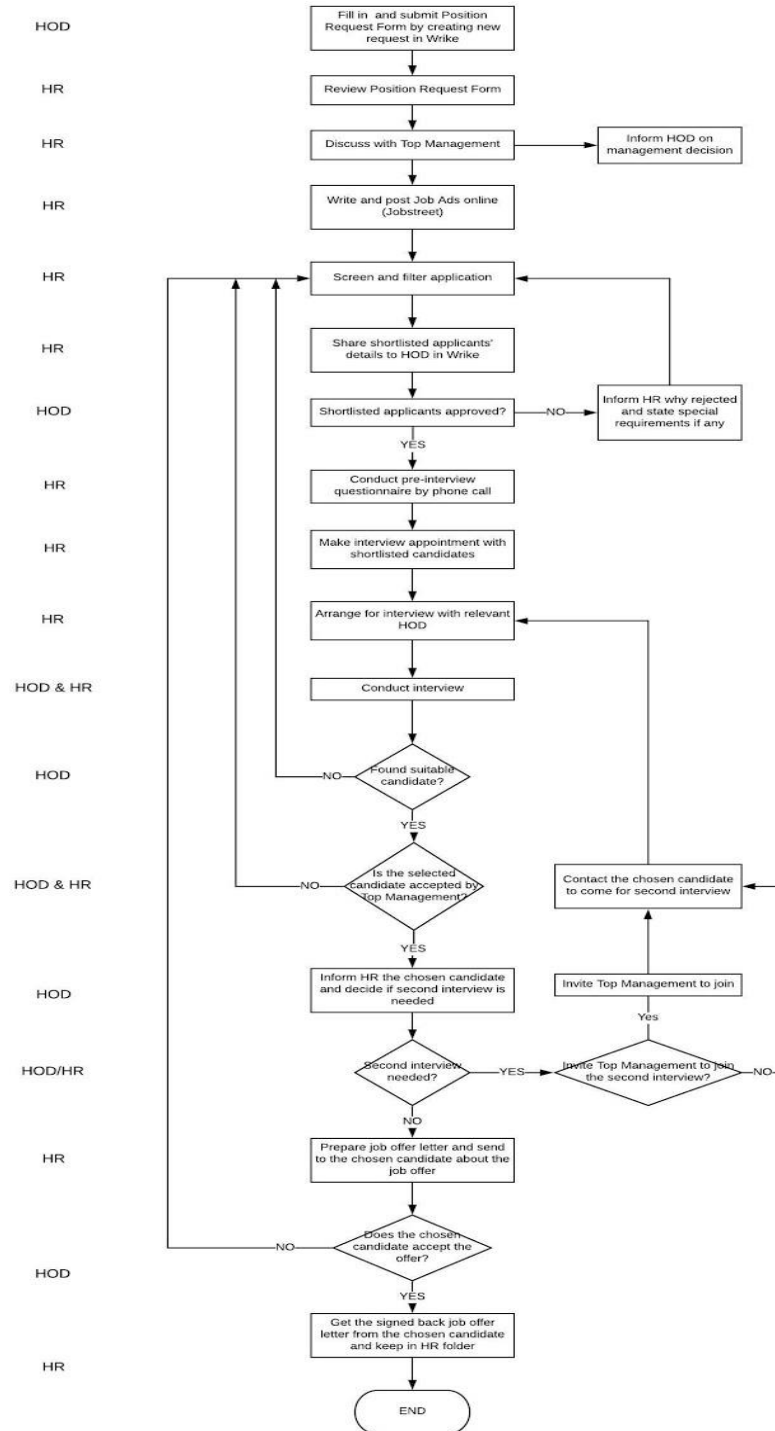
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candidate without requesting a second interview, HR will now have to prepare an offer letter and send it to the selected candidate. If the selected candidate accepts the job offer, HR will have to collect the signed offer later and keep a copy in the HR folder.

In any condition that the candidate's qualifications are not met but the final decision is to hire the candidate, justification to hire to be prepared by the relevant manager and be acknowledged by the Top Management and HR.

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HIRING PROCESS



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4.0 Onboarding

Synergy House Berhad seeks to ensure all employees are effectively and efficiently introduced to their new positions and the relevant policies, systems, and processes of the company in order to perform and develop in their roles.

After the acceptance of the position, HR will begin the on-boarding process to ensure a successful onboarding experience. A one-on-one orientation session will also be held between HR and the newly hired employee in order to make sure that he or she to first make known of the compliance declaration and non-disclosure agreement (NDA) that our company practices for key internal control (KIC) policy which they will need to sign as acknowledgement and proof that they are make known of the company’s KIC. Through this orientation process, newcomers will also possess the knowledge regarding the company culture as well as the platforms and software that are being utilize by the company.


Below is the agenda of onboarding for a new joiner:

No.	Agenda	Descriptions	PIC
1	Laptop	- Laptop setup	IT
2	Email – Microsoft Outlooks	- Email account login - Internal server setup - Overall usage of Microsoft Outlook	IT
3	Wrike	- Creation of Wrike account - Wrike overview and basic understanding	IT
4	Synergy App	- Introduce the usage of Synergy App	HR
5	Company Profile	Briefing company about his or her role in this company that are able to contribute to the success of the vision and mission of the company	HR
6	Company video	-	HR

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7	Photo chart by Department	- Introduce Synergy's member	HR
8	HR Policy	- Sharing Policy	HR
9	HR Benefits	- Sharing Benefits	HR
10	Synergy Point Reward System	- Basic understanding Synergy Point Reward System	HR
11	Synergy Point Explanation	- Basic explain Synergy Point details	HR
12	Insurance Explanation	- Basic explain Insurance details	HR
13	InfoTech	- Basic understanding and usage of InfoTech (Clock in/ clock out, leave applications, claim submission & payslips) - Usage of InfoTech Website	HR
14	Internal Control Policy	- Compliance Declaration - Safety Policy	HR
15	Introduce	- Introduce to all department	HR
14	Safety Briefing	- Showing the EXIT signs around the office	HR

Duration: 4 hours

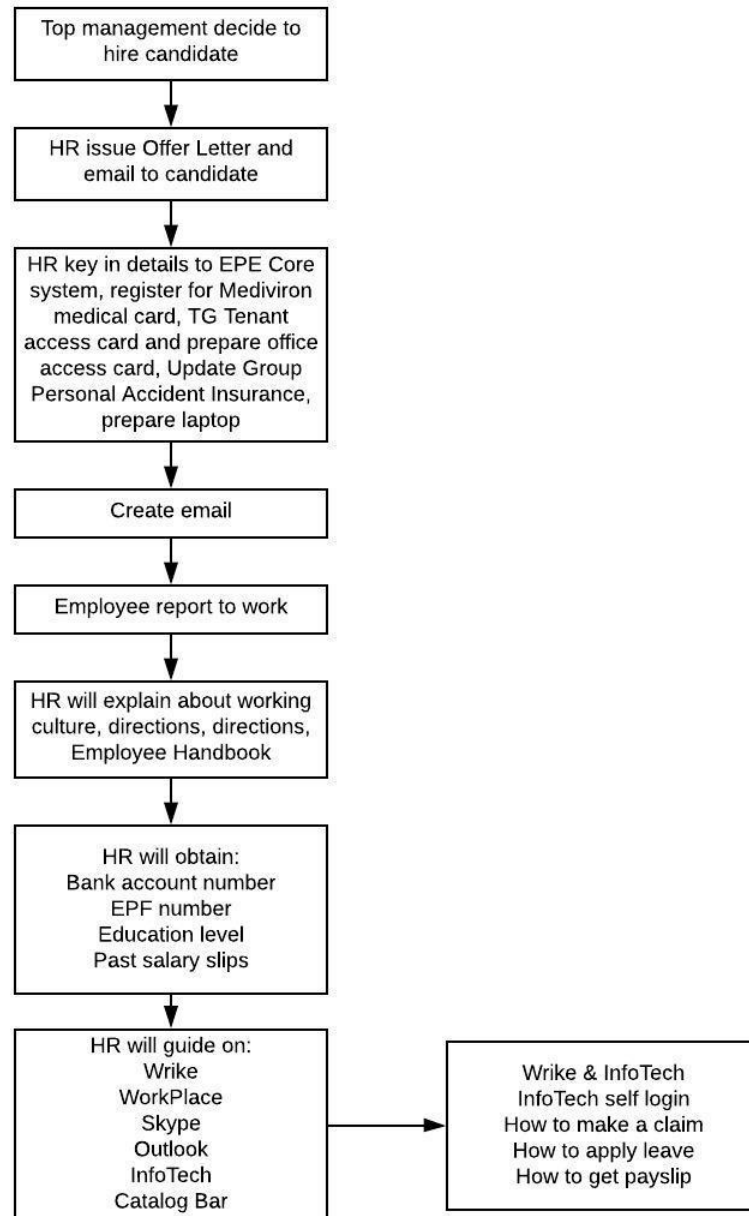
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Employee Onboarding Checklist

- | | | |
|--|--|---|
| <input type="checkbox"/> Laptop
_____ | <input type="checkbox"/> Keys
_____ | <input type="checkbox"/> Hard disk
_____ |
| <input type="checkbox"/> Phone
_____ | <input type="checkbox"/> Car
_____ | <input type="checkbox"/> Thumb drive
_____ |
| <input type="checkbox"/> Sim card
_____ | <input type="checkbox"/> Shell card
_____ | <input type="checkbox"/> Credit card
_____ |
| <input type="checkbox"/> TG Tenant card
_____ | <input type="checkbox"/> Access card
_____ | <input type="checkbox"/> Bank token
_____ |
| <input type="checkbox"/> Laptop bag
_____ | <input type="checkbox"/> Medical card
_____ | |

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New Employee Intergration



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5.0 Dismissal

Synergy House Berhad employees are expected to meet performance standards and conduct themselves appropriately. This policy is intended to provide tools for addressing employee conduct and performance issues in a reasonable, consistent, and effective manner.

Any disciplinary action issued in accordance with this policy must be for just cause under one or more of the three following reasons:

- unsatisfactory job performance; or
- unacceptable personal conduct; or
- bribery/dishonesty and all unethical behavior at work

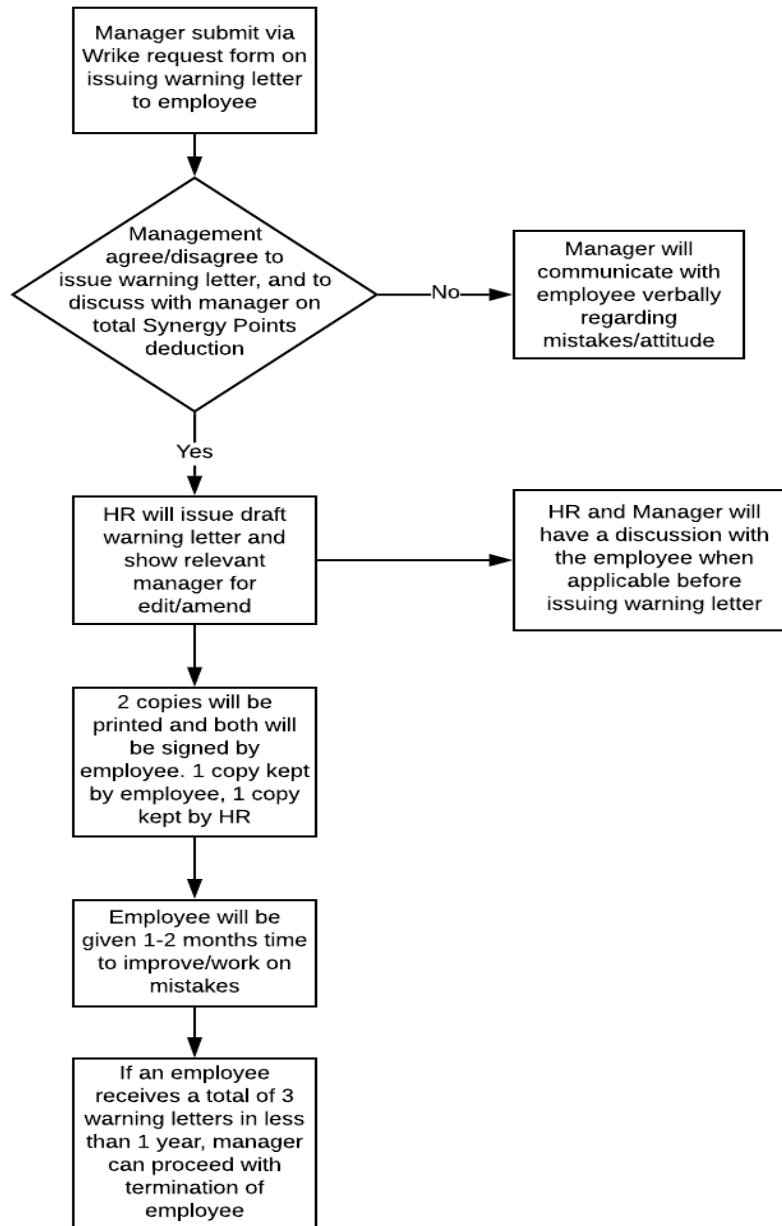
The categories are not mutually exclusive, as certain actions by employees may fall into more than one category, depending upon the facts of each case. No disciplinary action shall be invalid solely because the disciplinary action is labelled incorrectly.


The procedures in this policy provide for progressive discipline to address issues involving unsatisfactory job performance for employees to be given notice of deficiencies and an opportunity to improve them. However, this policy is meant for employees both on-duty and off-duty.

The imposition of any disciplinary action shall comply with the procedural requirements of this policy.

Procedure:

Warning Letter Issuance Flow



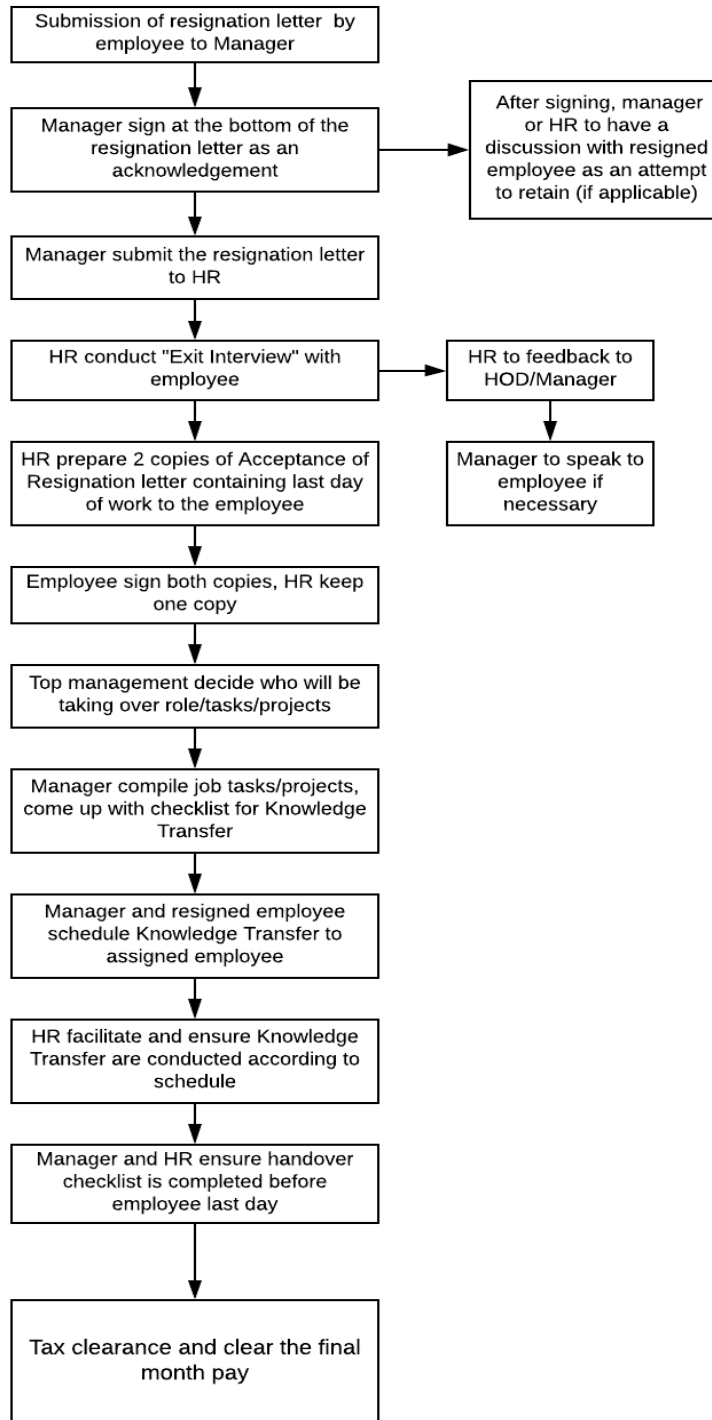
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6.0 Offboarding

The departure of an employee within a company is a natural process of the employee's work cycle. This can be caused either by the employee's resignation or a company induced termination. It is necessary to evaluate if the termination was voluntary resignation or laid off.

Whenever an employee resigns or being terminated, HR will be conducting an investigation via exit interview to evaluate the reason of the departure.

EMPLOYEE RESIGNATION FLOW



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Exit Interview

Name: _____ Date: _____


Employee ID: _____ IC/Passport: _____

Position: _____ Department: _____

These questions should be asked by HR department in a one to one session with resigning employee. Employee is encouraged to answer honestly with no reservations. HR personnel should provide assurance that employee's answers will not affect his/her resignation, pay or exit process.

1. Why are you leaving your current position?
 - I received a more attractive offer in another company
 - I am starting my own business
 - I dislike working here
 - I am unable to commit to this job
 - I can't adapt to the culture here
 - A fellow employee/superior is harassing me
 - I do not like this job
 - Someone in the company forced me to resign
 - Other reasons, please state:

2. Do you think you were well equipped to do your job well?
 - Yes
 - Not enough
 - No

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3. How was your relationship with your reporting manager like?


- Very good
- Average
- Bad

4. What was the biggest factor in you accepting your new job?

5. What did you like most about your job?

6. What did you dislike most about your job?

7. Under what circumstances, if any, would you consider returning to the company?

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8. Do you think management adequately recognised employee contributions? If not, how do you think recognition could be improved?

9. Do you have any concerns about the company you'd like to share?

10. Would you recommend any of your friends and family to work in this company?

- Yes
- No

11. Is there anything else you'd like to add?

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Employee Exit Checklist


Name of employee: _____ Date: _____

Department: _____

- Reason for exit:
- Hand in resignation letter
 Terminated by company
- Temporary layoff

List of company properties to be returned:

- | | | |
|--|--|---|
| <input type="checkbox"/> Laptop
_____ | <input type="checkbox"/> Keys
_____ | <input type="checkbox"/> Hard disk
_____ |
| <input type="checkbox"/> Phone
_____ | <input type="checkbox"/> Car
_____ | <input type="checkbox"/> Thumb drive
_____ |
| <input type="checkbox"/> Sim card
_____ | <input type="checkbox"/> Shell card
_____ | <input type="checkbox"/> Credit card
_____ |
| <input type="checkbox"/> TG Tenant card
_____ | <input type="checkbox"/> Access card
_____ | <input type="checkbox"/> Bank token
_____ |
| <input type="checkbox"/> Laptop bag
_____ | <input type="checkbox"/> Medical card
_____ | |

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7.0 Foreign Employee Employment

Synergy House Berhad makes sure that the non-national employees that we hire come from approved source countries. Synergy House Berhad enters into an agreement with its foreign employees prior to their arrival to Malaysia after fulfilling all the statutory requirements.

The company takes responsibility to ensure the work permits and visa of all foreign employees are in place and renew timely. The company also ensures to provide accommodations and the necessary amenities as required free of cost to the foreign employees.


8.0 Crisis Management Procedure

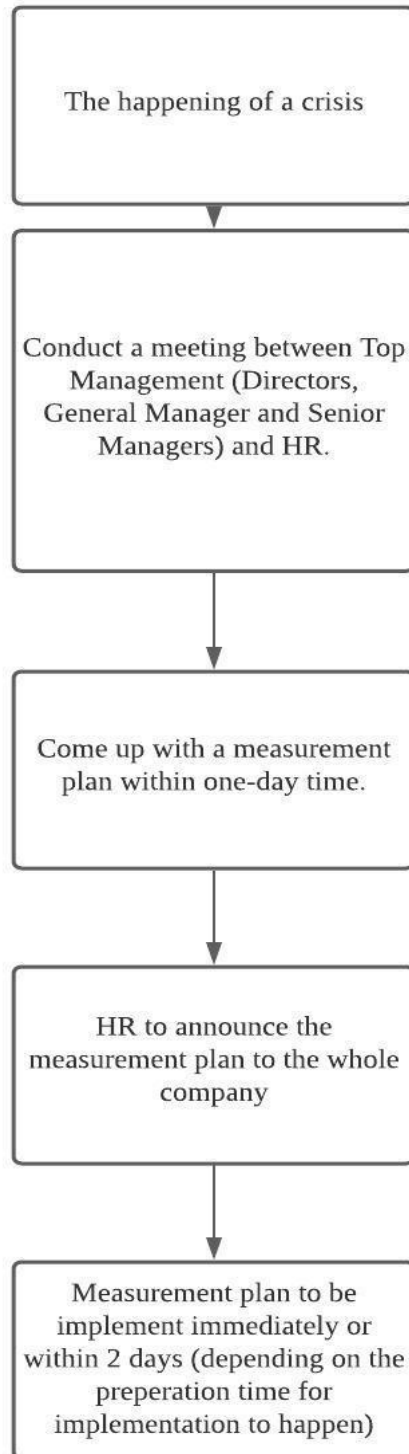
The Crisis Communication Guidelines serve as a guide for the company to respond to unexpected incidents that may bring a risk to the company. The mentioned crisis may include a sudden fire, flood, and the outburst of a pandemic. The purpose of this guideline is to ensure that Synergy House Berhad faces the lowest loss possible in terms of human resources as well as the functionality of a company.


All emergency situations/crises must be immediately addressed by the top management and the HR department to come up with the best solution in facing or handling the crisis that has occurred. The meeting or discussion duration on measure steps should not exceed more than one day.

After coming up with solutions and measurement plans after discussion, HR should make an announcement as soon as possible on the company portal (Wrike), that is visible to all employees. In the announcement, an explanation of the incident, a detailed SOP and commencement date should be included.

The implementation of the SOP should be immediate or to be implemented in the time period of two days after it is being announced (for cases that need more preparation time to adhere to the new SOP).

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9.0 Health and Safety Policy


Synergy House Berhad is committed to providing a safe and healthy work environment for all employees, customers, contractors, visitors, and others who may be affected by our activities.

Synergy House Berhad is committed to the prevention of work-related injury, ill health, and occupational diseases by implementing hazard identification, hazard assessment, and determining control. We promote and continuously improve our safety and health management system and performance.

Synergy House Berhad will comply with all the applicable legal and other requirements from interested parties, wherever we work and strive to maintain and improve our OSH management system.

Synergy House Berhad is committed to achieving the objectives of this policy through the following systems and practices:

1. Ensuring all operations complies with all the applicable legal and other requirements. We must ensure that an effective Safety and Health Plan that addresses the risk in our areas of control is prepared, approved, and implemented, and the people working there comply with the requirements of this policy and the plan.
2. Maintaining relevant safe work systems, procedures, information, safety programs, facilities, equipment, tools, and organizational responsibility and authority to support and communicate effective safety and health practices throughout the organization.
3. Provision of appropriate safety and health training to all relevant persons who are exposed to workplace hazards and risks.
4. Effectively disseminating OSH policy and information to all employees, contractors, and interested parties.
5. Ensure continuous improvement by establishing clear targets and objectives to improve safety and health in the workplace.
6. Promoting and maintaining a positive safety and health culture through encouraging active participation, consultation, and cooperation of all employees, contractors, visitors, and interested parties in developing measures to improve safety and health at work.


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10.0 Admin license application and renewal

Synergy House Berhad is committed and complies with all the applicable legal and other requirements from third parties, wherever we work, and strive to monitor all the application and renewal of License, Certificate, Insurance and etc. (Temporarily License & Permanent License)

Synergy House Berhad is committed to achieving the objectives of this policy through the following systems and practices:

1. Ensuring all application and renewal complies with all the applicable legal and other requirements. We are responsible to collect all the applications and renewals from different department representatives.
2. Responsible and taking reminders of all the applications and renewals one month before the application process are starting
3. Ensure that all the application and renewal of License, Certificate, Insurance and etc. is renewed before the expiry date
4. Responsible to ensure the process of application and renewal application run smoothly
5. Ensure all the documents is filled properly, recorded, updated, and ready to use for other department.

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Admin license application and renewal Process

