

	SALIHIN	Document No: HR-TNC-01	
Title: EMPLOYEES POLICIES & PROCEDURES - GENERAL TERMS AND CONDITIONS		Revision No: 2	Effective Date: 1st JANUARY 2018

1.0 GENERAL TERMS AND CONDITIONS

1.1 GENERAL

- 1.1.1 This manual sets out the Terms and Conditions of service governing all confirmed staff, non-confirmed staff and contract staff of SALIHIN.
- 1.1.2 SALIHIN shall reserve the right to amend or to delete any terms and conditions of service, or any part thereof.

1.2 DEFINITIONS

- 1.2.1 “SALIHIN” means the company and its related companies.
- 1.2.2 “The Board of Directors” of “The Board” means all Directors of the company as a body or quorum of Directors present at MCM.
- 1.2.3 “Confirmed Staff” means employees who have successfully completed the probationary period and are confirmed in the Company’s service.
- 1.2.4 “Non Confirmed Staff” means employees newly employed by the company and still undergo a probationary period
- 1.2.5 “Contract Staff” mean employees that employed for a stipulated period agreed by both parties.
- 1.2.6 “Act” shall refer to the Employment Act 1955.
- 1.2.7 All reference to the masculine gender shall include the feminine gender unless otherwise stated.

1.3 APPOINTMENT

An appointment in the SALIHIN is deemed valid only when all of the following are met:

- 1.3.1 Letter of Appointment has been issued by the Company, acknowledged by the staff and returned to the Human Resource Department.
- 1.3.2 The Human Resource Department has received copies of all certificates from the staff

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1.3.3 The staff does not have any obligation with any other company or government body.

1.4 INDUCTION

All new employees are required to attend induction programme to enable them to familiarize and assimilate with the Firm's organizational structure, policies and procedures, and working culture. It is also to brief new employees on their roles, responsibilities and duties.

1.4.1 The induction programme will be organized by Human Resource Division with the cooperation by all the departments for all new employees to ensure that they understand:

- 1) The nature of business and organizational structure of the Company.
- 2) The general terms and conditions of employment and the Company's rules, procedures, policies & benefits.
- 3) The departmental job functions and its key personnel.

Departmental induction will be conducted by the individual Head of Department or its representatives on the department's functions, work-flow processes, employee's Job Description and Standard Operating Procedures.

1.5 PROBATION AND CONFIRMATION

1.5.1 All new staff shall be required to serve a probationary period of three (3) months, whereby for the position of Supervisor and above will be on six (6) months period. At the end of this period, SALIHIN shall reserve the right to confirm, to extend the staff's probation period or to terminate the staff's employment. Confirmation of employment is subject to recommendation by departmental manager through the appraisal process.

1.5.2 SALIHIN reserves the right to extend the probationary period in the event employee's performance is not satisfactory and such extension shall be made in Writing. SALIHIN may at its discretion extend the staff probation period by another period but not exceeding three (3) months in total.

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The employees shall be evaluated on his/her performance before the end of the probationary period. The employee shall be informed of his status of confirmation before the expiry of the probationary period.

1.5.3 Upon completion of the probationary period and/or extension of probationary period, and after satisfied the Company's requirements, an employee shall be confirmed on his position in writing.

1.5.4 Where the performance of the staff is outstanding he may be confirmed before the probation period is over.

1.5.5 SALIHIN reserves the right to terminate an employee due to dissatisfactory performance after the extension of probation period. i.e. by giving the notice as per Letter of Appointment.

SALIHIN reserves the right to terminate an employee due to any guilty of misconduct during the probationary period.

1.5.6 Upon confirmation of employment the probationary period shall be included in the computation for the length of service.

1.5.7 For the purpose of salary adjustment, SALIHIN will take into consideration the 15th as a cut-off date. Any date up to the 15th of any month will be considered the 1st of that month. Any date from the 16th onward will be brought forward to the 1st of the following month.

1.6 PROMOTION

1.6.1 Promotion to a higher category depends on the performance of the individual staff in the year under review, the vacancy available, economic conditions and any other criteria set by the Company.

1.6.2 Upon promotion, the salary of the staff will be adjusted depending on discretion of the company.

1.6.3 The salary, benefits, terms and conditions of service of the higher category shall be effective from the date the staff is promoted.

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1.7 TRANSFER

- 1.7.1 SALIHIN may, at its discretion, transfer a staff to another job, location, section, department, division, branch, subsidiary or associate company in existence or to be set up in the future where the staff's services is required. SALIHIN shall reimburse the staff for expenses incurred in relocating to outstation locations.
- 1.7.2 The salary, terms and conditions of the staff being transferred shall not be less than that of his current entitlement.
- 1.7.3 A confirmed staff being transferred by the Company to a similar capacity of employment shall not be required to serve a period of probation.

1.8 TERMINATION OF EMPLOYMENT

- 1.8.1 Employment may be terminated by either the Company or the staff giving to the other party notice in writing or payment of salary in lieu of such notice, as follows :-

Position	Notice Period for Non confirmed Staff	Notice Period for Confirmed Staff
Senior Manager, Manager, Assistant Manager, Supervisor	30 days	60 days
Senior Executive, Executive, Junior Executive	14 days	30 days
Clerk, Office Assistant, Receptionist, Despatch, Driver	7 days	30 days

- 1.8.2 Payment in lieu of such notice shall be equal to the amount of wages which would have accrued to the staff during the term of such notice or during part of such notice.
- 1.8.3 The number of days of annual leave accrued and still unused at the time of resignation may be accepted to off-set the period of notice required from the staff.

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1.8.4 The Human Resource Department shall conduct exit interview for departing staff, and SALIHIN feedback exit interview form will be distributed to the respective department for necessary action.

1.8.5 If a staff is not diligent in the performance of his duties, or is guilty of a misconduct, the Company reserves the right to terminate the service of the staff after due inquiry, without any compensation whatsoever.

1.8.6 Reemployment of a staff after he has resigned from the Company shall be at the sole discretion of the Company. In case of reemployment, the staff is required to undergo probation and confirmation procedures of the company.

1.8.7 Reemployment of an ex-staff with a record of poor discipline is strictly prohibited.

1.9 RETIREMENT AGE

1.9.1 The retirement age for all employees shall be upon attaining 60 years of age (on the employee 60th birthday).

1.9.2 Reemployment of a staff beyond the retirement age shall be on a contract basis and at the sole discretion of the Company. The terms and conditions of such reemployment shall be determined based on need basis.

1.10 WORKING DAYS AND OFFICE HOURS

Not more than 48 hours per week excluding lunch breaks as per Employment Act 1995 in Section 60A(1).

1.10.1 All staff shall observe the **44** working hours per week as per following:-

- | | | | |
|----|------------------|---|------------------------|
| a) | Monday to Friday | - | 8.30a.m. to 5.30p.m. |
| | Saturday | - | 9.00 a.m. to 1.00 p.m. |

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Saturday is a given off-day by the Firm. Should the Firm decided for any event/training to be held on Saturday any form of excuses will not be attended.

Sunday - Rest Day

Lunch Break

Monday to Thursday - 1.00p.m. to 2.00p.m.

Friday - 1.00 p.m. to 2.30p.m

1.10.2 Employee returning from outstation at night, allowed to clock in not later than 10.00 a.m. in the next morning.

1.10.3 Upper level staff's (manager and above) allowed to clock in not later than 9.30 a.m

1.10.4 In the month of Ramadhan, the working hours vary from 8.00 am to 4.30 pm with half an hour break from 1.00 pm to 1.30 pm.

1.10.5 The above working hours may be revised depending on operational needs.

1.10.6 All staffs are required to clock in and out accordingly for attendance record failing which can be considered absent from work if he/she fails to do so.

1.11 REST DAYS

1.11.1 All staff at the Head Office shall be entitled to a rest day on Sunday. As for staffs attached at the branch office the rest day will follow the same as the state government rest day that is on Friday.

1.11.2 If a staff is compelled to work on a rest day he shall be paid according to the provisions of the Act.

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1.12 PUBLIC HOLIDAYS

- 1.12.1 All staff shall be entitled to paid public holidays on all gazette Federal and State public holidays applicable to the State or Federal Territory in which the staff serves
- 1.12.2 Approval for non-gazette public holidays will be at the sole discretion of the company. All staff shall be informed of such holidays.
- 1.12.3 If a gazette public holiday falls on Saturday it will be treated as normal public holiday.
- 1.12.4 A staff may be required by the company to work on any paid holiday provided the staff is being paid in accordance with the Act.

1.13 CHANGES IN PERSONAL PARTICULARS

- 1.13.1 To ensure that staff personal records with the company are kept up to date, all staff is required to notify the Human Resources Department immediately of any changes to the following:
 - (a) Marital status and particulars of spouse.
 - (b) Address and telephone number/s.
 - (c) Emergency contact person/s and telephone number/s.
 - (d) Birth or death of immediate family members (i.e. children and spouse).
 - (e) Requisition of new academic or professional qualifications

1.14 OFFICE ATTIRE

All staff at all time during office hour must make sure they are in the proper attire as required by the company.

All staff allowed to dress in Smart Casual on Friday. Male and female staffs are allowed to wear smart casual (i.e. jeans, collared t-shirt without characters, tuck-in for male staff at all time), body suit and legging are not accepted.

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For Male Staff only

- 1.14.1 All Male staff should wear long sleeve shirts preferably with tie. However, on Friday staffs are allowed to wear a complete suit of BajuMelayu with black songkok.
- 1.14.2 Neck tie is compulsory to wear for half day (morning) and during meeting, visiting to client premises, attending to seminar/training and any other official occasions.
- 1.14.3 Short sleeve are not allowed for working days. Staff that instructed to go for outstation may use short sleeve or T shirts provided that is use for traveling purpose not for meeting or visiting client premises or government agencies.
- 1.14.4 Staff that instructed to undertake assignment that may need him to have lot of movement such as relocating client document or attending to client to site office may use short sleeve or T shirt preferably office shirt.
- 1.14.5 All staff is not permitted to have hair length lower than the top of their collars. Hair must at all times be well groomed.
- 1.14.6 Sandals are not allowed especially during meeting with client, government agencies, visiting client premises, attending to seminar and visiting government agencies.

For Female Staff Only

- 1.14.7 All female staff should wear BajuKurung or other dress which accordance with current fashion trends that are respectable.
- 1.14.8 Extreme fashion such as Tights, mini skirts and low cut blouses are
- 1.14.9 All staff must make sure that they are always ready at any time required to attend to client or to attend to any government agencies.

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1.15 DRESS CODE

Our current practice we had applied concept office attire for male, female and smart casuals of Friday.

Due to achieve our SALIHIN vision to become = High Value High Income through people and service strategies we recommended to implement Dress Code to introducing and expanding business entities:

Day	Dress Code	Remarks
Monday & Tuesday	Formal Attire/Dress/Baju Kurung	All attire must follow Shariah Compliance
Wednesday	Corporate Shirt	
Thursday	T-Shirt SALIHIN 15 Years	
Friday	Smart Casual/Baju Melayu	

1.16 TRAINING AND DEVELOPMENT

CPD HOURS	Structured	Unstructured
Technical	40	10
Nontechnical	20	10
Total	60	20

1.16.1 Structured refer to internal and external training.

1.16.2 Unstructured refer to reading, conference, weekly Yaasin and tazkirah, knowledge sharing sessions and relevant research.

1.16.3 External Training entitlement under the SALIHIN funding:

Level/Position	No of External Trainings Entitlement
Junior	1
Senior and Above	3
Manager and Above	4
Partner/Director	As per license requirement

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1.17 STATIONERY

1.17.1 Standard office stationery will be provided to all staff. Additional stationery needed must be informed to Administration Department.

1.17.2 Staff are advice to use the stationery at a minimum usage and stationery should not be taken home.

1.18 OFFICE ASSETS

Currently office assets that are mobile consist of:

- a) motor vehicle
- b) laptop
- c) video camera
- d) overhead projector.

1.18.1 Staff at any time may request for the usage of office assets for official purpose only namely traveling to client premises,going outstation, conducting training, undertake assignment at client premises and any other occasion that deem feet.

1.18.2 Application must be made three (3) days in advance from the intended usage date by filling in forms.

1.18.3 Staffs are fully responsible for the safety of the assets during the time permitted.

1.19 UTILITIES AND OTHERS

Staffs are responsible and should contribute to minimize usage of water, electricity and telephone.

1.19.1 Lights and air-condition should be switched off during lunch hours and after office hours.

1.19.2 Computers must be switched of before leaving the office.

1.19.3 Last person who leave the office must make sure all power point, server, air-condition and all electrical appliances has been switched off.

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1.19.4 Telephone calls are to be made for official purpose only.

1.19.5 Facsimile transmission is allowed for office purpose only.

1.19.6 Facsimile transmission is to be used when messages are short, important and urgent. Uneconomical usages are not allowed where alternatively message can be sent via email.

1.20 DUPLICATION AND LOST

1.20.1 Office keys are strictly kept by Management and authorized personnel only.

1.20.2 Staffs who wish to work after office hour or during rest day may obtain the key from the management.

1.20.3 Authorised personnel holding office key are strictly not allowed to give the key to other party without prior approval from management. This is to ensure office is in safe condition at all time.

1.20.4 Duplication of office key is strictly prohibited. Management has the right to determine who is eligible to have the office key.

1.20.5 Loss or damaged of Staff access card because of own negligence will be charged by the firm. The replacement card will cost RM50.

1.21 COMPUTERS AND SOFTWARE

All staff is equipped with computer or laptop and relevant software to undertake their assignment.

1.21.1 The computers are strictly for office usage and purpose only.

1.21.2 All computers are equipped with original software. Installations of illegal software and Video clip are strictly not allowed. Disciplinary action will be taken to those who install illegal software.

1.21.3 All staff is not allowed to chat and play games during office hour.

1.21.4 Duplication of software is strictly not allowed.

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1.21.5 All staff are encourage to take good care of their individual computers

1.21.6 Internet usage is strictly for office purpose only. Staffs that need to use internet for personal reason may use it during office hour or after end of office hour.

1.22 OFFICE AREA

1.22.1 All staff is responsible and should contribute to create a conducive working environment.

1.22.2 All staff must make sure at all time their working are clean. All unwanted papers and boxes are to be disposed of immediately.

1.22.3 Client document and files that are not in used are to be return to client immediately. While returning the said documents to client(s) kindly make sure list of document and acknowledge copy been prepared accordingly .

1.22.4 Office area is a non smoking area inclusive of gent's room.

1.22.5 All staff at all time must make sure pantry, toilets, praying room, common working areas, stair case and corridor are always clean and in healthy environment.