

# B E S H O M

## Human Resource Online System

### Employee Handbook (Updated OCTOBER 2024)

[<< Previous](#)

[Read all](#)

[Content](#)

[Print](#)

[Next >>](#)

## 5. Benefits

### 5.1 EMPLOYEE PROVIDENT FUND (EPF)

Contributions will be made to the Employees Provident Fund by both the Company and employee according to the standard table of contributions provided by the EPF Board.

### 5.2 SOCIAL SECURITY ORGANISATION (SOCSO)

Contributions will be made to the Social Security Organization (SOCSO) by both the Company and Employees based on monthly earning of employees up to ceiling limit of RM6,000 and according to the standard rate provided by SOCSO.

### 5.3 EMPLOYMENT INSURANCE SYSTEM (EIS)

Contribution will be made to the Employment Insurance System (EIS) by both the company and employee from age 18 to 60 years old. The contribution rate is according to the rate provided by PERKESO.

### 5.4 INSURANCE

#### 5.4.1 Group Personal Accident Insurance (GPA)

The Company provides free Group Personal Accident Insurance cover for the benefit of all full time employees excluding contract promoters who suffer death or permanent disablement through accident while in the employment of the Company.

The insurance coverage will be on a 24-hour basis. The categories of insurance coverage and amounts insured are according to individual job grade as follow:

Job Grade	Amount Insured (RM)
1	500,000
2 - 3	300,000
4 - 5	250,000
6 - 7 (managerial level)	180,000
7 - 9	150,000
10	120,000
11 - 12	80,000 or 120,000*
13 - 15	50,000 , 80,000 or 120,000*

(\*staff whose job involved frequent travelling will be insured on the maximum limit)

The Company's responsibility is limited to payment of premium for the insurance policy. In event of an accident resulting in injury for which benefits may be payable, the Company will assist the employee concerned or his legal representatives to make a claim under the policy. The benefits are only available if the same are payable under the policy, and the Company is not liable to pay any benefits not paid by the insurers due to whatever reasons.

If the Company has to incur expenses such as medical, funeral and repatriation expenses, as a result of the accident, the Company is entitled to deduct such expenses from the benefits received from the insurance company.

#### **5.4.2 Group Hospital & Surgical Insurance (GHS)**

The Company provides free Group Hospital & Surgical Expenses Insurance (GHS) cover for the benefit of confirmed employees that are admitted to hospital and/or require surgery.

Group Hospital & Surgical Insurance comes with medical card. Company will distribute the medical card to all confirmed staff.

Any loss of medical card must be reported to the Human Resource Department immediately. The employee is required to bear the administrative cost of RM10/=.

Employee is required to return their medical card to the Human Resource Department upon leaving the Company, such as resign, retire or leave the Company in any circumstances.

The insurance coverage and insured categories are as follows:

<b>Job Grade</b>	<b>Insured Category (Room &amp; Board)</b>
1 - 3	A1 (RM350)
4 - 6	B1 (RM250)
7(managerial level)	C1 (RM220)
7 - 9	D1 (RM200)
10 - 11	E1 (RM150)
12 - 15	F1 (RM100)

The Company also extends the GHS cover for the benefit of the employees' dependents. It is the responsibility of the employee to provide details to the Company of the dependents if they wish to be included in the GHS and notify the Company of any changes. The employee is to bear the full premium incurred for the GHS coverage of their dependants.

### **5.5 MEDICAL BENEFITS**

#### **5.5.1 Company Panel Doctors**

Free medical treatment is provided by the Company's appointed panel doctors. The list of Company's panel doctors is provided in Appendix. Employees must get approval from their department manager or Human Resource Department for the Company Medical Chit and the authorised medical chit must be presented to the Company's panel doctor.

In the absence of the Company's authorised medical chit, employees are required to pay the medical fees. Reimbursement is at the absolute discretion of the Company.

#### **5.5.2 Non-Company Doctors**

Reimbursement of medical fees for visit to non-Company doctors will be at the discretion of the company and based on the following circumstances:

- Emergency cases
- Availability of Company's panel doctors e.g. on Sunday or public holiday, if the company's panel of doctors are closed
- Distance and reasonable travelling time involved

Reimbursement fees for visits to non-Company doctors also extended as follow:

- TCM Practitioner of Hai-O Raya Chain Store and Peking Tongrentang only.
- General dental treatment (limited to four (4) claims a year)
- Health screening (limited to one (1) claim a year and must support with medical report)

Reimbursement of medical fees shall be limited to the below amount. It restricted to one receipt per day and not more than two (2) claims per month. All reimbursement must be accompanied by original receipts.

Job Grade	Maximum Limit
Grade 1 - 3	RM 140/= (includes immediate family*)
Grade 4 - 5#	RM 140/=
Grade 6 - 8	RM 120/=
Grade 9 - 15	RM 100/=

# Medical claim for immediate family is also applicable to General Manager, Assistant General Manager and head of company.

\* immediate family members refers to spouse & children of age 18 years and below.

### 5.5.3 Medical Treatment

Medical benefits include treatment for common ailments e.g. influenza, cough, fever, sore throat, general dental treatment (limited to 4 claims a year) and others but exclude treatment for or related to:

- Use or influence of drugs, alcohol and any other intoxicating substances
- Sexually transmitted diseases, AIDS and related illnesses or conditions
- Medical expenses incurred in maternity, confinement or miscarriage or abortion
- Surgical, dental treatment (orthodontic, related treatment for beauty purpose)
- Beauty treatment and plastic surgery
- Circumcision
- Mental cases
- Self-inflicted injury, injury / illness due to fighting, illegal / immoral activities, dangerous sports / activities, indulgence and intemperate behavior, lack of reasonable care and self-discipline.
- Conditions, illness and diseases existing at the time of joining the Company

### 5.5.4 Medical Check-up

Employee of managerial level (Grade 1-7) is entitled for a medical check-up once every alternate year.

All reimbursement must be submitted to HR Department and supported with original receipt and medical report. Reimbursement limit is as below:

Grade 1-5	Grade 6-7
RM500/= per check-up	RM400/= per check-up

### 5.6 HOSPITALIZATION GIFT

Company will give out the following gift as appreciation to confirmed staff who is hospitalized other than child delivery or related reasons of miscarriage.

- Flower bouquet/ fruit basket cost not more than RM150/= during staff visitation period.
- Company products value not more than RM120/=

#### 5.6.1 Confinement Gift

Company health care products with cost not more than RM100 will be given to confirmed female staff as a token of appreciation in welcoming the new born baby.

### 5.7 COMPASSIONATE LEAVE

On application, confirmed employees may be granted a maximum of three (3) consecutive working days paid compassionate leave on each occasion of death of natural parents, grandparents, parents in law, siblings, spouse or legal children.

Applications must be substantiated with proof document and the employee must, on the day he is unable to report to work, inform his department manager or superior.

In The Event On The Death Of	Bereavement Aid (RM)
Spouse, children & parents	RM200

Parent in laws, siblings & grandparents	RM100
Employee less than 1 year of service	RM1000
Employee with 1 year service & above	RM1000 + 2 months salary

## 5.8 BEREAVEMENT AID

In the event of the demise of employee or employee's natural parents, grandparents, parents in law, siblings, spouse or legal children, a bereavement aid as per table above will be granted by the Company.

On the demise of the employee, bereavement aid of RM1,000 will be granted by the Company to the next-of kin.

Probation employee will not be entitled to any bereavement aid but will be granted one (1) day compassionate leave.

A photocopy of the death certificate is required as proof.

## 5.9 SPECIAL PAID LEAVE

The following special paid leave may be granted to confirmed employees:

- Marriage Leave - three (3) consecutive working days on occasion of employee's first marriage.
- Paternity Leave
  - Eligible male employees will be entitled to 7 consecutive days of Paternity Leave (up to 5 confinements)/ irrespective of number of spouses.
  - Concerned staff shall notify employer on the pregnancy of his spouse at least 30 days from the expected confinement or as early as possible after the birth.
  - Employee is required to submit child's birth certificate to HR department as a supporting document to apply the leave.

## 5.10 MARRIAGE GIFT

Red packet of RM500 will be given to confirmed employee on occasion of their first marriage.

Probation employee will not be entitled to any marriage gift but will be granted one (1) day marriage leave.

A copy of proof document is required for the above entitlement.

## 5.11 STUDY/ EXAM LEAVE

Employees assigned by the Company to undergo training, or for further studies shall be granted study leave and exam leave accordingly. Those who are not being assigned by the Company can apply for no pay study leave. Application for such leave must be accompanied with documentary evidence. Such leave shall be granted at the absolute discretion of the Management subject to exigencies of service.

## 5.12 LONG SERVICE AWARDS

In recognition and appreciation of long service with the Company, employees shall receive long service awards as follows:

10 years' service- long service plaque and RM1,500/=

20 years' service- long service plaque and RM3,000/=

25 years' service- long service plaque and RM4,000/=

30 years' service- long service plaque and RM6,000/=

35 years' service- long service plaque and RM8,000/=

40 years' service-long service plaque, RM10,000/= and watch or Hai-O Cash Voucher or one (1) Smart Gadget with value of RM 2000/=

45 years' service- long service plaque and RM12,000/=

50 years' service -long service plaque, and RM 13,000/= and Hai-O Cash Voucher or one (1) Smart Gadget with value of RM 2000/=

## 5.13 LOAN SCHEME

Confirmed employees are eligible to apply for loan (Hire & Purchase / Personal) from Hai-O Credit & Leasing Sdn Bhd and Sri Pangkor Credit & Leasing Sdn Bhd at preferred interest rates.

Terms and conditions of the loan schemes can be obtained from the mentioned companies.

#### **5.14 PETROL CARD, TRAVELLING/ TELEPHONE REIMBURSEMENT**

The company shall at its sole discretion grant petrol card / traveling / telephone reimbursement according to the job needs of the individual employees. The limit of reimbursement approval is according to job requirement. Reimbursement claim must be supported by official receipts.

#### **5.15 MILEAGE REIMBURSEMENT**

Employees who have to use their own vehicle or take public transport on company's business can claim reimbursement.

Approval by the department manager is required before using own vehicle or public transport on company's business and for the amount of reimbursement claim.

Employee (excluded Salesperson) granted Petrol Card/ Traveling Allowance is not entitle for mileage reimbursement.

Reimbursement amount travelling distance (to and from) shall be as follows:

Type of Transportation/ Travelling distance between	Rate
Car	RM0.60 per kilometer
Motorcycle	RM0.35 per kilometer
Public Transport	As per receipt or amount approve by the department manager whichever is lower
Wisma Hai-O and Wawasan Hai-O	6 kilometer
Wisma Hai-O and Menara Hai-O	75 kilometer

Employees can claim last month reimbursement on first week of each month. Late submission will be rejected.

#### **5.16 TOLL CLAIM**

Employees are required to register an online account for their toll card (Touch n Go) and print out the statement to support the toll claim.

#### **5.17 ACCOMMODATION ROOM RATE & OUTSTATION ALLOWANCE**

Employee excluding sales personnel who are required to go outstation on company business can claim reimbursement for accomodation.

Reimbursement for accommodation per night shall be as per actual expenses or as per below recommended rate. If the room rate exceeds the recommended range, staff must provide valid reasons and get approval from superior.

Job Level (excluding Salesperson)	Room Rate (Twins Sharing)
Manager	RM150-RM200
Executive	RM100-RM150
Non Executive	RM80-RM120

General Manager, Assistant General Manager and those of job grade 1-3 is entitled to single occupancy accommodation for both local and overseas official travelling.

Outstation allowance is payable based on below category of employees. This allowance is not applicable to employees of Grade 1, 2, and 3.

Category of employees	Rate
Salesperson	RM110 per night
Warehouse staff (applicable on weekdays)	RM63 per trip & no overtime claim
- Office staff	Breakfast RM17
- Warehouse staff	Lunch RM23
(applicable for non working Saturday, Sunday and Public Holiday)	Dinner RM23
<b>Remark: This allowance is not applicable to employees of Grade 1,2 and 3.</b>	

**Note:**

Salesperson entitlement for outstation allowance is subjected to the following terms & conditions:

- Travelling made above 70km radius from the resident address of the salesperson.
- Must attached sales/collection generation report to qualify for claims.
- For outstation based salesperson travelling to Head Office for official matter such as meeting or training is excluded.
- Company reserves the absolute right to reject claims that is without supportive valid reasons.

#### **5.17.1 Reimbursement Claim Deadline**

Staff must submit the current month reimbursement by the 5th day of the following month. Accumulation of more than one month's claim is not allowed.

#### **5.18 OVERSEAS REIMBURSEMENT**

Prior travelling overseas, employee must fill in Overseas Travelling Form (BESHOM/GP/FORM12) and obtain approval from Managing Director or Executive Director. Without duly approved traveling form attached, Accounts Department will not proceed the travelling claim further.

Managers who are travelling to ASEAN countries must travel by budget airline. If the manager needs to travel by non-budget airline, please provide justification and obtain approval from superior.

##### **5.18.1 Travelling By Air**

Where an employee, with prior approval of the company, travels by air, in principle he shall travel by Economy Class for overseas official business trips. Employees can claim reimbursement for travelling to and from the airport.

##### **5.18.2 Accommodation Reimbursement**

Where it is necessary for an employee stays overnight while abroad on official business, he shall be entitled to reimbursement for accommodation befitting the nature of business transacted provided that such accommodation shall be at a hotel approved by the company.

Where more than one employee stays overnight while abroad on official business shall be entitled to accommodation on a twin-sharing basis. The Management may however, at its absolute discretion permit an employee a room on a non-sharing basis.

##### **5.18.3 Overseas Meal & Transport Reimbursement**

Employee (Grade 2 - 15) if required to travel overseas in the course of business such as visiting overseas exhibition or similar events, shall be entitled to overseas meal allowance of RM80/= per day inclusive 3 meals including rest day and public holiday. Employee entitled for overseas meal allowance will not be allowed to claim reimbursement for meals separately or vice versa. Employee to claim reimbursement for meals required to state the guest/ supplier attended lunch/ dinner.



If employee claims reimbursement for one meal in a day, i.e. either lunch or dinner, then the employee shall only be entitled to overseas meal allowance of RM40/= per day.

Employees are allowed to claim transport expenses subject to approval by superior.

All reimbursement must be supported by original bills or receipts except for overseas meal allowance.

#### **5.18.4 Laundry Expenses**

Employees are allowed to claim laundry expenses if the duration of their stay exceed 5 nights. Claims must be supported by original bills or receipts.

#### **5.18.5 Cash Advance**

An employee while on official business abroad shall be entitled to cash advance of not more than RM3,000/= per trip. All approved reimbursements incurred shall be deducted from the cash advance and the balance money (if any) is to be returned to the company. All reimbursements must be submitted within one week upon return from the trip.

#### **5.18.6 Visa Application**

Employees are allowed to claim reimbursement on visa application, if required.

#### **5.18.7 Rest Day & Public Holiday**

Employees assigned duty at the exhibition booth if they work on rest day and public holiday shall be entitled to overtime claim or replacement leave. However if assignment is for visitation, the overtime claim and replacement leave entitlement is not applicable.

### **5.19 ENTERTAINMENT EXPENSES**

Entertainment expenditures should be incurred in the course of business. It is applicable to Sales Manager, Company Heads, or Senior Officers. Any entertainment expenses that are non-sales related should be pre-approved by Executive Director or Managing Director.

Prior permission needs to be sought from the Executive Director or Group Treasurer for any one-time entertainment that may cost more than RM1,000/=.

Expenses incurred for such business entertainment must be supported by receipts stating those entertainment and purpose (for those without bill, explanations must be given in writing and must sought superior's signature). Claims, which are found to be excessive or unjustifiable will not be reimbursed and the employee concerned will have to bear the cost.

These expenses should also reflect each department's budget provision.

A claim shall be made, appropriately with bills, through Expenses Reimbursement Form (BESHOM/GP/FORM5) devised for the purpose. The Expenses Reimbursement Form shall first be submitted to the assigned superior / higher authority, who shall subsequently verify and approve the claims.

### **5.20 ANNUAL INCREMENT**

Annual increment shall be at the sole discretion of the Company. It is based on the annual performance appraisal and subject to the approval of the Remuneration Review Committee.

### **5.21 ANNUAL BONUS**

Annual bonus if paid shall be at the sole discretion of the Company. It is based on the company's profitability and the individual's performance and contribution towards the company.

Any employee who tendered resignation or has left service of the company for whatever reason before bonus is declared shall not be eligible to such payment irrespective of the period he has worked during the year for which the bonus is declared.

### **5.22 STAFF INCENTIVE SCHEME**

Qualified employees are also eligible to participate in the company Staff Incentive Scheme. The Scheme was designed in correlation with the performance of each of the company within the Group. The requirements such as revenue and profit target etc are reviewed yearly and subject to the Managing Director's approval.

The Incentive is by way of cash and share option depends on the ESOS Scheme of the Company. The cash incentive, subject to the qualifier requirements will be calculated on yearly basis. Distribution of incentive will be based on job grading, performance and contribution of each staff as well as overall Group's performance. Only confirmed staff who had served the Company for at least 4 months within the reviewed financial year is eligible to qualify for the Incentive Distribution Scheme.

Detail of the Staff Incentive Scheme is stipulated in the Staff Incentive Scheme handbook edited on 31 December 2007.

### **5.23 STAFF PURCHASE**

Every employee, irrespective of his/her grading, is entitled to staff purchase benefit at standard discount rate.

The Company will issue a Hai-O Friendship Card to confirmed staff, it can be used at all Hai-O Chain Store.

However the purchase quota is controlled at the discretion of the Management.

### **5.24 SPORTS & RECREATION**

The recreation club, Kelab Muhibbah is set-up by the employees to provide sports and recreation activities to the employees. This club plays an active role in fostering the relationship between all BESHOM Group employees.

Members of the club will contribute a nominal fee based on a monthly basis to the club. The rate of contribution is as below:

<b>Job Level</b>	<b>Rate of Contribution</b>
Executive Director	RM25
Manager & Executive	RM8
Others	RM5

The Company will also contribute on 1:2 basis based on the total monthly contribution to the club.

### **5.25 BEST EMPLOYEES AWARD**

This award is open to all employees. Employee will select his candidate and submit in nomination form. Invitation for polling will be extended to the manager/head of different company, department and nominator. Every 2 years 1 employee will be chosen from each of the 3 different categories to receive the Best Employees Award.

The 3 different categories are:

1. Manager
2. Non manager
3. Branches/ Outlets (Hai-O Raya chain stores & Sahajidah Hai-O Marketing's branches)

The following criteria will be used to select the Best Employees Award:

- a. What are the employee outstanding performances
- b. How does the employee exemplify the company's corporate value
- c. How does the employee performance contribute to the company

The Best Employee will receive cash prize of RM 3,000/= with a plaque and ONE (1) of the following:

- i. A paid overseas trip arranged by the company



- ii. Computer or smart gadget price NOT more than RM 2,500/=
- iii. Hai-O cash vouchers worth RM 2,500/=

#### **5.26 BEST SALES PERSONNEL AWARD**

This award is open to all sales personnel. Only one (1) sales employees will be selected to receive the Best Sales Personnel Award for the year.

The below criteria will be used to select the Best Sales Personnel Award:

- a. Sales growth rate (%)
- b. Gross profit growth rate (%)

The Best Sales Personnel will receive cash prize of RM 3000/= with a plaque and ONE (1) of the following:

- i. A paid overseas trip arranged by the company
- ii. Computer or smart gadget price NOT more than RM 2,500/=
- iii. Hai-O cash vouchers worth RM 2,500/=

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[<< Previous](#)

[Read all](#)

[Content](#)

[Print](#)

[Next >>](#)