

B E S H O M

Human Resource Online System

Employee Handbook (Updated OCT 2022)

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1. Terms & Conditions of Employment

1.1 PRE-EMPLOYMENT MEDICAL EXAMINATION

All new employees may at the request of the company to undergo a pre-employment medical examination at the Company's panel clinic. Their appointment is subject to being certified medically fit for employment.

1.2 PROBATION

All employees are to undergo probationary period commencing from the date of appointment as follows:

Grade	Probationary Period
1-11	Six (6) months
12-15	Three (3) months

The Company may at its sole discretion extend such probation for a further period not exceeding three (3) months. During the probationary period, both the employee and the Company may terminate employment by prior notice or pay in lieu of notice. All employees will be notified by writing on confirmation.

1.3 CONFIRMATION

During or at the end of the probationary period, the Company may offer in writing permanent employment to those employees who are, in the opinion of the Company, suitable for employment with the Company, or

The Company is entitled to not confirm those employees who, in the opinion of the Company are unsuitable without having to offer any reasons or details for such decision.

1.4 EMPLOYEE PASS (only applicable to Hai-O Raya Bhd's retail staff)

Each new employee will be issued an employee pass. This pass is to be displayed prominently on the person while in the company premises. Any employee pass lost or damaged must be reported immediately to the Hai-O Raya Bhd's Human Resource department. A replacement fee of RM10.00 will be imposed.

1.5 UNIFORM AND DRESS CODE

1.5.1 Dress Code

Employees should be neatly and properly dressed during office hours, jeans, t-shirts and slippers are not allowed in the office on weekdays.

For female employees, culottes, shorts, 'hot pants' or revealing dresses are also not to be worn in the office. The following dress code shall applies:

Male employees - shirt, tie and/or suit

Female employees - blouse, skirt and/or formal trouser suit.

1.5.2 Shoe Subsidy

Confirmed warehouse/ store employees are entitle to RM80/= of shoes subsidy annually.

1.5.3 Uniform

Below table specify the terms and conditions of uniform provision. A refundable deposit will be collected from employees who are provided with uniforms. Employees are required to keep their uniforms clean at all time at their own expense. In the event that the employee leaves the company after receiving the uniforms, the employee is required to return the uniforms to the company and the deposit will be refunded. Should the employee fail to do so, the deposit shall be forfeited deemed as compensation for the uniforms.

Classification (Confirmed Employees)	Uniform Provision	Dress Code Specification
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Manager	1 set of pants suit, and 1 piece Hai-O T-shirt	To be worn on specified official function
Store & Production	3 pieces Hai-O T-shirt	To be worn on working days
Office	1 piece of Hai-O T-shirt	To be worn on specified occasion
Retail	3 pieces Hai-O Chain Store T-Shirt	To be worn on working days. Must match with black colour tailored long pants.

All retail employees must get prior approval if they wish to make any alteration to the uniform, and the alteration cost is to borne by employees.

1.6 SALARY

Employees' are required to open a bank account with below mentioned bank for salary to be credited into their account.

Office Employees	OCBC Bank (Malaysia) Berhad
Others	Public Bank Berhad

Salary is paid net of EPF and SOCSO contributions, EIS contributions, income tax deductions and any other authorized deduction.

1.7 PERFORMANCE APPRAISAL

Performance appraisal / appraisal interview shall be carried out for:

- Confirmation of a probationary employee
- Merit / Promotion appraisal
- Annual merit appraisal

Below are the different categories of appraisal forms & points allocation

Form Type	Appraised Group	Skills Appraisal	Training Requirements	Peer Appraisal	Customer Appraisal	Financial/ Sales Performance	Key Performance	Outlet Performance
A	Subsidiary / Sales Manager	10%				90%		
	Manager	10%					90%	
C	Executive (Grade 7-9)	35%	5%				60%	
D	Non Executive (Acct Dept) (Grade 12-15)	40%					60%	
	Supervisor (Grade 10 & 11)	40%					60%	
	Warehouse / Store Employee	40%					60%	
E	Sales Personnel	40%				60%		
F1	Outlet Incharge Person (Supervisor/ Assistant Supervisor/ Acting Person)	10%	10%			60%	20%	
F2	Herbs Master	10%	10%			60%	20%	
F3	Management Trainee	30%	10%			30%	30%	
G	Herbs Assistant, Retail Assistant	70%	10%			20%		
H	Non Executive (Operations / Customer Service)	20%			20%		60%	
I	Mentee (Recommended Executive / Manager for Promotion)	100%						
J	Multi-level Marketing Branches' Employees	40%					60%	

1.8 TRANSFER

Transfer of employees shall be at the prerogative of the Management and shall not be disputed. Every employee is subject to transfer from one section or department or company or to any location where the Company has operations.

Employees concerned shall be required to hand over their duties formally to the successor prior to the official transfer or re-assignment.

1.9 TRAINING

The Company emphasizes on training as a continuous process on self-development of knowledge, skills and attitude to ensure effective job performance. As such, all employees are required to undergo training when directed.

New employees will undergo an orientation and induction program after commencement of employment conducted by the Training Department or an appointed branch staff who will help the new employees to adapt to the new environment and encouraging teamwork and belongings.

In-house training may be provided from time to time as Management deems fit. Employees may also be sent for external training programs or courses whenever necessary. These employees may be required to serve the Company under a bonding contract for a period that is to be determined by the Company.

Should the employees for whatsoever reason terminate their service with the company during the bonding period, they shall be liable to refund to the Company all training costs and allowances incurred.

Employees are advised to refer to the Training Department on training policies and procedures.

Employees categorized as below are required to fulfill the stated training hours for every financial year.

Category	Training Hours
Managers	16 Hours
Executives	8 Hours
Sales Personnels	8 Hours

1.10 TERMINATION OF EMPLOYEMENT

Notice of termination of employment by either Company or Employee must be given in writing and the requisite period for such shall be:

Grade	During Probation	After Confirmation
1-7 (managerial level)	7 days to 14 days	2 months
7-11	7 days to 14 days	1 month to 2 months
12-15	24 hours to 14 days	1 month to 2 months

Note: Termination notice may vary according to the position or job requirement.

In the event of termination without notice, the terminating party must pay to the other party an equivalent salary in-lieu-of notice. In the case of dismissal for misconduct or contravention of the expressed or implied terms of service, no notice shall be required.

1.11 EXIT INTERVIEW

An employee leaving the Company will be required to attend an exit interview with the superior and also to complete an Exit Interview form. The purpose of this interview is to obtain the real reason of the resignation, any grievances and feedback on the Company's itself.

1.12 CLEARANCE STATEMENT

Employee who is resigning will be required to complete the clearance statement. The purpose of the statement is to ensure proper return of company assets under the possession of the employee during his employment with the company. The superior of the employee concerned will be responsible to ensure the completion of the hand-over, failing which the Company will deduct the cost from the employee's balance salary.

1.13 ANNUAL LEAVE UPON RESIGNATION

Upon tendering notice of resignation, any outstanding earned annual leave of the employees should be applied for and approved prior to it being used to offset the notice period.

The Company encourages the exhaustion of annual leaves during the notice period unless special circumstances require the services of the employee in which case he shall be paid a sum equivalent to his outstanding earned leave.

1.14 RETIREMENT

An employee shall retire upon attaining the age of 60.

The Company may, at its discretion, offer employment on a contractual basis to retired employees subject to being certified medically fit for employment by the Company's panel doctor if required, and subject to terms and conditions of service to be mutually agreed between both parties in writing.

1.15 RETRENCHMENT

The following provisions shall apply to those employees who come within the meaning of employee under the Employment Act and who are declared redundant i.e. whose services are surplus to the Company's requirements.

Retrenchment benefit will be made in accordance with the Employment (Termination and Lay-Off Benefits) Regulations 1980.

1.16 RE-JOINED CONDITION

Employees who left the company voluntarily or through no fault of their own and who make application for re-employment will be given consideration.

- Re-joined
 - break of service within 3 months is allowed continuation of service period and benefits.
 - with break of service more than 3 months, will be considered as new recruit.

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