

Sample for reference only

Copyright © 2001 Hong Kong Institute of Human Resource Management. All rights reserved.

Employees' Handbook

INDEX

INTRODUCTION

1. ENGAGEMENT, DOCUMENTATION, SEPARATION, ETC.

1.1 Engagement

1.2 Documentation

1.3 Period of Employment

1.4 Termination of Contract of Employment

1.5 Retirement

1.6 Certificate of Employment

1.7 Promotion

1.8 Transfer

2. WORK LOCATION, WORKING HOURS

2.1 Work Location

2.2 Working Hours

3. REMUNERATION AND ALLOWANCES

3.1 Salary

3.2 Overtime Compensation

3.3 Annual Bonus

3.4 Housing Allowance

3.5 Children's Education Allowance

3.6 Meal Allowance

3.7 Traveling Allowance

3.8 Special Duty in case of Emergency, During Typhoon or Black Rainstorm Warning

3.9 Standby Allowance

4. LEAVE

4.1 Public Holidays

4.2 Annual Leave

4.3 Sick Leave

4.4 Maternity Leave

4.5 Compensation Leave or Time-off for Overtime Work

4.6 Other Leave

5. BENEFITS

5.1 Medical Benefit

5.2 Dental Scheme

5.3 Life & Accident Insurance

5.4 Retirement Benefit

5.5 Staff Discount

5.6 Long Service Award

6. WELFARE

6.1 Staff Canteen

6.2 Staff Social Club

6.3 Club House

6.4 Holiday Houses

7. TRAINING & DEVELOPMENT

7.1 Training Policies

7.2 New Employee Orientation

7.3 Education Sponsorship

7.4 Overseas Training

8. HEALTH & SAFETY

8.1 Smoking in the Workplace

8.2 Alcohol & Drug Use Policy

8.3 Safety

8.4 Accident at Work

8.5 Employee Compensation for Injury at Work

8.6 Fire

9. ADVERSE WEATHER ARRANGEMENT

9.1 Typhoon

9.2 Black Rainstorm Warning

9.3 Allowance & Reimbursement of Transportation Expenses

10. EMPLOYEE COMMUNICATION

10.1 Notices and Circulars

10.2 Team Briefings

10.3 Staff Opinion Survey

10.4 Consultative Committee

11. HOUSE RULES

11.1 Dress Code

11.2 Office Security

11.3 Attendance

11.4 Punctuality

12. EMPLOYEE CODE OF CONDUCT

12.1 General Conduct & Behaviour

12.2 Corruption, Theft, Fraud and Embezzlement

12.3 Conflicts of Interest

12.4 Confidentiality

12.5 Outside Employment or Business

12.6 Use of Computer and Computer Software Control

13. DISCIPLINE

13.1 Disciplinary Procedure

13.2 Documentation

13.3 Disciplinary Regulations

13.4 Grievance Procedure

13.5 Responsibilities and Duties of the Company's Security Personnel

14. POLICIES APPLYING TO RELATED EMPLOYEES

15. POLICY ON EQUAL EMPLOYMENT OPPORTUNITIES

16. POLICY ON PRIVACY OF PERSONAL DATA

17. GUIDELINES ON SEXUAL HARASSMENT

INTRODUCTION

The objective of this booklet is to set out the main conditions of employment in respect of all employees of the Company whose service is governed hereby.

A copy of the this booklet is given to every employee upon the first day of their reporting for duty.

Clarification on any points which are not fully understood may be obtained by consulting supervisory staff and/or the Human Resources Department.

The following words in this Handbook, unless otherwise specified, shall have the following meanings: -

The “Company” shall mean the xxxx Co., Ltd., the registered office of which is at xxx, Kowloon, Hong Kong SAR.

“Permanent Employee” shall mean an employee who has satisfactorily completed his probationary period on joining the Company and is confirmed of his appointment.

“Dependents” shall mean the spouse and children of an employee as registered in Company records.

“Children” shall mean, for eligibility of benefit, the unmarried children of an employee, under the age of 21 years, for whom the employee is absolutely financially responsible.

“Service” shall mean continuous service (as defined in the Employment Ordinance) within the Company.

“Age” shall be calculated according to Western reckoning.

Words indicating the masculine gender shall be read as applying equally to the feminine gender.

Where there may be any discrepancies or differences of interpretation in this booklet between the English text and the Chinese translation thereof, the English wording shall prevail.

The Company reserves the right to alter and/or amend the contents of this Handbook as circumstances may require.

Alterations and/or amendments will be distributed to all employees as and when such are issued.

1. ENGAGEMENT, DOCUMENTATION, SEPARATION, ETC.

1.1 Engagement

Each applicant must complete an Employment Application Form and submit it to the Human Resources Department. Engagement is dependent on the applicant being interviewed, tested and found suitably qualified for employment.

All new employees are required to pass a medical examination prior to engagement.

Data to be provided by a new employee upon reporting for duty include: -

- (a) Name
- (b) Date and place of birth
- (c) Hong Kong Identity Card Number
- (d) Residential address and contact telephone number
- (e) Name, address and contact telephone number of person to be contacted in case of emergency
- (f) Names and dates of birth of spouse and children
- (g) Educational/professional qualifications
- (h) Employment history

No fees are charged by the Company in connection with the foregoing procedures and any request for fees should be reported immediately to the Human Resources Manager.

1.2 Documentation

1.2.1 General

All data supplied by the employee during and after the engagement process are recorded for the purpose of employee's employment in the Company and in a personal file held in the Human Resources Department.

The contents of this file are confidential and access thereto is restricted to the provisions of the Privacy Ordinance. The absence of false statement of any particulars concerning the employee and/or his dependents may render the employee disqualifying from entitlement of employment related benefits and in some cases liable to disciplinary action.

1.2.2 Change of Personal Particulars

All changes of personal particulars, as detailed below, must be reported to the Company by completing Form No. xxxxxx and forwarded to the Human Resources Department within the period specified by the Company of such change for updating the employee's personal file :-

- (a) Change of employee's name
- (b) Change of employee's Hong Kong Identity Card Number
- (c) Change of employee's residential address and contact telephone number
- (d) Change of name, address and contact telephone number of person to be contacted in case of emergency
- (e) Obtaining additional educational/professional qualifications
- (f) Acquiring of personal skill, e.g. driving, first-aid, etc.
- (g) Change of bank account number for auto payment of salaries

Supporting documents, where appropriate, should be submitted together with the form.

1.3 Period of Employment

Unless you are employed as a temporary employee or on specific terms, you are a member of our permanent staff. The period of employment shall, unless otherwise specified, be initially on probation for three months of such other period as agreed and thereafter unless earlier determined shall continue until the employee's normal retirement date.

An employee does not become a permanent employee until he has successfully completed his period of probation which may be extended beyond the initial period of probation and has been advised in writing accordingly.

1.4 Termination of Contract of Employment

Termination of contract of employment shall be made in writing by either party subject to the following rules:-

1.4.1 By Notice

- (a) During first month of probation:-
No prior notice of payment in lieu is required.
- (b) After first month of probation:-
One week's notice or payment of one week's salary in lieu is required.
- (c) During extended probation:-
One week's notice or payment of one week's salary in lieu is required.
- (d) Upon completion of probation:-
One month's notice or payment of one month's salary in lieu is required.

1.4.2 Without Advance Notice

- (a) Termination of contract without advance notice by the Company (Summary Dismissal)

An employee may be summarily dismissed by the Company without advance notice or payment in lieu:-

- (i) If the employee in relation to his employment:-
 - wilfully disobeyed a lawful and reasonable order; or
 - misconduct himself; or
 - is guilty of fraud or dishonesty; or
 - habitually neglects his duties; or

(ii) on any other grounds on which the Company would be entitled to terminate the contract of employment without notice at common law.

(b) Termination of contract without advance notice by employees

An employee may terminate his contract of employment without advance notice or payment in lieu:-

(i) If he reasonably fears physical danger by violence or disease such as was not contemplated by his contract of employment expressly or by necessary implication;

(ii) If he is subjected to ill treatment by the employer;
or

(iii) On any other ground on which he would be entitled to terminate the contract without notice at common law.

Untaken annual leave to which an employee is entitled shall not be included in the length of notice required to terminate a contract of employment. However, requests from employees to be allowed to take annual or compensation leave in lieu of notice may be considered if the employees are able to make a clean handover.

On leaving the Company, employee must return all the property of the Company including Employee Identity Card, uniforms, books, documents and equipment, etc.

1.5 Retirement

An employee shall retire at the age of 65 unless a separate agreement is made or a new contract of employment is entered into with the Company. Employees who have not reached the retirement age but have completed 10 years of service and have reached the age of 50 or over can apply for early

retirement.

Please refer to the Retirement Benefit Scheme document for details of your entitlement.

1.6 Certificate of Employment

All reference letters referring to your employment with the Company must be requested from the Human Resources department. No employee should write a reference for another employee on Company letterhead or make reference to the other employee's employment with the Company.

1.7 Promotion

Employees are promoted on basis of their performance in the current jobs and the extent to which they demonstrate the attributes required for the higher grade

1.8 Transfer

Employees may be transferred from one department to another, one branch to another or from one job to another, on a temporary or permanent basis, as may be required to suit operational needs. Prior to such transfer, employees will be advised in advance in writing details of the arrangement and the reasons for the transfer. Employees can appeal in writing to their department manager against the transfer.

2. WORK LOCATION, WORKING HOURS

2.1 Work Location

“General Staff” may be required to work at different offices of the Company according to operational requirement.

“Technical Staff” may be required to work at different locations according to operational requirement.

2.2 Working Hours

The established working time for all staff members is 40 hours per week. “Non-shift employees” are normally required to work 5 days a week from Monday to Friday. “Shift employees” will work according to shift roster but will be entitled to a rest day per week. Your employment letter will state if you are required to undertake shift duties.

For non-shift employees, the Company adopts a flexible working hours system. With the approval of their department managers, who have to ensure that their own department has adequate staffing throughout normal office hours, non-shift employees are allowed to adhere to one of the following working hours from Monday to Friday with one-hour lunch break between 12:45 p.m. – 2:15 p.m.:

9:00 a.m. - 6:00 p.m.

9:30 a.m. - 6:30 p.m.

10:00 a.m. - 7:00 p.m.

Each employee is advised of his normal working hours on engagement. Employee's working hours may be re-scheduled by his supervisor to suit operational needs.

Both shift and non-shift employees may be required to work outside your normal working hours as may be necessary to suit operational needs.

3. REMUNERATION AND ALLOWANCES

3.1 Salary

3.1.1 Salary Payment

Salaries are paid in accordance with the Company's grading structure currently in force. Such salaries take into account the employee's education/technical qualifications, experience and degree of responsibility pertinent to the job.

Salaries are paid monthly in arrear by direct credit to the employee's bank account on or before 28th of each month.

Salary advice slips with details of calculations of the salary payable and items of deduction for the month will be issued to the employees prior to payment date. Any query should be referred to the Accounts Department immediately.

3.1.2 Grading Structure

Different grading system applies to "General Staff" and "Technical Staff".

For "General Staff", there are 10 levels from Executive to General Grade, with Grade 1 being the most senior:

Levels	Grades
Executive	1
Senior Manager	2-3
Manager	4-6
General	7-10

For "Technical Staff", there are 5 levels from A5-A1, with A1 being the more senior.

The Company has a salary scale and each of the different grades is placed on the scale. The nature of your work and the level of

responsibility will determine your grade, which will be stated in your employment letter.

3.1.3 Salary Review

Salary scales and individual salaries are reviewed once a year in January. Such review will be performed on the basis of salary surveys on the market as well as your job performance. Salary adjustment for contract staff will be made on the basis of terms and conditions in individual contract.

3.1.4 Employee Performance Review

Employees' salary is adjusted annually accordance to result of their performance review in December each. Periodically performance reviews are carried out to ensure adequate understanding and feedback on employee's performance, identification of areas for and ways of improvement and to agree on training needs.

3.2 Overtime Compensation

Prior approval must be obtained from respective supervisor for working overtime. Overtime for employees at grade 7-10 will be compensated by pay at the following rates:

Categories	Rate of Pay
Category 1 a) For non-shift employees, Monday to Friday starting from an hour after normal working hour to 12:00 midnight and Saturday after 2:00 p.m. b) For shift employees, overtime worked beyond his shift	1.5 times hourly rate
Category 2 a) For non-shift employees, Monday to Friday from 12:00 midnight to 8:00 a.m. the next day, Sunday & public holiday b) For shift employees, his rest day	2 times hourly rate

Overtime for employees at grade 4-6 will be compensated by way of time off. Such compensation leave will only be granted when their department's workload permits. Any overtime not compensated in the form of leave by the end of the calendar year will be paid in the following February at the rate of 1.5 times the employee's hourly rate.

3.3 Annual Bonus

Annual bonus is issued at the end of each December. Employees completing twelve months service are eligible to the annual bonus which is equivalent to one month's salary. Employees with less service, subject to a minimum qualifying period of 1 month's service are paid a pro-rata bonus.

Employees leaving the service of the Company (except under Conditions specified below) before the end of the calendar year, subject to a minimum qualifying period of 1 month's service, are eligible to a pro-rata bonus based on the number of completed calendar months served in the year.

Employees leaving the Company as a result of "Summary Dismissal" as mentioned in Section 1.4.2(a) or resigning to avoid dismissal will not be entitled to bonus.

3.4 Housing Allowance

Employees at grade 3 or above, except for those who are already occupying quarters provided by the Company, is entitled to Housing Allowance irrespective of his spouse's entitlement. The amount of housing allowance will be a pre-determined percentage of the basic salary for each grade as follows:

Grade	Housing allowance (% on basic salary)
1	45%
2	40%
3	30%

3.5 Children's Education Allowance

Employees will be entitled to Children's Education Allowance for each of their children registered in the Company's record, but 2 children at most, who are aged between 3 to 18 and who are attending full-time local education from kindergarten to senior secondary levels in the following types of schools:

- all locally registered kindergartens
- schools shown in the Government's "Approved School List", technical institutes under Vocational Training Council except those studies for which subsistence allowance is granted to students
- special schools under the Education Department of the HKSAR Government

The maximum allowance for each child will be 80% of the school fees.

An employee is allowed to claim the allowance in advance for a single or full term. However the entitlement will cease on the last day of your employment and any allowance paid by the Company in advance for any part of the period subsequent to your last day of employment will be deducted from your final pay or be refunded to the Company.

3.6 Meal Allowance

Employees who work overtime in the following conditions are entitled to claim for meal allowance:

- overtime for 3 consecutive hours from Monday to Saturday;
- overtime for 6 consecutive hours on Sunday or public holidays

Employees who report for duty during typhoon signal no. 8 or black rainstorm warning but are not provided with meals are also eligible for Meal Allowance.

3.7 Traveling Allowance

Non-shift employees who work overtime beyond 11:00 p.m. are eligible to claim for reimbursement of the traveling expenses from office to home. Employees who report for duty during typhoon signal no. 8 or black rainstorm warning but are not provided free transportation are also eligible for reimbursement of traveling expenses.

3.8 Special Duty in case of Emergency, During Typhoon or Black Rainstorm Warning

Employees who are required to report for duty outside office hours in case of emergency will be entitled to an emergency allowance and compensation leave

Please see provisions under Section 9 “Adverse Weather Arrangement” of this handbook outlining the policy on payment of allowance and reimbursement of transportation expenses for employees who are required to report for duty during typhoon signal no. 8 or black rainstorm warning.

3.9 Standby Allowance

Employees who are required to standby for special or emergency duties outside normal working hours will receive an allowance for every standby hours.

4. LEAVE

4.1 Public Holidays

Non-shift employees will be entitled public holidays published in the Government gazette. Shift employees who are required to work on public holidays will be compensated by alternative day off as substitution.

4.2 Annual Leave

Annual leave entitlement, based on completed years of service is as follows:

	Annual Leave Entitlement (Working Days)	
Grade	< 5 Years	≥ 5 Years
1	20	25
2 – 6	15	20
7 – 10	10	15

Accrued annual leave can be taken after you have completed your probation. Except for employees whose entitlement is less than 10 days in the year in which he joins the Company, employees are entitled to a period of 7 consecutive days leave each year. Any unused leave subject to a maximum of 14 days can be carried forward to the next calendar year.

If employee resigns from the Company, annual leave that he is entitled shall not be included in the length of notice required to terminate his contract of employment. The employee is not entitled to take annual leave during the notice period. Please also refer to “Termination of Contract of Employment” under Section 1.4 of this handbook for details.

4.3 Sick Leave

Employees who are not able to report for duty due to illness must notify their immediate supervisor as soon as possible. Sick leave must be certified by a registered doctor or dentist (if appropriate). Employees are entitled to full pay sick leave subject to a maximum of the lesser of 120 days or the number of sickness days that he has accumulated according to provisions in the Employment Ordinance.

4.4 Maternity Leave

Maternity leave is granted in accordance with the relevant section in the Employment Ordinance and maternity leave pay is made as follows:

Leave Period	Rate of Pay
First 6 weeks	Full
Balance of maternity leave	4/5

An employee must give notice to the Company no later than 12 weeks before the expected date of confinement that she intends to take maternity leave.

The maternity leave shall commence 4 weeks prior to the expected date of confinement. However if agreed by the department manager, an employee may take her maternity leave 2-3 weeks prior to the expected date of confinement. If the actual date of confinement takes place later than the expected date so that the maternity leave taken has exceeded 10 weeks, the period between the expected date and the actual date of confinement will be granted as no leave pay. However the employee may use her annual leave entitlement to cover such period.

4.5 Compensation Leave or Time-off for Overtime Work

Employees at grade 4-6 who have worked overtime will be compensated by way of time off. Such compensation leave will only be granted when their department's workload permits. Please also refer to "Overtime Compensation" under Section 3.2 of this handbook for details.

4.6 Other Leave

Employees who have completed probation are entitled to other special leave as follows:

Circumstances	Paid Leave Entitlement
Wedding Leave	2 days
Compassionate Leave – Death of immediate family members (e.g. spouse, parents, children, brothers & sisters)	1 day
Jury Duty	as required by the court
Study Leave - For study of courses relevant to an employee's job prior to taking examination subject to the approval of your department head	2 days per subject but up to maximum of 8 days per calendar year
Examination Leave – For taking examination in respect of a qualification relevant to an employee's job subject to the approval of your department head	actual examination days for first attempt only and subject to a maximum of 4 days per calendar year

5. BENEFITS

5.1 Medical Benefit

On completion of probation, employees can be admitted to the Company's group medical scheme which covers out-patient visits and hospitalization worldwide. The scheme rules and the coverage may change from time to time according to the agreement made between the Company and the medical scheme provider. Please refer to the medical scheme booklet for details of the rules and coverage.

5.2 Dental Scheme

On completion of probation, employees can join the dental scheme on a voluntary basis by making their own contribution of the subscription. Details are given in the dental scheme booklet.

5.3 Life & Accident Insurance

On completion of probation, employees will be included in the Company's group life and personal accident insurance policy the maximum cover under which is a maximum of 24 months salary. Details are given in the life insurance booklet.

5.4 Retirement Benefit

You will be enrolled as a member of the Company's Mandatory Provident Fund Scheme in accordance with the rules and regulations of the MPF Schemes Ordinance.

5.5 Staff Discount

Employees who have completed one year of service with the Company will be entitled to purchase of the Company's product (subject to a maximum of one piece per type of product in a calendar year) at cost. The entitlement will not be carried forward to the following year even if employees have not made any purchase in a calendar year.

5.6 Long Service Award

Long service awards are given to employees who have completed 10 years of service with the firm and who remain in service at the time when the award is presented (usually at the annual dinner). The Company will further award employees who have completed every 5 years' service subsequent to the first 10 years' service.

6. WELFARE

6.1 Staff Canteen

The Company provides staff canteen for employees to enjoy their meal at competitive prices.

6.2 Staff Social Club

On completion of probation, employees automatically become a member of the staff club which is run by a committee comprising of representatives from each department. The club organises social and leisure activities for its members and employees are encouraged to participate in the activities. Information on activities organised is posted on the staff bulletin boards around the workplace and is also available on the intranet.

6.3 Club House

The Company operates a club house located in Mongkok for staff use. Employees can enjoy the facilities (tennis/squash/badminton courts, snooker room, table tennis, activities room, children's indoor play room, cafe) in the club at a minimal charge.

6.4 Holiday Houses

The Company owns several holiday houses in different offshore islands for use by employees. Employees are welcome to apply for use of these facilities. Details of application procedures will be announced from time to time.

7. TRAINING & DEVELOPMENT

7.1 Training Policies

Each employee shall develop their own training objectives and the Company will provide suitable training and development opportunities to assist employees to meet their training objectives as well as achieving business goals. Details of the in-house training programmes will be displayed at the bulletin board from time to time for employees' information.

7.2 New Employee Orientation

Employees are required to attend an orientation programme within the first week of employment. The programme will provide information on the following:

- the Company' s structure and mission,
- the employee' s role in contributing to business success and objective,
- different departments of the Company through a visit around the office,
- the relationship of the employee' s own department with other departments, and
- office procedures

7.3 Education Sponsorship

The Company encourages self-development of employees through the taking up of external training programmes and seminars. Permanent employees who have completed one year of service can apply for Company sponsorship of the external training programmes relevant to their jobs. Prior approval from their department managers is required and employees will be reimbursed the programme fees on their completion of the course of study with passing grades or satisfactory attendance. Such evidence as the tuition receipts and proof of the successful attainment of a certain grade or completion of the programme will be necessary for claiming reimbursement.

Employees taking examinations for acquiring professional qualifications relevant to their jobs can apply for reimbursement of the examination fees from the Company.

The amount of reimbursement ranges from 30% to 100% of the total cost, depending on the benefits and relevance of such training or examinations to the Company as well as the individual employee. However if employee leaves the Company within 12 months after the completion of the training programme in respect of which the employee has claimed reimbursement, the employee is required to repay the Company.

7.4 Overseas Training

The Company will absorb all reasonable expenses for employees who have been approved to attend an overseas training programme.

8. HEALTH & SAFETY

The Company undertakes to safeguard the health and safety of its employees and expects all employees to strictly observe the Company's health & safety policies.

8.1 Smoking in the Workplace

The Company undertakes to provide a healthy working environment for its employees. Smoking inside the office including lift lobby and toilet is strictly prohibited. Employees should ensure that their guests/visitors also adhere to the same rules while they are in the office.

8.2 Alcohol & Drug Use Policy

It is considered that alcohol, drug or other substance abuse by employees will impair their health, their performance and the Company's safety performance, work efficiency as well as productivity. Employees who are addicted to alcohol, drug or other substance and who disclose their problem will not be dismissed provided that they seek immediate medical treatment.

8.3 Safety

To ensure adequate protection for employees against accidents, instructions are issued to departments on safety policies and procedures.

Employees must follow the safe and health measures established by the Company in the Safety Policy Handbook, a copy of which can be obtained from the Health & Safety Officer or the Human Resources Department.

Every supervisor is responsible for ensuring that current safety policies and procedures are made clear to and followed by all employees under him.

Safety is part of every employee's job. It is as much part of his duty to be a safe worker as it is to complete the work assigned to him. If in any doubt, employees should consult his supervisor for advice on safety matters.

8.4 Accident at Work

The following is a guide to the action to be adopted when an accident occurs resulting in injury to a person. These instructions are in no way rigid and employees should use common sense depending on the individual circumstances of any accident.

Minor Accidents

In the event of an employee suffering minor injury, he must report the facts to his supervisor at the earliest opportunity. If it is impractical to report before visiting a clinic or hospital, a report should be made either in person or by telephone before commencing accident leave.

First aid boxes are available at readily accessible locations in the Company. Treatment for minor injuries can be obtained on request to the supervisor in charge at the site of the first aid box nearest to the scene of the accident.

Serious Accidents

In the event of an accident resulting in serious injury, the following immediate action should be taken by the employees who witness the occurrence:-

- (a) Inform the nearest supervisor; if a telephone is readily available, dial 999 and request an ambulance.
- (b) If trained in first aid, render assistance to all injured persons.
- (c) If untrained in first aid, no attempt should be made to render first aid but every endeavour should be made to obtain assistance from doctors or other qualified persons; and

- (d) No attempt should be made to move an injured person, unless such action is absolutely necessary due to hazards such as fire, presence of noxious fumes, danger of drowning, etc.

- (e) The Company's main security control room where appropriate should also be informed of the accident as soon as possible. Should an employee be injured at work or witness any injury at work, the employee should inform their supervisor or department manager as soon as possible. The supervisor or department manager must then report the details of accident to the Human Resources Department within 24 hours.

8.5 Employee Compensation for Injury at Work

Employees who suffer from injury arising out of and in the course of employment are entitled to compensation in accordance with the Employee Compensation Ordinance.

8.6 Fire

Specific instructions in respect of fire occurring in certain buildings or installations are appropriately displayed, and employees must adhere rigidly to these instructions.

The following guide is intended to assist employees to take sensible immediate action when discovering a fire. Circumstances will vary and common sense must be exercised when deciding on the exact course of action to be taken.

- (a) Raise the alarm by activating the nearest fire alarm and by shouting "Fire" continuously.

- (b) If there is a telephone readily available, dial 999 and report the locality of the fire to the Police.

- (c) If the fire is within the capability of portable extinguishers and these are readily available, an attempt should be made to control or extinguish the fire until the arrival of assistance.

- (d) Report the fire to the nearest supervisor.
- (e) Employers not required for fire fighting duties should leave the premises in an orderly manner. They should walk and not run.
- (f) On leaving the premises, employees should assemble as directed by supervisory staff in order that a roll call can be made.
- (g) Lifts must not be used.
- (h) Doors and windows should be closed when leaving a building but should NOT be locked.
- (i) All fires must be reported to the Company' s main security control room as appropriate as soon as possible.

9. ADVERSE WEATHER ARRANGEMENT

9.1 Typhoon

The Company's objective is to endeavour in all possible ways to provide service to customers.

For the purposes of working during typhoons, all employees are classified as follows:-

(a) "N" Personnel

Those employees not required for duty when a typhoon reaches an intensity of signal No. 8 and above.

(b) "T" Personnel

Those employees required for duty during the passage of a typhoon.

Upon the hoisting of typhoon warning signal No. 8 or above, the following procedure will apply:-

(a) "N" Personnel

- will be allowed to return home.
- employees off-duty need not report for duty.
- employees with particular travelling problems may be released earlier at the discretion of their head of department when the Observatory makes the announcement of possible hoisting of typhoon warning signal No.8.

If typhoon signal no. 8 or above is hoisted before 9:00am, employees are not required to report for duty unless specifically required by their supervisor to return to work.

If the signal is lowered before 12:00pm, employees are required to report for duty within 2 hours. If the signal is lowered 3 hours before the end of the employee's normal working hour or the end of their shift, the employee should return to work.

Retail employees are required to return to work if the signal is lowered before 5:00pm. Employees who are unable to do so must inform their supervisor/manager by phone or any other possible means with a valid reason.

(b) "T" Personnel

- will remain on duty until their release reports for duty.
- employees off-duty will report for work according to the pre-determined work schedule.
- engineering staff will be automatically on stand-by.

If for any reason, an employee classified as "T" is unable to report for work, he must make every effort to inform his supervisor.

This summary has been prepared for the guidance of employees. For detailed information, reference should be made to the Typhoon and Rainstorm Procedures issued by individual departments.

9.2 Black Rainstorm Warning

If the black rainstorm warning is in force before the employee's leave home for work, the employee does not need to report for duty unless they are required to perform essential duties or are within the list of employees who have to report for duty during such warning.

If the warning is cleared 3 hours before the end of the employee's normal working hour or their shift, the employee are required to report for duty as long as the traffic permits.

If the black rainstorm warning is in force during working hours or while the employees are already in the office, the employees should continue their work. However, if the employees are working outdoor, they should stay in a safe place and inform their immediate supervisor their location.

9.3 Allowance & Reimbursement of Transportation Expenses

An allowance equivalent to 3 times hourly rate will be paid to the following employees during typhoon signal no. 8 or above and black rainstorm warning:

- Employees who are requested to continue working to substitute absent employees.
- Operation employees who are required to come to work from home in such difficult weather condition.
- Employees who are required to continue working in the office during typhoon signal no. 8 or above (not applicable to employees who continue to work in the office for safety reason while black rainstorm warning is in force).

Employees who travel to and from work during typhoon signal no. 8 or above or black rainstorm warning can claim for reimbursement of the travelling expenses.

10. EMPLOYEE COMMUNICATION

10.1 Notices and Circulars

News about the Company, notices and announcements are posted on the bulletin boards around your workplace. They are also available to all employees via the intranet and e-mail on a regular basis.

10.2 Team Briefings

Team briefings are held once every month to enhance communication between different hierarchies of employees. Employees being briefed may ask questions or give comments which their manager may address or revert to senior level for further information or decision.

10.3 Staff Opinion Survey

The Company may conduct staff opinion survey twice a year to collect information on employees' attitude and views towards the Company. Employees are encouraged to actively participate in the survey. On the basis of the survey results, the Company will make recommendations for improvement or solution for problems arise as may be necessary.

10.4 Consultative Committee

The Committee will comprise of representatives from management and general staff and is formed to provide channels of communication between these 2 groups of employees. Through this committee, the Company aims at promoting a spirit of co-operation and mutual understanding between the 2 groups and also encouraging employees to understand the activities of the Company.

11. HOUSE RULES

11.1 Dress Code

Certain employees will be required to wear uniform in the course of performing their duties.

Those who are not required to wear uniform are allowed to dress casual on Fridays. However such casual wear as leggings, tank/tube top is considered as inappropriate. On the other hand, it will not be appropriate for employees to dress casual if the employees have a business appointment within or outside the office.

11.2 Office Security

Each employee is issued with an Employee Identify Card through the Human Resources Department on joining the Company. For security reason, all employees are required to display their Employee Identify Card at all times when in Company premises or work places.

The Employee Identity Card is property of the Company and should be returned to the Human Resources Department on leaving the service of the Company. Loss of the card should be reported to the Human Resources Department immediately and a charge of \$200 will be levied for replacement of the card.

Replacement cards are issued on application to the Human Resources Department under the following circumstances:

- (a) Change of employee's name;
- (b) Change of employee's department;
- (c) Mutilated card; or
- (d) Loss of card : the employee is responsible for reporting such loss to the nearest police station and a copy of the relevant police report must accompany the application for a replacement card. In the event of loss of a replacement card, the employee is liable to reimburse the Company for any expands thus incurred.

All doors leading into the offices should be locked after office hours. If

employees have to stay in the office beyond office hours, they should inform the duty security personnel and ensure that the doors are locked after they have left the premises.

11.3 Attendance

If you are unable to report for duty due to sickness or personal reason, you should notify your immediate supervisor, department manager or the Human Resources Department within the first hour of work with a valid reason. If you have to leave during office hours due to sickness or personal reasons, you must obtain prior approval from either of the same parties mentioned above.

11.4 Punctuality

Employees are required to report for duty on time. Habitual late attendance is considered as misconduct and will result in disciplinary action.

12. EMPLOYEE CODE OF CONDUCT

Employees are required to observe the Company's rules and regulations as well as the Code of Conduct in order to maintain the integrity and effectiveness of the Company. If the employee has doubt on any course of action that he will be taking, he should consult his department manager or the Human Resources Department. The key guidelines under the Code of Conduct are listed below:

12.1 General Conduct & Behaviour

Employees are expected to behave in a responsible and professional manner at all times, and to treat their colleagues, customers and third party they come into contact with courtesy and respect.

12.2 Corruption, Theft, Fraud and Embezzlement

Employees should not offer, solicit or accept anything of material value to or from their colleagues, customers, suppliers or other business partner of the Company unless the Company has given its consent. Gifts or favours of a token nature or generally available to others are however acceptable.

Employees are required to report to management through their department manager or the Human Resources Department of incidents or suspected cases of corruption, theft, fraud and embezzlement. Management will make an investigation and report to the police or ICAC if appropriate.

12.3 Conflicts of Interest

On engagement, each employee is required to read and sign the Company's statement of policy governing conflicts of interest.

The policy of the Company with respect to conflicts of interest requires all its employees to avoid any conflict between their personal interest and the interest of the Company in dealing with suppliers, consumers and all other organizations doing or seeking to do business with the Company or any subsidiaries/associates.

12.4 Confidentiality

Employees are not allowed to disclose, exploit or use directly or indirectly confidential information regarding the Company to which they have access as a result of their employment. Failure to observe this rule may lead to summary dismissal without compensation by the Company.

12.5 Outside Employment or Business

Employees are not permitted to undertake outside paid employment or conduct their own business unless prior approval has been obtained from their department manager. Failure to comply with this requirement will lead to summary dismissal by the Company.

12.6 Use of Computer and Computer Software Control

The Company will provide licensed software for use by its employees in performing their duties. Employees are strictly forbidden from installing and using illegal software on the Company's personal computers nor are they permitted to use the Company personal computers for playing games.

13. DISCIPLINE

In order to achieve and maintain efficient operational standards, it is essential that all employees should comply with acceptable standards of conduct. Disciplinary regulations are laid down with the object of protecting the best interests of the Company and its employees.

13.1 Disciplinary Procedure

Disciplinary action against employees may be taken in any of the following ways:-

Verbal Warning

A verbal or informal warning is given to the employee in the first instance or instances of minor offences.

Written Warning

A written or formal reprimand is given to the employee in the first instance of more serious offences or after repeated instances of minor offences. The Company's standard Disciplinary Action Advice form should be used.

Suspension without Pay

A written or formal advice is given in case of serious or persistent breaches of discipline or when criminal procedures have been instituted against the employee. When an employee is suspended from duty, he will not be entitled to any salary payment. Except when criminal proceedings have been instituted against an employee, the maximum period of suspension shall not exceed fourteen days. The Company's standard Disciplinary Action Advice form should be used.

When the criminal proceedings have been instituted against an employee, the suspension shall be extended until the conclusion of the criminal proceeds. If an employee is convicted of a criminal offence, his service with the Company shall be terminated with effect from the date of suspension and he shall not be entitled to any salary payment for such period of suspension. If the employee is acquitted of the criminal charge, he may at the absolute discretion of the respective General Manager of his department be reinstated in his post and paid such salaries in regard to the period of suspension as the General Manager may determine.

Dismissal

An employee may be dismissed in case of serious or persistent breaches of discipline or convicted of a criminal offence.

13.2 Documentation

Details in respect of reprimands and suspensions will be entered in the employee' s personal record where they will remain for a period of one year and two years respectively before being expunged from the record.

13.3 Disciplinary Regulations

An employee who fails to comply with acceptable standards of conduct or is found guilty of committing any of the following offences will render himself liable to disciplinary action:-

- falsifying any Company report or record;
- offering or accepting bribes of any kind, i.e. any gift or inducement offered with the intent to influence an employee' s action in relation to his employment;
- removing Company property, records or other materials from Company premises without proper written authorization;
- removing or interfering in any way with the personal property of fellow employees;
- violating any safety rules or engaging in any conduct which tends to create a safety hazard;
- indulging in threatening behaviour or fighting on Company premises,

vehicles, or work-sites;

- using profane or abusive language on Company premises, vehicles or work-sites;
- abusing or destroying Company property, tools or equipment;
- indulging in immoral conduct of any sort of Company premises, vehicles or work-sites;
- gambling on Company premises, vehicles or work-sites;
- being absent or late from work without authorization;
- failing to display his Employee Identity Card in the course of his duties;
- allowing any person to use his Employee Identity Card at any time for any purpose;
- failing to wear Company uniform when required to do so;
- wilfully neglecting duties or refusing to accept reasonable, lawful orders or perform work assigned to him by supervisory staff;
- failing to comply with Company notices prohibiting specific acts e.g. smoking, entry to certain areas or buildings;
- borrowing, attempting to borrow, lending, or attempting to lend money or valuable securities on Company premises, vehicles or work-sites;
- organizing collections (other than collections for the making of presentations to employees on any specific occasion, e.g. retirement, etc.) soliciting subscriptions, canvassing for trade or indulging in similar activities without first obtaining written permission from the respective General Manager;
- undertaking work for any other organization, company or persons without first obtaining written permission from the respective General Manager;
- conducting any personal business during working hours;
- advocating any form of political ideology to fellow employees on Company premises, vehicles, or work-sites;
- posting any notices on Company notice boards or Company premises, vehicles, or work-sites without prior written approval from the Company;
- refusing to obey reasonable and lawful orders from a member of the Company' s security personnel;
- refusing to agree to be searched when so requested by a member of the Company' s security personnel or supervisory staff;

The Company will report to the police and instantly dismiss any employees who are found to have used, possessed, or trafficked of illegal drugs or drug-taking equipment while they are performing their duties or when they

are in the office premises. Employees should not use, sell, possess or distribute alcoholic beverages in the office premises.

13.4 Grievance Procedure

An employee, who feels that he has been unjustly dealt with in any disciplinary matter or unfairly treated in any way, may have his case reviewed as follows:-

- (a) Apply in writing to his head of department, through his supervisor, requesting an interview. The application must state the reason(w) for the request.
- (b) If, after the interview with his head of department, the employee is not satisfied, he has the right to request that his case be submitted to the General Manager of his department. Such request must be in writing and forwarded to the respective Human Resources Manager through the employee's head of department. The respective General Manager's decision on the case is final.

13.5 Responsibilities and Duties of the Company's Security Personnel

The Company's security personnel are responsible for the protection of Company property of all kinds, from loss by theft, fraud, fire, damage and waste. Duties of the Company's security personnel include building and site patrol, gate control, fire protection, traffic control and investigation of alleged mal-practices.

The Company reserves the right to require an employee to submit to search and/or inspection of any bag, package, parcel or tool box in his possession and any vehicle in which he may be traveling in the event of entering or departing the Company premises or work-sites.

Such search and inspection as is considered necessary will be carried out by members of the Company' s security personnel.

From time to time random checks are made and it must be clearly understood that selection for search does not necessarily imply suspicion.

It is also part of the duty of the Company' s security personnel to ensure that each employee complies with all rules and regulations. Co-operation is, therefore, expected from all employees in the execution of their duties.

14. POLICIES APPLYING TO RELATED EMPLOYEES

Employees are required to declare if any of their relatives, such as parents, brothers and sisters, spouse and children, are also working in the Company and if such relationship will create any conflict of interest in the course of performing their duties. They should also declare if any of their relatives are employed in other companies with which the Company has business connection.

15. POLICY ON EQUAL EMPLOYMENT OPPORTUNITIES

The Company offers equal opportunities to candidates and employees, regardless of their sex, nationality, marital status, disability and religious belief, on recruitment, internal transfer and promotion.

On the other hand, an employee, regardless of his/her sex, nationality, marital status, disability and religious belief, is entitled to same benefits and treatment being offered and applied to all other employees.

16. POLICY ON PRIVACY OF PERSONAL DATA

The Company holds data of its employees and their family for the purpose of administration, performance appraisal, and compensation and benefits administration.

An employee can approach the Company in writing for information on whether the Company holds any of his/her personnel data and if so, details of such data. He/she has the right to request for amendment of any data which he/she finds to be incorrect.

17. GUIDELINES ON SEXUAL HARASSMENT

Sexual harassment of our employees by their colleagues is unlawful under the Sex Discrimination Ordinance and the Company will take appropriate disciplinary action against anyone who is in breach of the regulations.

Employees who believe that they have been or are being sexually harassed should inform the offenders that their behaviour is unacceptable and unlawful. They can further lodge their complaints to the Human Resources Department who will investigate thoroughly and confidentially in accordance with the guidelines in handling sexual harassment complaints, a copy is available at the Human Resources Department..