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U13/BD 40170 Shah Alam,
Selangor

EMPLOYEE HANDBOOK

WELCOME TO OUR COMPANY



THE KEY HUB

INTRODUCTION

This Terms and Conditions of Service document covers general terms and conditions of service applicable to all employees of TKH Group Company, effective from June 1, 2024, until replaced or abolished with new terms and conditions of service.

This document serves as a guide and reference in shaping your career with TKH Group. Management has made efforts to prepare this document and has determined that all its contents are company confidential and are intended for internal distribution. Please read each page of this document carefully and if you have any questions, please refer directly to the Human Resources and Administration Department.

TKH Group reserves the right to review, add and amend any policies, rules or any part of the terms deemed necessary according to business operations and market requirements. Such amendments will be announced through circular letters or through any appropriate means from time to time.

This handbook is the property of the company. Before terminating employment, every employee must return this book to the Human Resources & Administration Management department.

TKH VALUE

1

T- Trust in Action

We uphold integrity, transparency and responsibility, ensuring that our words and actions consistently earn the confidence of our team and partners.

**2**

K- Kindles in Growth & Possibility

We ignite potential by encouraging continuous learning, forward thinking, and the courage to explore new opportunities.

**3**

H- Honour with Purpose

We communicate openly, act ethically, and make principled decisions that strengthen our culture and impact.



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Welcome Message 1.1



MR. DAVID

"Director of Company"

Welcome to our Employee Handbook – your go-to resource for navigating the ins and outs of our company. This comprehensive guide is designed to empower you with the information needed to thrive in our workplace.

It's my pleasure to extend a warm welcome to all new and existing members of our TKH Group Sdn Bhd family. Whether you're just joining us or have been with us for some time, your presence and contributions are deeply valued.

At TKH Group, we believe in fostering a culture, collaboration, and growth. Our success is by the collective efforts of each and every member of our team, and I am excited to see the things we will achieve together.

As you on your journey with us, know that you are supported and encouraged to bring your good perspectives, talents, and ideas to the table. Our commitment to excellence and innovation ensures that every voice is heard and every contribution is recognized.

Together, let's continue to push the boundaries, challenge the status and create a workplace that inspires greatness. Thank you for choosing to be a part of our TKH team. I am confident that together, we will reach new heights of success.

Purpose of this handbook

1.2

Purpose :

1

To ensure that the company business interaction should not in any circumstances, tainted by malpractice

2

To answers to common employees' question. Employees will be able to look up the answers

3

To provide guidelines on the manner in which employees should conduct themselves at work places

Note: Human Resources – This Employee Handbook are applied to all Management employees only

Group of Companies are:-

Tripfort (M) Sdn Bhd

Keyhome Accommodation Sdn Bhd

Sinar Rasa Home (M) Sdn Bhd

Rasa Sayang Home Enterprise

TKH Teams 1.3



Tan Kai Hwang
Director



Edward Khor
Director, Keyhome



Zuraidah Yusof
Operation Manager



Muhammad Fahnizam
Assistant Account Manager



Hariz Aiman
Finance Executive

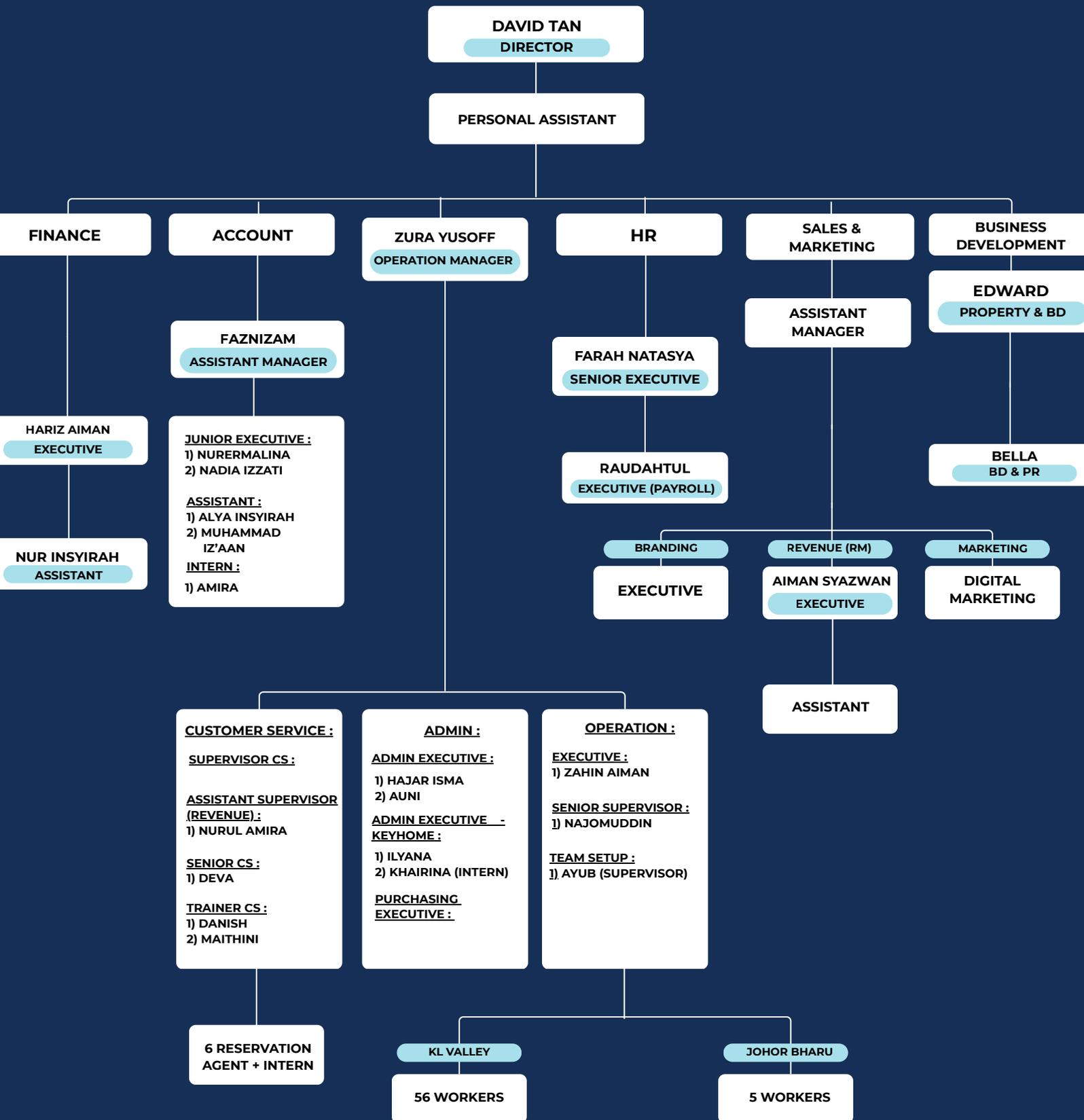


Nur Farah Natasya
Human Resources



Aiman Syazwan
Demand Forecaster

ORGANIZATIONAL STRUCTURE



TKH Vision



To be a world class living ecosystem provider that empower people every tomorrow.



TKH Mission



To provide impactful Living ecosystem solution by developing empowered leaders, fostering trusted partnerships and executing with excellence and sincerity.

Salary Administration

2.1 01 Payment of salary

All salary payment shall be paid on a monthly basis and the payments will be made through the bank designated by the company.

Employee provident fund (EPF) 02 2.2

The company shall contribute to the employee's KWSP the basic 11% for all employees.

2.3 03 Social security contribution (socso)

The company shall contribute to the PERKESO according to the regulations stipulated the Employees' Social Security Organisation ACT. 1969 (Act 4).

2.4

04 Increment and bonus

- The annual increment and bonus payment shall be at the discretion of the Company and shall be based on annual performance appraisal as well as past performance improvement, dependability, attitude. disciplinary action taken to all employment policies and the salary range of the employee's position.
- The annual bonus payment shall be at the discretion of the Company based on company annual profit. The bonus will be percentage of the net profit and to be decided by the Director.
- The approved bonus rate is contingent upon the company Board of Director discretion, determined by the company present financial standing and capacities.

If the bonus payment is announced by TKH, all employees are eligible to receive a bonus on a pro-rata basis except :

- ▶ Newly employees whose confirmation into their positions or probation period has been extended.
- ▶ Employees who have given notice of resignation or are within the notice period on the date of bonus payment announcement or submit resignation notice after the bonus payment announcement but before the bonus payment date.
- ▶ Employees who resign due to misconduct (including misappropriation of company funds, dishonesty) or negligence or are dismissed or terminated due to disciplinary action.

Dress Code Policy (Men)

3.1

- Uniform must be smart casual and formal (Slacks, shirt with collar, sweater, kurta, baju melayu)
- Short pants and pajamas are not allowed
- Hair must be clean and well maintained



Dress Code Policy (Women)

The company values professionalism and maintains a dress code that ensures a respectful and appropriate work environment. Female employees are expected to dress in a manner that reflects the professional nature of our workplace. Clothing should not be overly revealing, provocative. This includes, but is not limited to, excessively low-cut tops, mini skirts, tight-fitting clothing, sheer or see-through fabrics, and clothing with suggestive slogans.

- Uniform must be smart casual and formal (baju kurung, blouse, abaya, shirt long sleeve, slack, skirt length).
- Hair must be clean and neat.



Smoking Policy 3.2

Tripfort maintains a smoke free environment. No smoking or other use (VAPE, POD, E-CIGARETTES) is permitted in office, lift, toilet, pantry or any part of the office. When smoking or otherwise using similar product outside, do not leave cigarette or other traces of litter on the ground or anywhere else. **NO ADDITIONAL BREAKS** policy may be taken for that purpose.

Respecting Workspace Privacy

3.3

- Show consideration for your colleagues workspace and privacy.
- Refrain from taking items belonging to others without their permission.
- Always knock on doors before entering any room.
- Avoid congregating in rooms without any work-related purpose.

Clean and Hygienic Workspaces

3.4

- Clean workspaces contribute to team productivity.
- Uphold office hygiene to prevent workplace illnesses.
- Keep personal belongings organized.
- Promote good hand hygiene among employees.
- Adhere to proper waste disposal procedures.
- Wear a face mask if you're feeling unwell and cover your mouth when coughing or sneezing.

Disciplinary Action 3.5

The Company takes disciplinary matters very seriously and will exact discipline as it sees fit for any unacceptable action or behaviour. These may include :

- Improper or indecent conduct
- Uncooperative attitude
- Describing behaviors or statement that are harmful to the company environment
- Possession or use of illegal drugs, alcohol.
- Harassment or discrimination of **ANY KIND**
- Violation of company policy
- Excessive lateness or absence
- Politics working environment
- Abuse, perfunctory or unauthorized use of company property

Harassment 3.6

We are committed to providing a work environment that is free of discrimination and harassment of any form. We will not tolerate on any actions, words, jokes, comments by any employee that are based on individual's sex, race, religion, disability, and any other legally protected or non-protected characteristics.

Abusive Language

Employees should pay attention to use the nice word in the office with colleagues and use the formal business language while talking to outsiders over the phone, via e-mail or other way of conversation. Using abusive language or dirty words will affect image of the Company (and the person who used it), and affect the mood of other colleagues.

Sexual Harassment

Office workers are more concerned about sexual harassment in office. To avoid putting oneself into this kind of trouble, employees are reminded to always behave themselves and not to use dirty words or tell dirty jokes in front of their colleagues, touch the body of opposite sex unnecessarily, or tease an employee of the other sex indecently. When an employee feels uncomfortable with the words or actions of the other employee, he/she should clearly show his/her objection or inform the manager in charge if necessary.

We encourage the prompt reporting of acts or words of harassment, whether the actions or words are directed against the person making the report, or against another person. Prompt reporting is crucial because it will allow us to take prompt and appropriate action to deal with the problem.

All complaints are considered serious and are dealt with through informal intervention or formal intervention resolution procedures. Disciplinary action will be taken in all cases where there is a finding of responsibility through a formal procedure.

PROBATION AND CONFIRMATION

3.7

▶ All permanent employees are required to serve on probation from the date of appointment to a period of three (2) months.

▶ The probationary period will be extended for another period of not more than three (3) months if the employee's performance does not meet with the company expectations.

▶ The probationary period may be reduced or extended at discretion of the Company.

▶ The company reserves the right to terminate an employee on performance if does not fulfil the company expectations during or at the end of the probationary period or extended probationary period.

Workplace Behavior and Professionalism

➔ Professionalism

Professionalism, for us, means embracing a positive attitude, effective communication, and a strong work ethic. Together, let's create an environment where everyone feels valued, supported, and inspired to bring their best selves to work each day.



➔ Behavior

In our organization, behavior and professionalism go hand in hand. We prioritize a culture of respect, integrity, and collaboration. Your behavior in the workplace is not only a reflection of yourself but also a representation of our collective commitment to excellence.

Employee Benefits 4.1



Panel Clinic

All employees will be eligible to use panel clinic. Employees must provide a medical certificate (MC) and the receipt for coverage medical expenses.



Birthday Month

All full-time employees are eligible for stay for free during the month of birthday with one (1) day stay at our homestay. Valid maximum Pax. This benefit is cannot be exchanged for cash or any other form of compensation.



Staff Price

All employees are eligible to get a 15% discount on the standard room rate for stay at our homestay. Employees must provide proof of employment at the time check -in.

Birthday Celebration

We believe a positive work environment where every team feels valued and appreciated. As part as our commitment to employee, we will have culture small birthday celebration of our employees. Cake cutting and congratulatory messages from team and management.

Career Growth

We are committed to nurturing the career advancement of our employees. We believe that investing in our team members' growth not only benefits them individually but also strengthens our company as a whole.

Reimbursement of petrol 4.2 Claim

Employees can claim petrol or toll if (working outside the area of job duties) as reimbursement for petrol usage and toll fees, using a claim form. Subject to maximum limits according to budget allocation and approval from company management.

The rate of mileage claim (inclusive of toll and parking expenses) is as follow :

Transportation type	Entitlement
Motorcar	RM0.50/km
Motorcycle	RM0.30/km

- Employees must use appropriate, cost-effective transportation and follow the nearest route to the destination for official Tripfort tasks.
- Employees using their own vehicles for official duties will be reimbursed travel allowances.

Employees may be granted Compassionate Leave with pay for a period not exceeding Eight (8) working days per year, the number of days off is determined according to the following events :

Marriage Leave

An employee who has been confirmed and in continues employment with the company for at least (18) months, on the occasion of his 1st legal three (3) working days paid marriage leave while in the service of the company

Compassionate leave

An employee shall be eligible for two (2) working days of compassionate leave per event of a death of a family member (this compassionate leave applies for close family only). Employee should submit a death certificate/Proof of a family member. If an employee failed to submit this, the Company will not pay for the day(s) where the leave.

Covid-19/Influenza

An employees who test positive covid-19/Influenza are required to visit clinic for confirmation. Employees must provide a medical certificate or record test covid-19 from clinic to supervisor/HR before quarantine for (3) working days. If employee not visit clinic for confirmation, we assumption employee are not positive covid-19/Influenza and we count as a Un Paid Leave (UPL) or absent.

- ✦ This leave can only be taken on the day of the event.
- ✦ 'Family member' means **spouse, children, parents and grandparent only.**

5.1

Hours of Work

AN EMPLOYEE IS
REQUIRED TO ADHERE
TO THE NORMAL
WORKING HOURS AS
SPECIFIED BELOW AT
ALL TIMES :



Refer to each individual
employment contract at
company discretion
(Lunch Break : **1 hour**)



Attendance and Punctuality

5.2

Attendance is more than a record of your presence; it's an expression of your commitment to the success of the team and the organization as a whole. It reflects your dedication to contributing your skills, time, and energy to the collective objectives we aim to achieve. Regular attendance of all employees is important to the planning, efficiency and provision of services required by the Company. Absenteeism and tardiness increased the workload of other employees and affects the quality of services.

Time Attendance

- All employees are responsible to thumb print when they start work and thumb print when they finish work.
- If an employee fails to thumb print in or out as required, they should notify Human Resources Department immediately for further investigation and action to be taken.
- Failing to report time worked, not thumb print or misrepresenting working hours may result in discipline up to including termination.

Absenteeism And Notification

Regular attendance of all employees is important to the planning, efficiency and provision of services required by the Company. Absenteeism and tardiness increased the workload of other employees and affects the quality of services.

If an employee is absent without notifying the head of department or Human Resources for three (3) consecutive work days, the employee will be considered to have terminated employment without notice.

It is the responsibility of employees to contact their HR or head of department in advance if they are unable to report to work as scheduled.

PROCEDURE

Absent employees must contact supervisor or human resources as soon as possible and prior to the employee's work starting time on each day of absence.

Upon return to work, the employee shall report immediate to supervisor to further explain the reason for the absence and to provide documentation, if any is needed, to substantiate the absence. Documentation must be completed and submitted on the employee's next working day.

In the event of an absence, supervisor should speak with the employee to find out if the absence was a result of an illness or other emergency. In the event of an illness where a doctor's visit is required, the supervisor or human resources may ask for such documentation from the employee.

If an employee unable to work, at designated time, the employee should immediately notify their supervisor. In the event that an employee is unable to reach their respective supervisor, employee should follow standard department practices for reporting absences.

Resignation and Termination of Employment

5.3

Resignation and termination of employment

An employee intending to resign from the service of the Company is required to give following notices in writing or pay in lieu thereof :

→ **(1) month** notice if the employee has been employed for less than one year on the date on which the notice is given.

→ **(2) months** notice if the employee has been employed for more than one year on the date on which the notice is given.

→ **The Company shall give similar notice to terminate the services of an employee.**

- The termination notice started above shall not be applicable in cases of breach of contract or termination on disciplinary grounds.
- The termination notice period may be reduced or extended at discretion of the Company.

- The company will adhere to any retirement age legislation enacted by the government for private sector employees.
- Employees may choose to retire early at any time after reaching the age of 60 by submitting a written application with two months notice prior to the desired retirement date.
- At the discretion of the company, employees wishing to retire may be offered re-employment on a contractual basis.
- Under certain circumstances, employees may be allowed to retire or be asked to retire earlier than the mandatory retirement date, receiving Retirement Benefits as determined by TKH.

Type of Leave 5.5

Federal and state public holiday

Our company has made the decision to designate only 11 days of public holidays per year. According to Section 60D of the Employment Act, each employee is entitled to these 11 official public holidays as well as any additional days declared as public holidays under Section 8 of the Holidays Act.

- Agong's Birthday
 - Merdeka Day
 - Malaysia Day
 - Sultan's of Selangor Birthday
 - Labor Day
- ◆ An additional six days of public holiday will be determined at the discretion of the company.

Annual Leave

At each beginning of the year, employees are supposed to plan ahead their plan leave for the year. An employee shall be entitled to paid annual leave as follow:

Number of Days	Number of Days	Entitle to Bring Forward
1 - 2 years	8 days	3 days
2 - 5 years	12 days	6 days
5 years and above	16 days	8 days

- ◆ Leave entitlement will be prorated based on your start date.

Annual leave is pro-rated using this formula: **(Number of days of annual leave ÷ 12 months) × Number of completed months of service = Day entitlement.**

An employee should submit Leave Application to manager/supervisor at least 7 days before the leave taken. The manager/supervisor in charge may reject if sees that the application has overlapped with the one of another employee at the time of application is too heavy that the Company cannot afford to release the employee.

SICK LEAVE

The employees are entitled to paid sick leave, which depends on the period of employment.

Thus, those employees whose illness doesn't require hospitalization are entitled to :

Length of Services	Number of Days
1-2 years	14 days
2-5 years	18 days
5 years and above	22 days
Hospitalized	60 days a year (Including the above)

- 98 consecutive days for a female employee involved in the private sector**
(At least 1 year period of employment).
- 7 days paternity leaves for male employee involved in private sector**
(At least 1 year period of employment).

Employee returning to the office after sick leave should submit a doctor's certificate. If an employee failed to submit this certificate, the Company will not pay for the day(s) where the sick leave is applied.

When an employee who is on paid annual leave becomes entitle to sick leave, the sick leave shall be granted and the annual leave shall be deem to be not taken.

An employee is not entitled to pay sick leave during the period of maternity leave.

MATERNITY LEAVE

- All female employees shall be entitled to maternity leave for a maximum period of Ninety Eight (98) consecutive days in accordance with the provision of the Employment Act, 1955.
- The maternity leave may be taken on, before and or immediately after the day of delivery.

5.6

Promotion and
Advancement PoliciesPromotion

The company at its absolute discretion may consider promoting suitable employee to a higher position, which may be available in the company.

An employee selected for promotion shall be required to serve a promotion probationary period of one (1) month.



Confidentiality 5.7

- Employees working in TKH Group are required to keep all commercial information such as Employees will not without the written consent of the Company, disclose or authorise or permit anyone under his direction to disclose to anyone not properly entitled thereto any confidential information relating to the business, operations, sales, financial conditions, price and profit calculations, production, business connections or products of the Company or any affiliate thereof, etc within the office. Documents like manifest or bill of lading copies are strictly forbidden to be taken out of the office, unless pre-approval from the manager.
- Salary package of an employee is regarded as confidential information. No employee should discuss their salary, bonus or increment with other colleagues except to their manager in charge when and if the circumstances arise



Thank You

Employee Handbook Acknowledgment

I acknowledge that I have received a copy of the TKH Group, Inc. Employee Handbook, which contains vital information on the Company's policies, procedures and benefits. I understand that this handbook's policies are intended only as guidelines, not as a contract of employment.

I understand that my employment is on terms and therefore subject to termination, with or without notice or obvious reason, by myself or the Company. Changes to my status may only take the form of a written agreement signed by an authorized member of the Company as well as myself. This agreement supersedes all prior/contemporaneous inconsistent agreements.

I understand that the Company may change its policies, procedures and benefits at any time at its discretion as well as interpret or vary them however it deems appropriate.

I have read (or will read) and agree to abide by all policies and procedures contained therein.

Please Sign Before

Date:

Signature of Employee

