

eXtropia.com pte. ltd.

Employee's Handbook

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1. ABOUT YOUR EMPLOYMENT

1.1 Introduction

Set out in this Employee's Handbook are the conditions of employment for all permanent full-time employees of eXtropa.com pte. Ltd ("the Company").

Our contract of employment is made up as follows:

- i. The letter of offer signed by the successful candidate. This contains the general terms and conditions under which employment in eXtropa is offered.
- ii. Employment Contract
- iii. The rules, procedures, terms and conditions of the service contained in this handbook which will be updated from time to time.
- iv. Any notice of variation sent to the staff member during the term of service.
- v. Other policies and procedures.

It is our intention that, by publishing clear statements of our policies and practices in relation to each person's terms of employment, we can ensure that our principal asset, i.e. our people, are deployed to the maximum mutual benefits.

The principal aims of our staff policies are the selection, development and retention of talented people who are capable of, and committed to, applying their skills in the interest of eXtropa.com pte. ltd.

1.2 Probation and Confirmation

1.2.1 New employees will be placed on a probationary period (or as specified in the employee's letter of offer and employment contract) for mutual assessment of compatibility and performance, not necessarily for salary review. The period of probation will vary with each employee and their personal circumstances.

1.2.2 Employees on probation are entitled to all rights and privileges of permanent employees **except** for the following:

- i. Leave of absence;
- ii. Annual Leave;
- iii. Maternity/Paternity Leave;
- iv. Medical Leave;
- v. Bonuses;
- vi. Medical Benefits;
- vii. Group basic medical insurance (if any); and
- viii. Share options under the Share Option Scheme (if any).

1.2.3 Your Line Manager will assess your performance during the probationary period and determine your suitability for employment confirmation. The probationary period may be extended if your Line Manager deems it necessary.

1.3 Employee Reviews

1.3.1 In order to maintain fair and equitable relationships, every employee's job responsibilities and job performance, housekeeping, and general contribution to the Company are reviewed regularly. If you have any questions regarding your work, you should feel free to ask at any time, even outside the scope of formal reviews.

- 1.3.2 eXtropia's performance review system is based on discussion and feedback from your peer(s) and supervisor(s). You will have your first formal review prior to your employment confirmation and thereafter annually.
- 1.3.3 The reviews will be based on the following criteria and will be carried out with the employee and their relevant heads of department. It is at this time that a constructive discussion should ensue based upon an evaluation of performance.
- i. Salary will not automatically be increased each year. However, the Company shall comply with NWC recommendations in giving annual increments to staff that have completed one year's service. This will allow the "steady" worker to maintain a constant pace without their continued employment being threatened by their salary level.
 - ii. The overall success of eXtropia depends solely on the expertise of individual staff members. Members of staff who perform beyond their responsibilities will be recommended to receive special bonuses at the discretion of the Company, if financial conditions allow.
 - iii. Salary level will be determined by:
 - a. The improved performance in any relevant capabilities including administrative and specific job responsibilities (for example: technical, marketing, sales).
 - b. The ambition shown by the employee balanced with the responsibility shown by that individual.
 - c. Higher scholastic achievements.
 - iv. Bonus levels will be determined through the Company's assessment of the employee's contribution to the improved performance of the Company shown through:
 - a. Outstanding contribution, initiative and/or sacrifice shown by the employee throughout the year.
 - b. Co-operative attitude towards co-workers and colleagues.
 - c. Professionalism, quality and independence of work while promoting a culture of on time and high quality delivery of work.
 - d. Housekeeping – punctuality, time sheet submission, administrative procedures that come with different tasks, adherence to office rules and procedures.

1.4 Cessation of Employment

1.4.1 Notice Period

The following notice period or salary payment in lieu of the notice is required by either the Company or the employee in order to terminate the employee's employment with the Company:

1.4.1.1 For employees on probation - one-day notice is required.

1.4.1.2 For confirmed employees - the notice period is stated in your Employment Contract.

1.4.1.3 For employee who is dismissed under the dismissal clause of the employment contract - no notice period or payment in lieu of notice will be given.

1.4.2 Other Requirements for Cessation of Employment

1.4.2.1 Once a cessation of employment is initiated, it is necessary that the employee returns all company property and makes settlement of all obligations to the Company prior to receiving his final pay.

1.4.2.2 In the case of an employee holding an Employment Pass, the Inland Revenue Authority of Singapore (IRAS) requires one month's notice of their intention to

leave the Company and requires that the Company withhold the employee's one month salary until his/her tax liabilities are fully settled and paid. For employee who is dismissed without notice, the salary for his/her last month of employment with the Company will be withheld for tax clearance.

- 1.4.2.3 For Singapore Permanent Residence, you are not required to settle your tax liabilities upon the cessation of employment but you will be required to provide a letter of undertaking indicating that you will not be leaving the country permanently and you will settle your tax payment on your own.
- 1.4.2.4 The employee will continue to be bound by any non-disclosure agreements signed by the Company.
- 1.4.2.5 A duty officer may be appointed by the Company to assist the employee in packing up his/her personal belongings. The property of the Company shall remain only the property of the Company and shall not be removed from the Company's premises unless under the instruction of the Company's directors. This includes but is not limited to all documents, letters, correspondence, project material, books, equipment, stationery and any other item not expressly mentioned here.
- 1.4.2.6 An employee shall not, either during or after termination of his/her employment, hereunder use, divulge or communicate to any person, or persons, any trade secret of eXtropa or any other confidential information which he/she may receive or obtain in relation to the affairs of eXtropa, to the detriment or prejudice of eXtropa, except in the proper course of his/her duties.

2. HOURS

- 2.1. Normal office hours are from 9am to 6pm, on Mondays to Fridays. The standard working week is 40 hours. This assumes 9 hours a day (including an hour for lunch) and a 5-day work week.
- 2.2. Staff working on-site at a customer site are required to be in the client's office no later than 9am and to leave no earlier than 6pm. While we can maintain a flexible schedule at eXtropa, when working with customers, the utmost professionalism is required.
- 2.3. The office will be closed on public holidays specified by the Singapore Government.
- 2.4. When a staff member is assigned to work overseas (outside of Singapore), he/she will observe the working days and public holidays of the country that they are in. Off-days for having to work overseas on a Singapore public holiday will be granted only on a discretionary basis.
- 2.5. Punctuality is expected of all members of staff. An allowance of 60 minutes flexibility will be given from the contracted time of 9 am with no penalty. However, the employee is expected to make up the time through extended working hours. For example, if an employee arrives at 10 am, the normal working day would be from 10 am to 7 pm.
- 2.6. The intention of the clause 2.5 is not to allow staff to consistently come in later than the Company's office hours but to provide occasional flexibility. The

Company reserves the right to inform the employee whether their presence is necessary to be closer to the standard working hours stipulated in clause 2.1.

- 2.7. Furthermore, if a staff member is going to arrive at work late, he/she should inform one of the team members and advise the time he/she will arrive. The team member should then inform all the staff members by sending an email to localstaff@eXtropia.com
- 2.8. There may be times that employees need to come in late, leave early or be out of the office for a short period of time, especially when projects and work keeps people late or in the office longer than usual. An employee who needs to do so must inform his/her line manager well ahead of time and advise when he/she will be back to the office. If the employee's project is in a critical period, like during a User Acceptance Testing (UAT) period or the 2 weeks following any go-live, he/she will be expected to be contactable in case of an emergency.
- 2.9. Any employee may be required to work beyond the normal hours from time to time to complete their work on schedule.
- 2.10. Absence from duty without any valid reasons or prior approval from the staff member's line manager will result in the deduction of pay for the period of time involved. If your line manager is not available, you should seek approval from the person who is covering the line manager's duties or from one of the executive shareholders.
- 2.11. An employee who is absent for 3 consecutive days without notice or valid reasons would be deemed to have breached the condition of employment and therefore liable for dismissal.
- 2.12. While we remain flexible about different styles of work, working from home is generally discouraged with general preference that employees work in the office during office hours. The work environment, network, and connectivity are all planned to optimize working conditions not just for the individual but also for teamwork. Working from home will be allowed on limited projects and permission would only be granted to reliable senior employees who can be productive without too much supervision, and can work independently. This privilege will have to be denied if other managers or projects require that they be present in the office, or if meetings are organized which require their input and attendance.

3. SALARY

- 3.1 Pay-day occurs generally on the 28th day of every month. Staff salary and terms of employment are to remain strictly confidential. In other words, staff members are required not to discuss salary issues with other fellow staff members.
- 3.2 It is the Company's intention that if economic conditions are favorable, a bonus will be paid to every confirmed full-time staff member at the end of each year, unless otherwise stated in the offer letter or employment contract. If a person is hired during the year, his/her bonus will be pro-rated. If a person leaves or is terminated before the end of a year, he/she will receive no bonus or part thereof for that year unless otherwise stipulated by the management of eXtropia.

3.3 Bonus may be in the way of share options in accordance with any share option scheme as introduced by the directors and updated from time to time. The issue of share options is solely at the discretion of the directors.

3.4 Overtime Pay

3.4.1 Overtime pay is only available to employees with salaries of S\$1,200 or less per month.

3.4.2 It is the intention of eXtropia to pay for overtime on a discretionary basis – only overtime that is approved and/or authorized as overtime hours will be paid.

3.4.3 Hours worked beyond the 40 hour standard workweek (excluding the one hour lunch break daily) will be considered overtime.

3.4.4 Overtime will be calculated at the rate of one and a half hours for every hour worked if during the week or on Saturday; and

3.4.5 At the rate of two hours for every hour worked if on a Sunday or Public Holiday.

3.4.6 Staff who are not eligible for overtime pay but who earn S\$2,000 or less a month can claim a maximum transport allowance of S\$10.00 if they carry on past 10 pm on workdays Monday through Friday. On occasion when work is carried out past 12 midnight, staff will be entitled to claim for full transport reimbursement.

4. STAFF BENEFITS

4.1 Leave

All leave applications require adequate notice (see guidelines) as follows:

| <u>Leave Application</u> | <u>Notice Period</u> |
|-----------------------------|----------------------|
| Leave for 3 days or less | 2 weeks |
| Leave for 4 to 10 days | 1 month |
| Leave for more than 10 days | 2 months |

The Company reserves the right to request for documentations for any leave applications (including unpaid leave). Submission of medical certificate(s) upon the employee’s return from his/her medical leave is mandatory.

4.1.1 Annual Leave

4.1.1.1 As a permanent full-time employee, a staff member earns 14 working days of paid annual leave each year (except as otherwise stated in the employment letter). If a person is hired during the year, his/her number of days of annual leave will be pro-rated.

4.1.1.2 An employee who holds a position of the head of a department or above and is entitled to 14 working days of paid annual leave in the first year will be given an addition of 1 day for each subsequent year, up to a maximum of 21 working days of paid vacation a year.

4.1.1.3 If a staff member resigns or is terminated by the Company after 6 months of service, he/she shall be entitled to annual leave in proportion to the number of completed months of service in that year. Staff members who have served less than 6 months in the Company will not be entitled to any leave. Depending on the time required for handover and to complete the outstanding work, the usage of your leave balance in lieu of notice period will be decided by the management on a case-to-case basis. In the case that you are requested to serve the full notice period, salary will be paid to you for the leave balance not used.

- 4.1.1.4 If the office has declared a half-day holiday on a non-public holiday, annual leave applied for on that day will be considered as one full day.
- 4.1.1.5 If an employee is entitled to annual leave that is not taken in that same calendar year, he or she can carry forward a maximum of 7 days into the next year unless it is stated otherwise in the employee's other personnel documents.
- 4.1.1.6 As we believe that the best benefits from leave are gained by having a break for a decent period of time, block leave of a week or more is preferred. Half (1/2) day leave will be granted on a discretionary basis or if it is for an emergency. This is far less disruptive for the Company. If we can plan in advance for your leave, we can take the necessary steps to schedule work and human resources more optimally.
- 4.1.1.7 In anticipation of festive periods when a large number of staff may wish to go on leave, employees are advised to apply for leave early. Approval will be given on a first-come-first-served basis. Preference will be given to those who have not had a chance to take leave during the prior festive period, and who do not have any pressing work matters that require their attention during the period. It will be up to the line manager's discretion on how to resolve conflicts.
- 4.1.1.8 Procedure for leave application - each application must be filled in by the applicant in full before submission to the Human Resource person-in-charge. The onus will be on each applicant to notify all relevant persons of his/her intention to take leave, get their approval and to obtain their signatures for the leave application. These persons can include his/her project manager, line manager and any person who may be assigning work to the staff, or whose work is dependent on a deliverable from the staff member, especially during time the person will be on leave.
- 4.1.1.9 All leave approval is discretionary and insufficient notice or work commitments may require that leave might be deferred or be denied.
- 4.1.1.10 If any staff member returns late from scheduled leave without notice or a valid reason, such as a cancelled flight or Act of God, it will be up to the discretion of the Company to decide whether the staff member in question is to continue employment or be dismissed.

4.1.2 Medical Leave

- 4.1.2.1 Employees shall be granted a maximum of 60 days' medical leave per year, that is:
 - 14 days outpatient sick leave
 - 46 days hospitalization leave
- 4.1.2.2 An employee should inform his/her line manager as and when they need to take sick leave, and the manager should check to see how long the period of sick leave is likely to be, so as to allow the manager to plan ahead and ensure that clients are informed, meeting times changed or any adjustments made to the schedules if needed.
- 4.1.2.3 A doctor's certificate (medical certificate) must be produced in order to claim each day of sick leave taken. Please take note that the medical certificate should be submitted to the office within 5 days upon return from the sick leave, otherwise it will be considered invalid and the leave will be considered as annual leave.

4.1.3 Leave of Absence

- 4.1.3.1 Leave of absence refers to authorized unpaid leave. It is not a right of the staff but may be granted by the employee's Line Manager (upon consultation with other team leaders) conditionally upon:
 - The employee not having annual leave or having used up his/her annual leave;

- Employee's reasons being substantiated by proof and considered valid by the Line Manager

4.1.3.2 If an emergency occurs and you are going to be absent for more than two (2) weeks, request approval for leave of absence as soon as possible. This will allow the office to arrange schedules accordingly, and if approved, will allow you to maintain your continuous service record. Ample notice is required if you need an extension.

4.1.4 Compassionate Leave

Occasions will arise when there is a need for absence from work because of death of an immediate family member. Family member refers to parents, siblings, children, grandparents and spouse. Leave with regard to other members of family may only be granted on a discretionary basis. Employees are entitled to leave of 3 working days.

4.1.5 Wedding Leave

Employees are entitled to 3 working days of Wedding Leave. Any additional days required should be taken from the annual leave entitlement.

4.1.6 Maternity Leave

4.1.6.1 We recognize our obligation to safeguard the security of employment for our women employees who may wish to return to work within reasonable time after the birth of a baby.

4.1.6.2 Please inform eXtropa as soon as is practical with regards to a pregnancy so that plans can be made for your forthcoming absence. Every effort will be made by the Company to accommodate the job demands to your pregnancy.

4.1.6.3 You must give at least two (2) month's notice in writing of your intention to take maternity leave. This notice should be supported by a medical certificate showing the "expected" date of confinement.

4.1.6.4 You are entitled to 3 months' maternity leave for the first and second child and 2 months' maternity leave for the third and 1 month's maternity leave for every subsequent child.

4.1.7 Paternity Leave

Fathers will be entitled to the first day of the childbirth and will be given 10 & 5 working days of Paternity Leave, for the 1st and 2nd child respectively, subject to the approval of eXtropa provided that application for Paternity Leave is submitted at least two (2) months ahead. Approval will be discretionary depending on work commitments and staff resources. No paternity leave will be given for the birth of subsequent children except for the day of childbirth.

4.1.8 Public Duties and Appointments

The Company allows the necessary time off from work and makes certain financial allowances in some situations, such as authorized witness duty and national service duty.

4.1.9 Conference Leave

The number of days of conference leave entitlement is stated in the employee's Employment Contract. Conference leave is not an entitlement and each case will be considered on its own merit such as the employee being a perennial speaker at a conference where eXtropa has a marketing or recruitment interest.

4.1.10 Discretionary/Unrecorded Leave

- 4.1.10.1 Work done overtime or on public holidays is not days earned towards annual leave. The Company may give additional leave for the entire company. But this kind of leave (and public holidays) is not transferable as they are given during the Company's down time, when there are few demands on projects and deadlines. Therefore, it is not the Company's policy to add an extra day of annual leave for days worked during weekends or public holidays.
- 4.1.10.2 However, the COO and the Line Managers, project leads, project managers/director who manage the various projects, have the discretion to give occasional time or days off outside of the leave allotment, especially to technical or any other staff that have been working extra hard or late hours on projects. This is entirely dependent on resource constraints, and of course up to the project managers who can decide when is the best time to give this sort of time off.
- 4.1.10.3 This kind of leave is not an entitlement or a right. It will be granted only as an exception rather than the rule. If granted, it is not done on a basis of an hour-for-hour replacement of overtime spent, unless it is this is overtime pay for staff earning S\$1,200 and less (terms of this should be pre-negotiated, in any case, with the employment contract).
- 4.1.10.4 If an employee expects to work late, and wishes to have that time taken into consideration for possible discretionary leave, he must inform his line manager in advance. If there is a request for his time by someone other than the line manager, the requestor and/or the employee must notify the line manager for his approval. The line manager needs to give his approval before this extra time can be counted in consideration of discretionary time off. Any request for discretionary leave or time off after the event will be refused.
- 4.1.10.5 The Line Manager must take into consideration overall productivity of the employee, and general urgency or necessity of such work to be done before granting such a request. Seniority and level of responsibility of the employee is also a factor – a senior employee is expected to accept a higher level of responsibility and workload (attending occasional meetings on a Saturday does not count, for example). If an employee takes it upon himself to go beyond requirements for a project or spend time learning something new, it is commendable, but not necessarily justifiable time expense for the Company, and thus not grounds for discretionary leave.

4.2 Medical Benefits

- 4.2.1 Medical consultation will be reimbursable for a maximum of S\$20.00 per claim for visits to general practitioners. Compensation for specialist treatment is granted only upon referral by the Company's doctor and will be reimbursable for a maximum of S\$50.00 per claim. The details of the Company's doctor can be obtained from the Human Resources Department.
- 4.2.2 The Company will **not** bear the expenses in connection with the following:
- a. Illness or injury arising from participation in or attending any hazardous sport, pursuit or pastime.
 - b. The performance of any unlawful act; exposure to any unjustifiable hazards except when endeavoring to save human life; the use of drugs not medically prescribed; congenial anomalies.
 - c. Self inflicted injury or illness or a condition caused by chronic alcoholism or drug addiction.

- d. Treatment of mental diseases or a condition caused by chronic alcoholism or drug addition.
- e. Medical or surgical appliances.
- f. Cosmetic or plastic surgery of deformities.
- g. Denture treatment, bridge work, orthodontic treatment and crowning.
- h. Treatment by herbalist, acupuncturists and bone-setters.
- i. Childbirth.
- j. Physical examination or health check-ups not in connection with treatment of sickness or injury and not recommended by a company doctor or not at the requirement of the Company.
- k. Specialist fee for pathology, radiology and physiotherapy, diagnostic, x-ray and laboratory tests.
- l. Sterilization of either sex, such as castration, vasectomy and tubectomy.
- m. Circumcision except cases which has clinical indications, example phimosis.
- n. Sexually Transmitted Disease and AIDS.
- o. Prosthetic appliances such as artificial limbs and hearing aids.
- p. Abortion, miscarriage, infertility or sub-fertility.
- q. Rubella.

4.2.3 The Company reserves the right of requesting a medical report as a supporting document for each outpatient medical claim.

4.3 Educational Improvement

4.3.1 The Company is continually striving to improve its technical and creative excellence and therefore, encourages its employees to improve their personal capabilities. To give assistance to confirmed full-time employees, the Company will share a percentage of the costs of company approved formal courses (after office hours) that are relevant to the scope of work for that employee. To become eligible for this assistance, the employee must work for the Company for a “bonded” period after the completion of the course or forfeit the allowance given. The period of the bond will be determined by eXtropia and will take into consideration the duration of the course, the cost and the professional level of the employee.

4.3.2 The Company organizes the following trainings regularly to help our staff improve their work skills:

4.3.2.1 Brown Bag - it aims to help the staff improving presentation skills. Topics must be work related. Attendance is compulsory. Brown Bags normally take place biweekly (with Tech Reviews in between) on Thursday at 1pm.

4.3.2.2 Tech Review – it aims to help the staff improving their technical skills. Topics must be technical in nature. Attendance is NOT compulsory but those who attend are expected to take notes and be asked questions in the next session. Tech Reviews normally take place biweekly (with Brown Bags in between) on Friday at 11am.

4.3.2.3 Book Club Meetings - it aims to help the staff improving knowledge of the selected topics. Only selected staff are required to attend. The meeting normally takes place once a week.

4.3.3 Performance and attendance in the training sessions will contribute to the employee’s year end assessment.

4.4 Company Outings

The Company organizes regular outings like movie days, annual dinner and other staff events from time to time.

5. EXPENSE CLAIMS

Please refer to “Managing Finance SOP” for types of expense claims and expense claims procedures. A copy of the SOP can be found in the \\Bacchus\Data\Administration\public_doc directory of the Company’s network.

The rules of expense claims are provided as follows:

5.1 Travel Expense Claims

5.1.1 Employees who are requested to travel overseas will be reimbursed travel expenses of up to a maximum of S\$50.00 per day for travels in all Asean countries. The per diem limit applies to the following expenses:

- meals (breakfast, lunch and dinner) excluding entertainment;
- transportation for business purposes only; and
- hotel incidental expenses

5.1.2 The per diem limit for other travel areas will be announced by the management as and when the travel is necessary.

5.1.3 The per diem limit does not apply to the following expenses:

- economy class airfare and room rate which will be booked by the Company using special corporate rates (if available).
- work-related mobile phone roaming charges incurred during the period of the business trip
- entertainment expenses which must be pre-approved as stated in Point 5.4.1 below

5.1.4 The per diem limit does not apply if the travel expenses are chargeable to the client. However, the employee must follow the rules on travel expenses stipulated on the Company by the client.

5.1.5 All travel expense claims must be supported by receipts.

5.2 Local Transportation Claims

5.2.1 The Company will not reimburse the daily morning and evening transport expenses to and from employee’s home to office or any other locations. However, the following work related transport expenses are reimbursable to the employee:

5.2.1.1 To and from office to client’s office/supplier/exhibition location or any other locations during normal office hours.

5.2.1.2 To and from office/employee’s home to Changi Airport on a business trip.

5.2.2 Any other transport claims will be considered on a case-by-case basis and is subject to executive shareholders’ approval.

5.2.3 All transport claims must be supported by receipts with purpose of the expense (e.g. meeting with clients), starting location and destination clearly stated on the claim form.

5.3 Phone Expense Claims

5.3.1 The Company will reimburse international call or auto-roaming call charges incurred during the course of the Company's business activities. The Company will not reimburse any personal phone expenses.

5.3.2 All phone expense claims must be supported by phone bills (with the call recipients' telephone numbers listed on the bill) from the phone company.

5.3.3 Other requests for phone expense reimbursement will be decided on a case-by-case basis by the executive shareholders.

5.4 Entertainment

5.4.1 Any entertainment expenses that are over S\$20 per occasion must be approved in advance by the executive shareholders.

5.4.2 All entertainment claims must be supported by receipts with name of the client and the purpose of the expense (e.g. sale of payroll project) clearly stated on the claim form.

5.5 Staff Based Overseas

Employees who are based overseas will not be reimbursed for any travel expenses (e.g. hotel accommodation, meals and transportation etc) incurred at the city where they are staying in nor will they be reimbursed daily morning and evening transport expenses to and from their homes to client's office or any other locations unless it is stated otherwise in the staff's personnel documents. However, they can claim other standard expenses e.g. transport, phone and entertainment like their Singapore colleagues.

6. HOUSE REQUIREMENTS

6.1 Appearance/Attire

6.1.1 While you are allowed to wear casual clothes in the office, for all client meetings involving sales, application development, technical support and project management, and when informed that there will be in-office guest visits, proper office attire is required. This means:

- For men: business shoes and socks, slacks, long sleeve business shirt, tie, belts or braces

- For women: skirts/office pants, shirts preferably with a jacket.

We provide a pantry for changing and an area for storing professional clothing if coming into the office itself in a tie may not be convenient.

6.1.2 You are expected to be prudent and reasonable in your appearance and behavior on the job.

6.1.3 All client dealings should be conducted responsibly, conforming to ethical and professional standards established by eXtropia.

6.2 Smoking and Eating in the Office

Our office is an enclosed environment that tends to trap smells for a long period of time. In order to maintain a healthy environment for our staff, smoking in the office is strictly prohibited and eating in the office is strongly discouraged. Only light snacks like sandwiches and chips are to be consumed in the office.

6.3 Sign in, Sign Out

- 6.3.1 Employees must use the intranet calendar or send an email to localstaff@eXtropia.com to inform your colleagues before leaving for any meeting held outside the Company's premises (where applicable). eXtropia will strictly enforce this ruling and you should be aware that year-end assessment may be affected should continuous disregard prevail.
- 6.3.2 If employees are caught in meetings out of the office at the end of the day, preventing timely return, then notification should be received by the office, of your intentions not to return that day. Otherwise, you shall be considered to be absent without leave.

6.4 Job Time Sheets

Employees (especially those who are working on billable projects) are required to accurately fill out time sheets to carefully record the amount of time they have spent on each job or area. Time sheets are to be submitted every Monday of the following week. Late submission will adversely affect the timeliness of the accounting department and is not encouraged. It will slow down the monthly financial close of the Company's accounts.

6.5 Standard Operating Procedures (SOPs)

All employees are required to read the SOPs that are related to their nature of work. As a general guidelines:

- 6.5.1 Developers – Matrix and Creating Database SOPs.
- 6.5.2 Infrastructure – all infrastructure related SOPs and the Matrix SOP
- 6.5.3 Project Managers – Matrix SOP and Project Management Process and Training Manual.
- 6.5.4 Administrative Staff – Human Resources, General Office Administration, Managing Finance of the Company and the Matrix SOPs. The Admin Assistant is not required to read the Matrix SOP.
- 6.5.5 Webmasters – Banking Site, Community Development, Open Source, Website and the Matrix SOPs.
- 6.5.6 Business Development – Matrix SOPs and BizDev & Sales Process & Training Manual.

6.6 Acceptance of Presents or Gifts

You have an obligation not to jeopardize the Company's contracts or reputation. You are strongly advised against accepting any gifts or favours of value from other vendors or persons involved in negotiations of contracts or projects.

6.7 Personal Files

Personal employee records and information are maintained in the strictest confidence by the Company. Each employee is responsible for keeping the Company notified with regards to any changes of address, telephone number, family status and/or any other relevant information.

6.8 Confidential Matters

- 6.8.1 During employment with the Company, employees shall not disclose or discuss confidential matters pertaining to the business of eXtropia or the clients or partners of the same.
- 6.8.2 Prudence shall be used in conversations or correspondence when discussions relate to eXtropia staff, general business, existing or potential clients/partners.

The content of your employment letter shall remain totally confidential to each individual and shall not be disclosed to any other staff member.

6.8.3 The employee must act prudently in preserving confidentiality, for example, by not putting any printouts of proposals, project-related correspondences, work papers or any other confidential information into the recycled paper tray for reuse purposes.

6.8.4 All Confidential information like contracts, proposals, work papers, any project related correspondences and customer trade information etc should be locked in the responsible staff's pedestal before he/she leaves the office at the end of the day.

6.9 Network and Internet Access, Virus and Pirated Software Policy

Failure to observe any of the policies under this section could be grounds for suspension while pending for investigation, with or without pay subject to management's discretion, and/or immediate termination of your employment with the Company without notice.

6.9.1 Network Access Policy

You have been granted access to the eXtropa intranet network. The network gives you access to valuable and confidential information and data essential to the continued operations of the Company, and has been granted to you on the following conditions:

6.9.1.1 That you do not delete, move or change any files that are not directly created by you for the purposes of your work for eXtropa.

6.9.1.2 That you do not move or copy files out of the network drive except for presentation and proposal material necessary for the purposes of your work for eXtropa.

6.9.1.3 That if you suspect that you may have inadvertently affected the network in anyway, you will report this immediately to the systems administrator on duty so that he can make the necessary fixes.

6.9.1.4 That you do not transmit any confidential files to anyone who is not authorized to see them.

6.9.1.5 That you take all precautions to ensure that information you have taken from the network is kept in a safe and confidential manner.

6.9.1.6 That you will also take all precautions not to download files from any site, or open attachments from anyone without first ascertaining their origin, to ensure that you do not import viruses into the system.

6.9.1.7 That you understand that much of the information is to be kept strictly confidential- either the terms of a Non-Disclosure Agreement or a similar document. Such documents bind all employees and agents of eXtropa who have been granted access to the information. As such, the penalties and damages consequent on such a breach will also be attributable to the employee or agent who has caused or contributed to the breach of the terms, and who will be required to indemnify eXtropa for any contributory damages, if any.

6.9.1.8 That you use only the user ID and password given to you to access the network, and keep that strictly confidential (i.e. the ID and password should be kept safely so that it should not easily accessed by anyone other than yourself). The ID and password are not transferable. You should log out or "lock" your computer so that a password is needed to get back into it no matters how short you are going to be away from your workstation.

6.9.1.9 That you act and behave in a responsible manner that will not jeopardize the business, security and safety of eXtropa, its employees, clients and/or its partners.

6.9.1.10 You are required to read and follow the Network Access Policy Standard Operating Procedure when it is written. A copy of the SOP will be available in the \\Bacchus\Data\Administration\public_doc directory of the Company's network for your reference by then.

6.9.2 Internet Access Policy

6.9.2.1 The office work environment is currently equipped with high-speed internet access which is intended to facilitate work efficiency. Surfing of any sites and usage of chat sites (e.g. ICQ or Yahoo messenger) must be strictly for work-related matters only. Taking advantage of the facilities by surfing time-wasting or pornography sites at any time is strictly prohibited.

6.9.2.2 The use of the company email account is strictly for work only. Using the company email account for non-business activities especially sending spam emails, nasty emails or jokes is strictly prohibited as these emails may lead to unforeseen legal consequences to the Company.

6.9.2.3 Downloading huge files that are available through other means, conducting teleconferencing over the internet when a phone call would accomplish the same thing, and other practices that use up much of the bandwidth setup of the internet are strongly discouraged.

6.9.2.4 You are required to read and follow the Internet Access Policy Standard Operating Procedure when it is written. A copy of the SOP will be available in the \\Bacchus\Data\Administration\public_doc directory of the Company's network for your reference by then.

6.9.3 Virus Policy

The employee is responsible to take all necessary actions to make sure his/her computer is virus free. Below are some basic guidelines:

6.9.3.1 Do not open or install any file with an ".exe" extension or other attachment in an email that is not from a reliable source.

6.9.3.2 An anti-virus software has been installed on each employee's computer. The employee is required to update the virus definition of his/her anti-virus software as and when he/she is requested to do so. A full virus scan should be performed at least once a week. Auto-protect feature should be enabled at all time.

6.9.3.3 You are required to read and follow the Virus Policy Standard Operating Procedure written by the infrastructure team. A copy of the SOP can be found in the \\Bacchus\Data\Administration\public_doc directory of the Company's network.

6.9.4 Policy on Pirated Softwares

6.9.4.1 Using pirated software is illegal. The use or distribution of pirated software within the office or within any computers being used for office work is strictly prohibited. Bringing any pirated software to the office is also prohibited. Using pirated software exposes the office to viruses, trojan horses, or worse. It is not difficult for software pirates to embed dangerous code into the pirated software that you then install. This dangerous code could allow those pirates access to the Company's most sensitive files.

6.9.4.2 Any discovery of unlicensed software on any computer in the office should be reported to the Human Resources (HR) Department immediately and the HR person-in-charge will inform the infrastructure team to remove the pirated software as soon as possible.

6.9.4.3 You are required to read and follow the Pirated Software Policy Standard Operating Procedure written by the infrastructure team. A copy of the SOP can

be found in the [\\Bacchus\Data\Administration\public_doc](#) directory of the Company's network.

7. STAFF DISCIPLINE AND APPEAL PROCEDURES

7.1 Staff Discipline

7.1.1 In any work situation, there will be staff who, at times, may fall short of expected standard of behavior. Therefore, eXtropa institutes company discipline to safeguard the interest of our organization and staff. Discipline in eXtropa is not meant to be punitive, but corrective. It is aimed at encouraging a change of behavior, where required.

7.1.2 Discipline will be dispensed based on the offending action that has affected the Company's interest and not on any form of prejudice or discrimination. It will be administered fairly.

7.2 Appeal Procedure

7.2.1 The Company believes that you have the right to appeal when aggrieved by management decision. It is the policy of the Company to resolve your grievances fairly and expeditiously, at the same time, protecting your interest free of reprisals. Should you believe that you have been aggrieved, you should contact your Line Manager for resolution.

7.2.2 In the event that the grievance cannot be resolved at the Line Manager's level, you may bring it up to the next supervisory level or Human Resource Department for resolution.

7.2.3 You have the right to appeal until the grievance is resolved or until it reaches the level of the CEO whose decision is final.

8. INTERNAL MEETINGS

Annually, eXtropa will hold a formal AGM (annual general meeting) to discuss major office policies. Staff will have the opportunity to participate in the areas of:

- 8.1 Year's past performance
- 8.2 Future performance/direction
- 8.3 Annual staff reviews, incentives and bonuses
- 8.4 Other staff considerations

- END -