



**ADVANCE TERTIARY COLLEGE**

**EMPLOYEE  
HANDBOOK**

# STAFF HANDBOOK

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**Corporate Information**

**ATC GROUP OF COLLEGES**

**SCHOOLS OF LAWS & POST GRADUATE STUDIES  
SCHOOL OF PRE TERTIARY & PROFESSIONAL STUDIES  
EXECUTIVE DEVELOPMENT UNIT**

Bangunan Tunas Utama, Jalan Petaling, 50000 Kuala Lumpur  
Tel: 603-2031 0266 Fax: 603-2031 0261/603-2032 4507  
Email: enquiries@atc2u.com Homepage: www.atc2u.com

**PENANG CAMPUS**

No. 49, Jalan Zainal Abidin, 10400 Penang, Malaysia  
Tel: 604-229 9266 Fax: 604-226 5266 Email: penang@atc2u.com

**SINGAPORE CAMPUS – Intech Training Centre (ITC)**

ITC School of Laws, 43 -47 New Bridge Road, 059399 Singapore  
Tel: 65-6238 0377 Fax: 65-6238 0577 Email: enquiries@itc2u.com

**HONG KONG JOINT VENTURE**

School of Professional Education & Executive Development (SPEED)  
The Hong Kong Polytechnic University, Room QR802, 8/F Shirley Chan Building  
Tel: 852 3400 2684 Fax: 852 2363 0540  
Email: speed@polyu.edu.hk Website: www.speed.polyu.edu.hk

**Kevin Leong Weng Onn**  
Company Director cum Principal

**Gunaseelan A/L Panersilowan**  
Chief Executive Officer, Kuala Lumpur

**Linda Christabel Felix**  
Chief Executive Officer, Penang

## THE EMPLOYEE'S HANDBOOK

This handbook sets out in simple terms ATC's history, philosophy, employment terms and conditions and to summarise the more important aspects of ATC's office regulations and administrative procedures. These terms and conditions / rules and regulations may be amended, added to and or deleted at the discretion of the Management. If and when provisions are changed, you will be informed accordingly.

Should any provision in this Handbook be found to be unenforceable and invalid, such finding does not invalidate the entire Handbook but only that part of the subject provision.

We ask that you read and understand the contents of this handbook and observe the various regulations and procedures at all time. Should there be anything that you would like to seek clarification on, please do not hesitate to contact your immediate superior / Head of Department or the Human Resources Department.

### 1. Corporate Vision and Mission

Our **vision** is to EXCEL as center for higher education in A-levels, law & business studies.

Our **mission** is to promote tertiary and professional studies & qualifications in both law & business through cutting-edge-teaching-methodology & expertise and work towards result-orientated goals.

### 2. History and Business

ATC was inaugurated in the year 1987 with the goal & objective to promote affordable high quality A-level studies, tertiary and professional studies in both law & business with competitive & unique tutorial and lecturing approach.

In the last decade, ATC has become the largest private law in this region with two campuses in Malaysia (ie KL & Penang), one in Singapore and a joint venture partnership Hong Kong with the Hong Kong Polytechnic University. Its business school has also grown to offer a variety of certificate and diploma that are contemporary and market driven. ATC has been recognized by the University of London as one of only six institutions in the world to receive their 150<sup>th</sup> Anniversary Excellence Award. The University has acknowledged on numerous occasions that ATC is most successful private law school in the world. Furthermore, ATC is also the only private law school with the most London law awards worldwide.

ATC's growth in the last two decades is credited to its strong commitment to academic excellence. This is seen in our adoption of cutting teaching-learning methodologies which includes the provision of research facilities that are student centric and geared towards enhancing academic performance. Our students' world class results on the University of London external programme every year is a testament to this fact. With more than 10,000 graduates who are currently involved in legal practice, the corporate sector, media and banking industries, the ATC graduate is highly employable in both local and international job sectors.

ATC's success lies in the progressive paradigm of our people who make up this remarkable institution. It is their unwavering dedication and philosophy of continuous improvement that has contributed to our excellent reputation, both locally and internationally.

At ATC, we appreciate the importance of holistic education. We take pride in offering a diverse range of extra-curricular activities. This is an opportunity for our students to explore and develop their talent. We have also excelled in this scene whereby ATC has set the standard for mooting and debating. ATC emerged champions in the 4<sup>th</sup> LAWASIA International Moot Competition in Ho Chi Minh City, Vietnam. In addition, ATC has also established strong partnerships with top-ranked universities and international organizations. Be a part of our tradition of excellence and rest assured that journey to success begins here.

### **3. What the Company expects of You**

- A positive approach to your work
- A good knowledge of your job
- A willingness to learn more so as to improve your performance skill
- A friendly, courteous and cooperative attitude towards our customers and your fellow colleagues
- A respect for the physical aspects of our Company and the equipment so that it looks clean and well maintained at all time.
- Ensure the satisfaction of our customers' requirement
- Be proud of your work and our Company
- Have pride in yourself.

### **4. Interpretation**

Reference to the masculine gender shall, where appropriate, include the feminine gender and words importing the singular shall include the plural and vice versa.

In the event of a change in the interpretation of any of the provisions of this Handbook, the resultant benefit, if any, will be limited in its application to the time when the matter was first raised by either party.

### **5. Probationary Period**

All newly employed employees shall serve a probationary period of three (3) months the first instant. This period can be extended at the discretion of the Company. Confirmation or any extended periods shall be in writing to the employee.

### **6. Termination of Employment**

Unless specifically stated in the letter of appointment, during the probation period, termination of employment can be effected by either party giving to the other, seven (7) working days notice in writing and without having to assign any reason thereto. Upon confirmation, the notice period shall be one (1) month's notice or payment of an equivalent sum of monies in lieu of notice. This period can only be reduced upon mutual request by either party supported by good and acceptable reasons on a case by case basis.

## 7. Promotion

Every opportunity will be given for promotion and it is our policy to promote, whenever possible, from within the Company thus providing opportunities for continued employment advancement.

Promotion from within is based strictly on merit, qualification and ability.

Employee who is promoted shall be informed in writing of the length of the probationary period, if any, he shall be required to serve in the new position. Such probationary period shall normally be for a period of three (3) months, extendable, if necessary. Confirmation shall be in writing.

In the event that the employee fails to be confirmed he shall be reverted to his previous position or to a similar position and he shall be paid the salary prior to the promotion.

## 8. Retirement Age

An employee is required to retire upon attaining the age of Sixty (60) years or due to medical disability after been medically certified as such by a medical practitioner. Extension of the retirement age shall be at the sole discretion of the Company and shall be granted on a case by case basis.

## 9. Confidentiality

It is an express condition of the terms of employment that an employee shall not, without the consent of the Company, reveal, disclose, divulge or publish to any person, firm or organization any information concerning the Company, the business finances, confidential documents, papers or other secrets of the Company which may come to the employee's knowledge in the course of work. Should such conduct be detected and proven beyond all doubts the employee concerned will be subjected to instant dismissal.

## 10. Working Hours

Your working hours shall be defined in your Letter of Appointment. You are expected to be punctual. Habitual lateness will not be tolerated.

## 11. Rest Day

Weekly Rest Day shall be scheduled by the respective Department Head or Supervisor but due to the nature of some of our business, your Rest Day need not necessarily be on a Sunday.

If for any reasons, you are unable to report to work, the Head of Department / Supervisor must be notified in advance so that arrangement can be made to cover your duties.

Exchange of Rest Days between Employees can only be done with prior approval of the Head of Department. Unauthorised exchange will be treated as absence without leave.

## 12. Public Holidays

The Company observed Government gazetted Public Holidays, four (4) of which are Labour Day, Birthday of the Agong, City Day or the Birthday of the Sultan / Head State and National Day. Due to the nature of our business, you may be required to work on any of these days and be paid in accordance with the rates as provided for the Employment Act 1955.

Through mutual consent, with the Head of Department or Supervisor you may substitute another day for any of the other Public Holidays.

A list of the observed Public Holidays will be displayed at your work area.

## 13. Annual Leave

### Annual leave

You will be entitled to paid annual leaves according to matrix scale (**appendix 1**) for the first twelve (12) months of continuous service with the Company and for succeeding years one (1) day shall be added to your leave entitlement annually to a maximum of 24 days: -

- I. You are NOT allowed to accumulate your annual leave and no unused leave(s) shall be carried forward to the succeeding year;
- II. You shall obtain the prior approval of the Company before going on leave. In the event you fail to report for work on your scheduled workday, without prior approval from the Company, the Company reserves the right to treat the number of days that you have been so absent from work as unpaid leave. In any event, if you have been continuously absent from work for more than two (2) consecutive working days without the prior permission of the Company and without reasonable excuse or where there is a reasonable excuse, you have failed to inform nor attempted to inform the Company at the earliest opportunity during such absence, the Company reserves the right to terminate your contract of service;
- III. Due to the nature of the Company's business and the exigencies of operations The Company reserves the right to reject your application for annual leave or you may be required to return to work during your annual leave. In the event this occurs, you shall be advised of the same in writing; and
- IV. You shall not be permitted to take annual leave during periods which the Company deems as peak period, which will be informed from time to time.

## 14. Sick Leave

Employees after being certified by a Government Medical Officer or a Registered Medical Practitioner shall be entitled to paid sick leave as follows: -

- 14 days for employees with less than two (2) years of service;
- 18 days for employees with more than two (2) years but less than five (5) years of service;

- 22 days for employees with five (5) or more years of service.

The Company is not liable for: -

- a) medical, surgical or other medical appliances;
- b) expenses incurred as a result of self-inflicted injuries, illness or disease arising from misconduct or exposure to any unjustifiable hazard;
- c) expenses incurred as a result of attempted suicide or injuries arising from the performance of any unlawful act, provoked assault or breach of the peace;
- d) treatment arising from the unlawful use of drugs and narcotics;
- e) expenses incurred for the treatment of any mental disorder or illness;

### **15. Out-Patient Medical Attention**

Restricted to annual limit of RM300.00

### **16. Maternity Leave**

Female employee shall be entitled to paid maternity leave as provided for under the provision of the Employment Act 1955 which is sixty (60) consecutive days, commencing from any day within a period of 30 days before or immediately following the confinement.

The entitlement of Maternity Leave shall be unpaid if at the time of her confinement, the employee has five (5) or more surviving children.

### **17. Marriage Leave**

Employees shall be granted three (3) working days as paid matrimonial leave on the occasion of his first legal marriage. The leave must be utilized one week before the date of marriage or one week after the date of marriage.

### **18. Bereavement Leave**

On the death of an employee's immediate family – three (3) working days.

An immediate family member shall include spouse, parents, grandparents, parents-in-law, children, brothers and sisters and shall not include step-brothers, step-sisters, uncles and aunties.

If the funeral service is held outside the state where the employee is based, an additional may be granted for the purpose of travelling.



Documentary evidence in support of the leave must be produced not later than three (3) working days upon return to work.

### **19. Compassionate Leave**

In the event that an employee's home is affected by a fire or flood, the employee shall be granted paid leave of three (3) working days to attend to the emergency provided that a police report is submitted in support of the leave.

### **20. Study Leave**

Confirmed employees are entitled to paid study and examination leave of three (3) working days per annum.

### **21. Absence from Work**

Absence without leave or medical certificate will subject an employee to discipline action. All nature of leave must be applied for and only when it is approved can an employee go on leave.

If for any reason, you cannot report for work, you must inform your Head of Department or the immediate Supervisor in advance. Do not leave words with a fellow colleague. Should you be absent for more than 48 hours (whether it is a normal leave or with medical certificate) without attempting to inform your Head of Department or Supervisor, you will be deemed to have no interest to continue your service with the Company.

### **22. Legal Offenses**

Violation of any Criminal Law, Penal Code of Malaysia or conviction in any court of law will be cause for instant dismissal.

The introduction, possession or use of illegal drugs, narcotics or intoxicating drinks on Company property will be referred to the Police Authority and shall be cause for instant dismissal.

### **23. E.P.F. Contribution**

Unless specified otherwise in your letter of appointment, contribution to the Employees' Provident Fund shall be per the statutory prescribed rate i.e. 11% from the Employee and 12% from the Company.

### **24. SOCSO Contribution**

Employees who are required by Law to contribute to SOCSO shall continue to contribute at the statutory prescribed rate.

## 25. Reporting Accidents

All accidents and injuries must be reported immediately to your Head of Department or Supervisor who will then make a full report of the occurrence for SOCSO and insurance claims.

## 26. Bonus

Bonus shall be paid at the sole discretion of the Company to all confirmed employee.

## 27. Overtime

Overtime work is defined as work done outside the normal hours of work. Eligible employees required to work Overtime shall be paid at the following rates: -

Overtime on a Normal Day	-	1.5 times the hourly rate of pay
Overtime on an Off Day	-	2.0 times the hourly rate of pay
Overtime on a Public Holiday	-	3.0 times the hourly rate of pay

The formula for calculating Overtime shall be:

$$\frac{\text{Basic Salary}}{26 \text{ days}} \div 8 \text{ x hours of work}$$

## 28. Mileage Claim

Employees who are required to use their own vehicle in the performance of the duties shall be paid RM0.60 per km when a car is used or RM0.40 per km for motorcycle.

Employees who are provided with a Company car shall be paid petrol per bills.

The Company is not obliged to reimburse employees for traffic offenses which may result in fines, even if the offenses occurred during the performance of his official duties.

## 29. Payment of Salary

The mode of payment of your salary will be explained to you by your Head of Department. In most cases, it will be paid through the facilities of the appointed Bank. Your Head of Department will assist you in the opening of an account to facilitate this arrangement.

## 30. Travelling and Class of Travel

Employees who are required to travel by air in the performance of their duties shall be provided with a returned economy class air ticket by an airline of the Company's choice. Transfer to and from the airport plus airport tax if any shall be borne by the Company.

Reasonable claim for internal travel by taxi or other mode of transport shall be entertained.

### 31. Board and Lodging

Employees who are required to stay overnight in performing their duties outside their normal place of work shall be entitled to Board and Lodging expenses which are actually incurred i.e. on production of hotel and food bills / receipts. Recommended hotel accommodation are: -

Senior Manager & above	-	4 star hotel
Others	-	2 / 3 star hotel

### 32. Meal Allowance

Currently this allowance is put on hold.

### 33. Outstation Allowance

Employees who are required to stay overnight in performing their duties outside their base State will be eligible to an outstation allowance of: -

RM50.00	-	within Peninsular Malaysia and East Malaysia
RM100.00	-	Outside Peninsular Malaysia and East Malaysia

### 34. Personal Appearance

Be aware of cleanliness and good housekeeping. Maintain your work areas and equipment in a clean and orderly manner.

All employees must be well groomed. Avoid over application of make-up and perfumes or wearing excessive jewellery.

Male employees must keep their hair at reasonable length and moustache groomed in a presentable manner. Earrings, bracelets and exposed necklaces are not allowed.

Bad breath, body odours and other unhygienic traits must be corrected before reporting for work.

Proper office attire or uniform, if provided, must be worn during office hours. In administrative offices, casual clothing may be worn on Saturdays but shorts, torn jeans, slippers and sandals are not allowed.

### 35. Attitude

We are a ATC family. We should therefore conduct ourselves in such a manner that each of us is respected and that we pride ourselves to be friendly and courteous. Have a smile and a warm heart for everyone. Always be helpful and cooperative to both our Guests / Customers and our fellow colleagues. Have the proper attitude of treating others as you would like to be treated yourself.

### **36. Company Property**

Special care must be observed in handling equipment. Be alert in handling sharp, hot, electrical, heavy equipment so as not to cause injury to yourself or others.

Employees will be asked to pay for damages and or loss of property that occur due to their negligence.

The theft, attempted theft or unauthorized removal of Company property, properties belonging to other colleagues or property entrusted to the care of the Company, irrespective of its value, is a serious offence and can lead to instant dismissal and prosecution by the local authority.

### **37. Telephone Etiquette**

Sometimes the only contact we may have with our customers is on the telephone. It is therefore very important that we project an image of courtesy, efficiency and helpfulness. Here are some guidelines on how we should all answer the telephone: -

- Answer the phone immediately. Never allow the phone to ring for too long.
- Answer in a clear natural voice; not too loud, not too soft.
- Always greet the caller with “Good Morning / Afternoon / Evening”.
- Identify the Company, yourself or your Department
- Offer assistance – “how can I help you”.

Often it is said that you can actually ‘smile’ with your voice.

Personal calls should be limited and should only be used in important or urgent matters.

### **38. Gambling**

Gambling of any kind is strictly prohibited and under no circumstances are employees allowed to indulge in such activity on the Company premises. Anyone found contravening this regulation will be instantly dismissed.

It will be impolite to enter an office,

- without first knocking at the door

- enter when the occupant is talking on the phone
- enter without being invited especially when there are other people in the office

### **39. Employees' Problem (Grievances)**

Grievances are bound to occur from time to time. If allowed to remain unresolved, these grievances can cause unnecessary friction and misunderstanding, and may grow in a very short time to something out of proportion to the original problems.

If you feel dissatisfied or unhappy about your work or some other aspects of your employment, we would like you to inform us so that we may be able to alleviate this problem. For the benefit of yourself, those around you and the Company, take your grievances to one who can do something about them.

COMMUNICATE: It is through communication we seek to understand one another.

### **40. Grievances Procedure**

Recognising the value and importance of full discussion in clearing up misunderstanding and preserving harmonious relations, every reasonable effort shall be made to dispose of any grievance or complaints from employees at the lowest possible level.

Under normal circumstances, the procedure shall be as follows: -

#### **Step I**

Within three (3) working days of a grievance arising, the employee concerned shall raise the grievance with his immediate Supervisor.

#### **Step II**

If the matter is still not settled within a further period of five (5) working days, the Supervisor shall without further delay make arrangement to seek advise from the Head of Department.

#### **Step III**

If the matter remains unsettled, the grievance shall then be discussed between the Head of Department and the Head of the Human Resources Department within seven (7) working days.

#### **Step IV**

If there continue to be a grievance, the Head of the Human Resources Department shall then seek to consult the Company Director / C.E.O. for a final decision.

While there is always the venue of the Office of the Director General of Industrial Relations, Ministry of Human Resources, we strongly feel that this should be taken as the very last resort.

#### **Conduct Guidelines**

Employees are expected to conduct themselves according to the Rules and Regulations of the ATC and committing any of the following acts can lead to disciplinary action or dismissal:

- a) Fighting or attempting bodily injury to another or carrying concealed weapons on or around the Company premises, threatening, intimidating, coercing or interfering with other colleagues on the Company's premises, whether on or off duty.
- b) Embezzlement and or pilferage of Company property or properties of customers or fellow colleagues.
- c) Tampering with locks or safety equipment.
- d) Failure or refusal to obey instructions or to perform work as required or assigned.
- e) Use of discourteous or abusive language against another colleague, guest, or others.
- f) Neglect, carelessness or mischief which results in loss, damage, breakage or destruction of the properties.
- g) Unauthorised release of confidential information.
- h) Being employed elsewhere while under the employment of ATC.
- i) Repeated tardiness or absenteeism.
- j) Gambling on Company premises.
- k) Possession or use of illegal drugs or liquor on Company premises or reporting for duty under the influence of illegal drugs or intoxicating liquours.
- l) Failure to observe safety rules and regulations and the Company's rules and regulations.
- m) Theft or attempted theft.
- n) Possession of illegal firearms, explosives or any illegal items.
- o) Being in unauthorised areas.

### **Corrective Measures**

As a Human Being, making mistakes can happen. If you learn from them and correct them, they will bring you experience and self-confidence. Do not run away and hide from mistakes.

However, if you keep repeating mistakes and make no effort to correct them, disciplinary action can be taken against you.

## **41. Change of Personal Data**

Employees must inform the Head of Department / Human Resources Department immediately of any change in address, telephone number or any other relevant information pertaining to the employee. It may be necessary to use this information in the case of an emergency, such as an accident at work or elsewhere.

### **42. Resignation**

Employees are required to give ample notice of their intention to resign in accordance with the period specified in the letter of appointment.

Final payment of any money due will only be made after clearance with the Income Tax Department, return of all Company properties if any.

### 43. ATC's Recruitment & Selection Policy (Academics & Non-academics)

#### Policy

ATC as a private college for law and business studies, provides students with access to tertiary and professional education that is affordable and at the same time enjoy high academic standards. To this end, its policy is to recruit and select the best candidates (both academics & non-academic positions) for the job without regards to race, colour, caste, religion, gender and socio economic status. Selection criteria for academics in particular will be on the basis of mock-lecture evaluation by a panel of interviewers (mainly senior lecturers or managers), qualification, experience and background. Appointment decision will be made by the CEO / Principal. For non-academics, the selection criteria will be on the basis of qualification, experience and background.

#### Procedure

Should a vacancy arise, the following would be considered: -

- As to whether it was due to leaving / resignation by an existing staff or due to an expansion of the department
- The nature of the job, for example, full-time, part-time or fix-term.

The head of department is to seek first the clearance from the CEO / Principal and after the said clearance inform the human resources department with full details of job descriptions, job standards, and required qualifications.

#### Advertisement

Advertisement shall be placed on jobstreet by the human resources department and shall include: -

- A statement of the college's equal opportunity policy
- Description of vacancy and the required qualification, background and experience
- The offered range of salaries, benefits and opportunities for career progress and professional advancement
- The preference criteria viz multi-disciplinary backgrounds or specific experiences or qualifications

#### Selection Process

- The candidates shall then be short-listed from the jobstreet advertisement response and from the aforementioned criteria.
- Mock-lecture topics (for academics only) will be given to candidates and they will be required to present before the panel of interviewers.
- The panel will then make their recommendation to the CEO / Principal who then make a decision to appoint.
- The human resources department will then prepare the appropriate contract according to remuneration matrix scale for the selected candidate.

#### Evaluation during probation

There will be a period of orientation for the newly recruited lecturer before he / she is allowed to teach: -



- For fresh graduates without any teaching experience- one month orientation / training under senior lecturers
- For graduates with not more than two years' experience- two weeks orientation / training under senior lecturers
- For lecturers with experience- no formal orientation but initial observation by the head of department.

Apart from the above, a formal appraisal / evaluation exercise for newly recruited lecturers will be conducted periodically by the students and the head of department. Upon successful evaluation the candidates will be confirmed in their appointment or otherwise their probationary employment would be discharged.

### **The length of probation period will be as follows: -**

- For all grades of lecturers- 6 months' probation

Apart from the above, a formal appraisal / evaluation exercise will be conducted periodically by the heads of department. Upon successful evaluation the candidates will be confirmed in their appointment or otherwise their probationary employment would be discharged. The mechanisms and procedures for monitoring and appraising the performance of the administrative staff is done on annual basis.

### **Career Development & Professional Advancement**

ATC encourages its staffs both academic and non-academic to go for trainings and participate in forums, professional talks both local and oversea or to publish their papers. To this effect, ATC provides and bears all accommodation, traveling cost and daily subsistence allowance for any approved trainings / forums and etc, including cash award of RM500 for those receiving any local or international awards / recognition.

### **Conflict Of Interest & Professional Conduct**

The following clauses are incorporated in ATC's contract of services including that of part-time contract for services:

#### **Other Employment and Outside Activities**

In the course of your employment with the Company, you are expected to devote your full energy and time to the work of the Company and you are not permitted to hold any other employment or be involved in any other business, work or commercial activity, with or without compensation, save and except with the Company's written consent. This Clause applies whether or not there is actual conflict of interests.

#### **Conflict of Interest**

- i. You hereby agree that during the course of your employment with the Company, you are not permitted to participate in other commercial activities or undertake other services for any other company (whether or not a competitor of the Company), whether paid or unpaid, without the prior written consent of the Company. For avoidance of doubt, dealings with respect to personal property (e.g. houses, shares, etc.) are excluded from this provision provided those activities do not conflict with the interests of the Company and/or its parent, subsidiary, associate, affiliate, joint venture companies, or company where the Company has an interest.
- ii. You shall not otherwise conduct yourself in any manner that may give rise to conflict between your personal interest and the interest of the Company and/or its parent, subsidiary, associate, affiliate, joint venture or company where the Company has an interest. If any situation exists or develops which is likely to constitute a conflict of interests, you must immediately notify the Company of such a conflict.

### Dissemination Of ATC's Policy

Dissemination of ATC's policy is by way of,

- Employee handbook
- Contract of service / contract for service and related auxiliary documents
- e-leave Bulletin Notices

## 44. COMPANY'S POLICY ON WORKPLACE SEXUAL HARASSMENT

Advance Tertiary College (ATC), an institution of higher education licensed by the Ministry of Education of Malaysia, wholly owned by Macro System Consultancy Sdn Bhd (Company No. 106308-W), in compliance to the 2013 amended Act of the Employment Act 1955 strictly prohibits sexual harassments in all forms within its organization. By way of the policy as follows, the in-house mechanism is set in motion for addressing and managing any issue on sexual harassment in the Company.

Sexual harassment would constitute a serious violation and fundamental breach of

- Company's Employment Policy
- Company's code of discipline
- Company's norms of interpersonal working relationship

And anyone found guilty would face the prospect of dismissal. It is the responsibility and bounden duty of all heads of department within the organization to strictly enforce the policy, the rules, the procedures and the code of discipline with respect to the prevention and eradication of sexual harassment in the organization.

### What constitutes sexual harassment?

#### Definition

Any unwelcomed, despicable behavior or vulgar conduct of the initiator that is deliberately directed towards a specific recipient of either sex which displays sexual connotation or obscenity of any kind and / or any implication of such sexual nature whether expressed verbally, non-verbally, visually or by way of any implied gesture which is capable of causing any form of psychological or physical affliction or humiliation or an offense or a threat tarnishing or undermining the recipient's reputation, image, dignity, self-esteem and well-being.

#### Category

The Company recognizes 2 categories of prevalent sexual harassments which are considered as serious misdemeanors:

- **Quid pro quo sexual harassment:** where an employee in superior position of authority and power imposes upon, overwhelms and coerces a subordinate employee for sexual favours in consideration for promotion, increment, better benefits and favourable treatment and recognition or conversely a denial of these favourable terms and conditions of employment if the demands for such favours are not reciprocated. This shall apply in a situation between lecturers and students.
- **Irritating work environment:** where any forms of unappreciated incessant sexual annoyance or sexual harassment is inflicted by one employee on another employee without any nexus to employment benefits or such annoyance can be perpetrated by the Company's clients, vendors or guests against an employee to extent of creating an uncondusive and irritating working environment.

### Boundaries & Forms of sexual harassments

Workplace sexual harassments recognized by the Company as fundamental breach and a violation of a contract of service shall encompass such unwarranted incidents which takes place both within and without the Company's working premises and official working hours but not limited to the following: -

- Company related or other personal social functions or gathering
- Any Company related external or outstation training venues
- By electronic media or hand-phone outside Company's premises or outside working hours.

The below are forms of sexual harassment but not limited to the following: -

- Sexual innuendo or incessant teasing or suggestive gestures.
- Any form of touching or gentle caressing or standing too close or rubbing.
- Pestering for dates or demands for socializing after office hours.
- Giving of gifts / presents or deliberately leaving / showing offensive pictures and cartoons or leering or ogling with suggestive overtones.

### Grievance Procedure

- i. Any employee male or female or conversely by a lecturer who is an employee or by a student who is a non-employee client / customer of the Company within or without the organization and under a contract of service or otherwise who has reasonable cause to believe that he or she is being sexually harassed by another employee or otherwise regardless of rank, grade and position or by any clients, customers, or vendors or guests of the Company may in the first instance lodge a formal complaint with the Human Resources department by way of in-person or email or letter or may elect to do so informally if it is for reason of sensitivity, embarrassment, personal and confidential.
  - ii. The Human Resources department upon receiving such information and notification either formally or informally shall then proceed with independent and impartial investigation into the matter, where it is expedient to do so, discreetly and confidentially without disclosure of the complainant speak and enquire separately,
- The alleged harasser
  - And where possible including third party witness to the matter.
  - And verify the facts of the incident with the complainant or with the complainant's immediate superior.
- iii. If the preliminary investigation does disclose prima facie facts of the complaint, a formal charge would be prepared and domestic inquiry would be convened against the alleged harasser (if he is an employee) within 30 working days of the said complaint.
  - iv. If the alleged harasser is found guilty and depending on the gravity of the offence he shall face any one of the following disciplinary action by the Company:
- Issuance of last & final warning letter not to repeat the offence.

- Freezing of annual increment and bonus for the year.
- Suspension of duty without pay not exceeding 14 days.
- Dismissal from employment.
- v. Either party, that is the Complainant or the Harasser can appeal against the decision of the domestic inquiry panel by making a written submission to the Group Chief Executive Officer or to Group Chief Operating Officer within 7 working days after receiving notification of the panel. The GCEO / GCOO office will then consider the appeal and give a decision within 14 working days, which decision shall be final.
- vi. To deter any false and malicious complaints by the complainant against the accused, should the preliminary investigation reveal otherwise that was it made instead for vindictive purpose and / or for frivolous reason, a disciplinary action would be taken against the complainant.

### **Duty and responsibility of every head of department**

In addition to compliance with the 2013 amended act as aforesaid, the social responsibility to create awareness, prevent and eradicate sexual harassment is incumbent upon Company. Therefore the heads of department have a bounden duty to disseminate this policy on awareness, prevention and eradication of sexual harassment across to the downline all staffs.

**Revised Employee Handbook As At 10 July 2018:**

**Approved by:**

**KEVIN LEONG WENG ONN  
Company Director cum Principal  
19 July 2018**

**Uploaded Onto The e-Leave Bulletin-Notice On 10 July 2018 For The Cognizance &  
Compliance Of Employees**