

## HR Policies

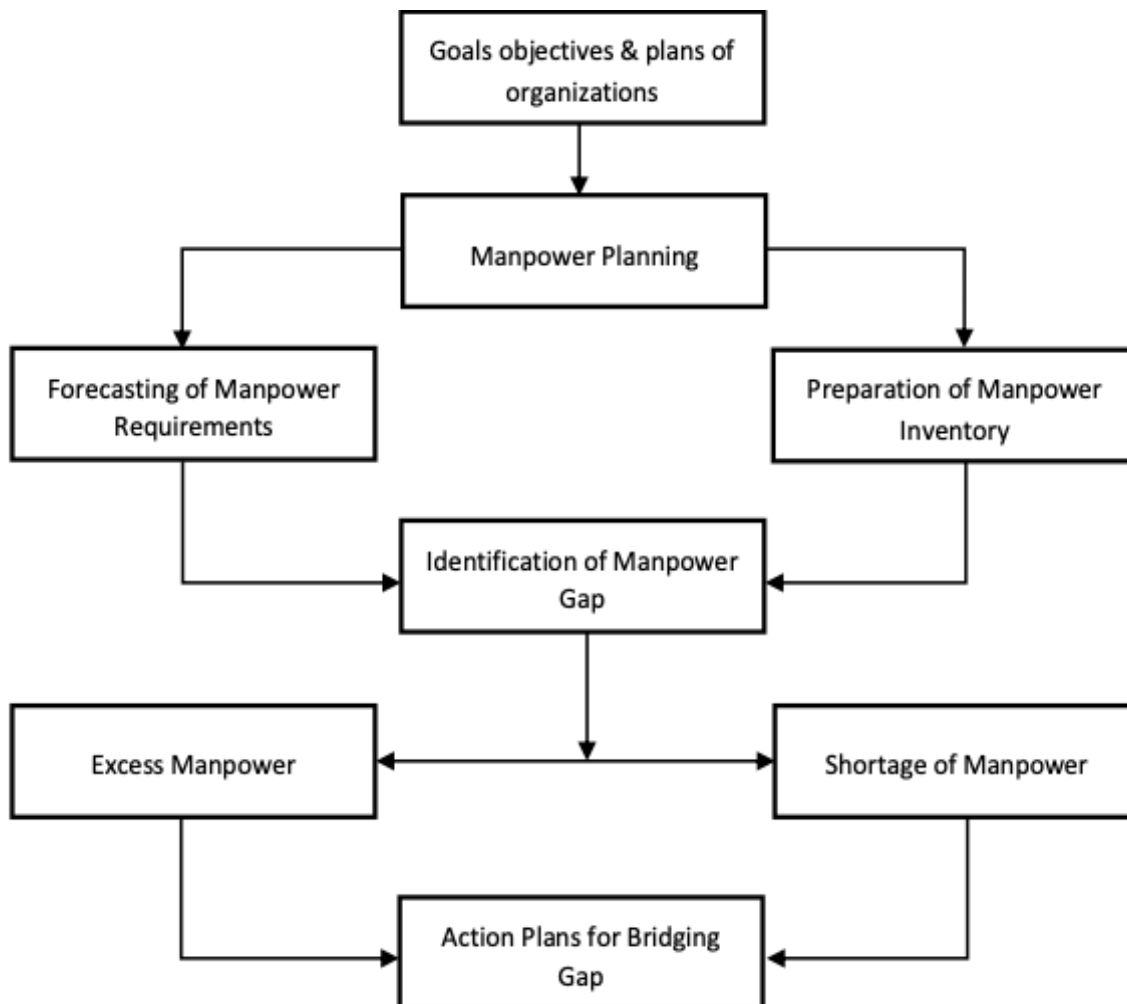
### Manpower Planning Policy

#### I. Policy Statement

- i. This policy relates to determination the manner in which an organization's manpower allocation and planning.
- ii. The policy's target is to have manpower with have the right skills in the right number for the various jobs in the organization, to motivate the organization's employees to be productive and to perform at their maximal potential and to create connections among the various resource planning activities of the organization and the organization's business objectives.

#### II. Scope

- II. 2.1. This policy applies to all prospective and existing departments and employees of MTSH.



## **I. Process and Procedure**

### **i. Goal Objectives & Plans of Organization**

Determine the organization's short-term goal and long-term goal and establish the organization chart based on organization's development plan.

### **ii. Manpower Planning**

According to the organization's goal and development plan, HR department and high-level management team have to plan the manning quota for each department.

### **iii. Forecasting Manpower Requirements**

Based on the business goal, HR department will forecast the demanding manpower for next three to five years of each department and propose a proper manpower allocation and quota report to BOD or management team.

### **iv. Preparation of Manpower Inventory**

To make manpower allocation smoother, HR department should prepare documents for manpower inventory includes management inventory and skills inventory. Management inventory such as Personnel data, Work history, Career plan, Strengths and weaknesses, Promotion potentials can help to allocate and distribute manpower to each department more efficiently and properly; skills inventory helps to identify the most suitable candidate for the position.

### **v. Identify the Manpower Gap**

By comparing the forecasting manpower requirements and inventory, HR department identifies the gap, excess or deficiency of manpower then makes the manpower optimizing or recruiting plan and policy.

## **vi. Action Plans for Bridging Gap**

After determining the gap of manpower, HR department should propose the manpower plan for recruiting, allocation, department merging or separating, department manpower target making and training program planning.

## **2.2 Succession Planning Policy**

### **I. Policy Statement**

- i. Succession planning is the process of identifying critical positions within our organization and developing action plans for individuals to assume those positions.
- ii. The plan should address current and future staffing requirements to ensure a pipeline of talent available to execute our organizational strategies and goals.
- iii. MTSH are committed to ensuring a comprehensive succession plan that supports workforce development and retaining highly productive and fulfilled employees.
- iv. A change in executive leadership or critical positions should be maintained by company to prepare the organization for changes in leadership and other critical positions to make sure the stability and accountability of MTSH while successors are sought and secured.

### **II. Purpose & Scope**

MTSH needs to consider opportunities to further develop staff as part of their workforce plan to ensure they can meet their workforce requirements in the short and long term especially for executive director and critical positions.

### **III. Objectives**

- i. Future Leadership: To develop future leaders for departments and MTSH
- ii. Critical Capability: To build capacity in departments for support for critical roles which provides flexibility when staff take leave or if staff take other roles.
- iii. Future Capability: To plan for departments that will be responsible for new activities, new capabilities building within departments may be required. Succession planning allows identifying gaps and developing staff members with the capability to address these gaps.

iv.

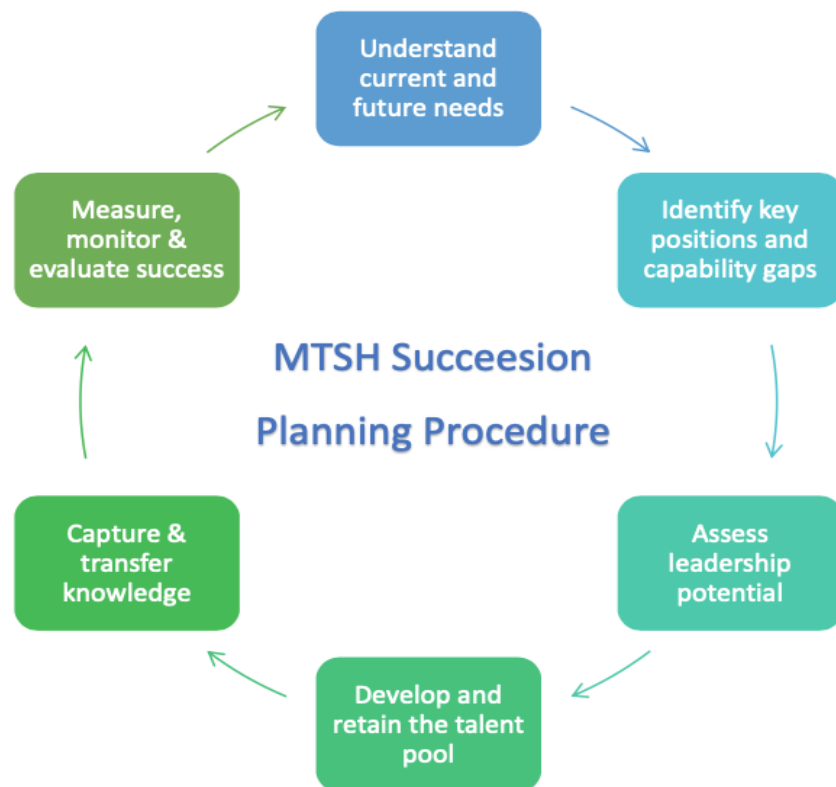
## IV. Principles of Succession Planning

The succession plan of executive director is the responsibility of MTSH and Board of Directors to access long term leadership needs to help ensure the selection of a qualified and capable leader who is good fit for the MTSH. The candidate should well-understand MTSH's mission, vision, core value and should equip the necessary skills for leading and managing MTSH.

The BOD is responsible for implementing a succession planning process for this position and the process should be reviewed and revised by HR department when needed.

The executive director and administrative staff are responsible for implementing a succession planning process for other critical positions and the process should be reviewed and revised by HR department when needed.

## V. Succession Planning Process and Procedure



**i. Understand current and future needs:**

- a. At this stage, MTSH connects company's strategic planning process with workforce analysis.
- b. Identify company's long-term target and direction and key strategic which company needs
- c. Analyze future needs of workforce and organization transformation
- d. Review MTSH's workforce competency and current talent base to identify the gaps and consider how to capitalize on identified strengths as an organization and as individuals.
- e. Connect succession plan with company's core value
- f. Identify critical positions which means the position is important or potential to company's future business and transformation
- g. Identify key positions and capability gaps:
- h. HR department and department head should identify key positions which needed to be filled as quickly as possible to make sure the company can function effectively.

Performance review and development records are an important source of identification.

**ii. Assess leadership potential:**

- a. Build job profiles for each position and identify core competencies and key technical competencies required for each position.
- b. Assess all staff members to identify those who have skills and knowledge or potential along with the desire to be promoted to existing and new positions. The assessment includes performance appraisal, co-worker's references or 360 assessments.

**iii. Develop and retain the talent pool:**

- a. HR department shall develop internal potential candidate's talent pool by hiring external talents, outsourcing, or developing existing staff.
- b. For talent those who are not recruited at the moment but assessed to be potential in the future positions, HR department shall put them into talent pool for future recruitment.

**iv. Capture & transfer knowledge:**

- a. HR department shall update all the documentation, standard operation procedures on the database.
- b. Build a comprehensive course and knowledge transfer procedure for employee, which help them to learn specific topics of knowledge.

**v. Measure, monitor & evaluate success:**

- a. Monitor and evaluate the strategies implemented to close the talent gaps and make sure the succession candidates perform well in their new roles.
- b. Succession planning efforts should be measured on an annual basis by administrative team and HR department.

## **2.3 Recruitment and Selection**

Recruitment is carried out depending on the organization's needs and requirements to operate the business efficiently. All the recruitments must be approved HR department. The individuals are recruited absolutely for their work knowledge, skill competencies and experience.

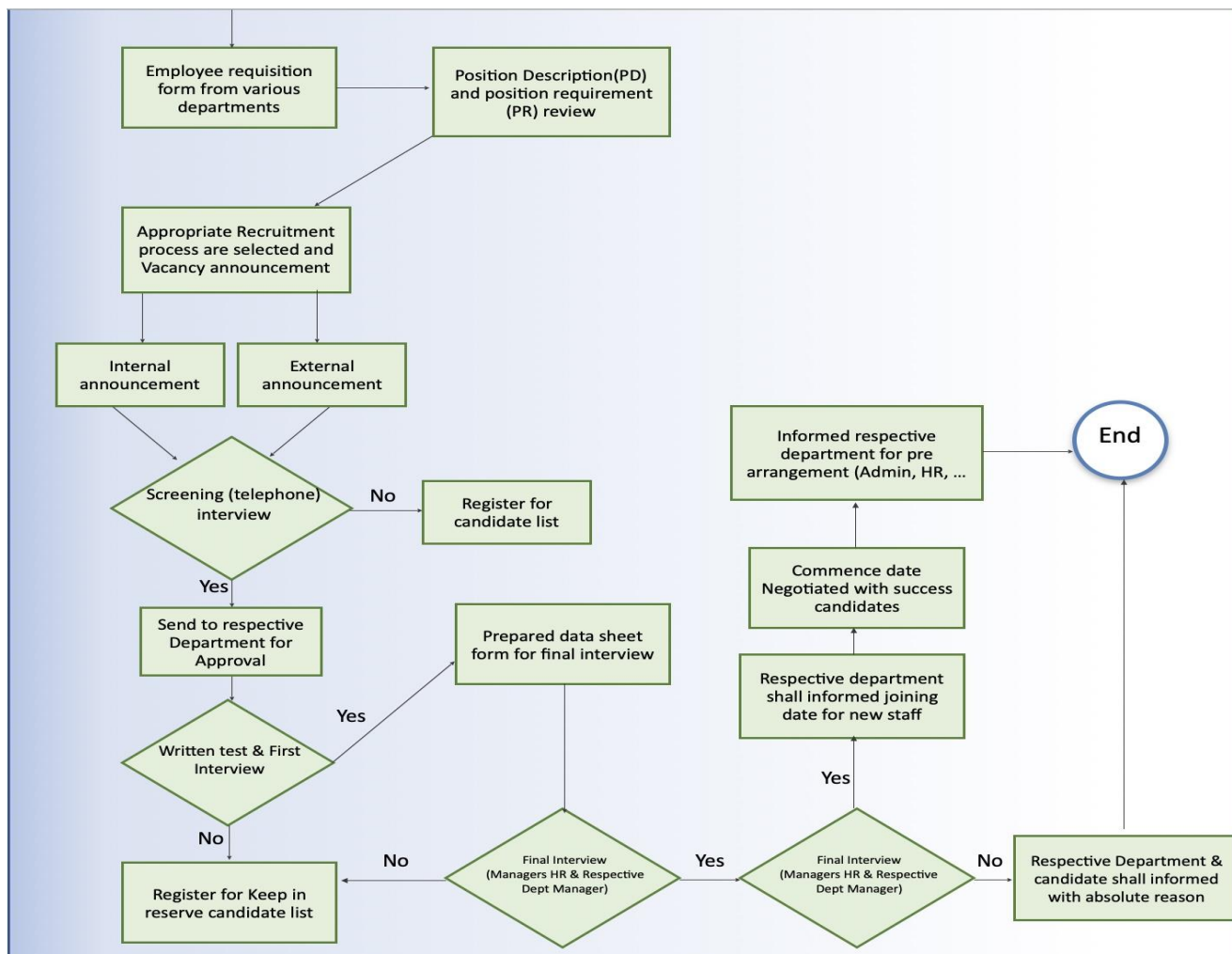
**i. Procedures**

- ii. Employee requisition form of various departments shall be filled and submitted to HR department for approval from HR Manager.
- iii. Job description (JD) and position requirement (PR) are reviewed and updated.
- iv. Appropriate Recruitment Process are selected. Internal vacancy announcement or external vacancy announcement using job portal, head hunting, recruitment agency and social media.
- v. The applications received are scrutinized and shortlisted.
- vi. Screening (telephone) interview are conducted by HR department if required.
- vii. The candidate who passes the screening (telephone) interview or scrutinized must be sent to the HOD of Respective Department.
- viii. After approval of CV from respective department, the written test and first interview with Manager of Respective Department and HR are prepared to conduct.
- ix. Personal data sheet Form shall be prepared for final interview
- x. Final interview shall be conducted by Managers (Respective depart; and HR) and Managing Director. Personal data form, CV of selected candidates, interview schedule form and Interview evaluation form shall be prepared.
- xi. The commence date shall be negotiated with success candidates.



- xii. The commence date shall be informed to respective department (HOD) for necessary arrangement, Admin team for arrangement of Table & Chair, Laptop, email address, ferry and so on, HR team for employee contract, employee record, benefit, training and so on.

## Recruitment and Selection Flow Chart



## **Conditions of Employment**

### **I. Confidentiality of Information:**

#### **i. Policy**

Employees of all contract types including full-time (Local and expert), internship and volunteers must maintain the confidentiality of information given by the Company or its customers, this can only have an exception if it is authorized by the Company or mandated by law. Confidential information includes all non-public information that might be of use of competitors, or harmful to the Company or its customers, if disclosed.

### **II. Employment Classifications**

#### **i. Probation Status**

Usually, all new staff members must complete a three-month probationary period unless the Company decides to hire an employee as permanent staff directly. After the probationary period, if the performance evaluation is satisfactory, the new staff member may become a permanent staff.

#### **ii. Permanent Status**

Upon completion of the probationary period successfully, the new employee gains the permanent status and is assigned the responsibilities and duties of their new position in MTSH. The roles of the permanent staffs remain the same regardless of the project or program they were assigned.

#### **iii. Consultants and Independent Contractors**

MTSH may hire consultants and independent contractors to carry certain projects. However, these individuals are not defined as employees and are not entitled to bonuses or benefits, regardless of the duration of their work with MTSH, without prior written agreement of both parties. All consultants and contractors are obligated to follow all the policies and procedures of MTSH.

#### **iv. Intern Status**

MTSH has internship programs for the students and fresh graduates. Interns are supervised by respective internship program managers and are required to follow all the policies and procedures set by MTSH.



## **Transfer Policies and Procedures**

MTSH always gives a priority to motivate all of their staff, increase productivity and retaining the staff, all these things are dependent upon people working in well suited position with their interest. Therefore, MTSH offers and encourages transfer opportunities within the organization. For instance, manager has to be supportive of staff member who has the desire to enhance their skills or develop new competencies to explore new responsibilities internally.

### **I. Eligible criteria**

- i. An employee has been working in current position at least a year with and has been working within the company at least two years.
- ii. He/she has to be recorded as a good team player in his/her current team.
- iii. Right fit skills set with desire transfer position criteria.
- iv. Has to submit last performance evaluation document and letter of reference from immediate.

In all cases, consideration will be given to the employee's demonstrated interpersonal skills, among other job-related factors, before making a final decision. Successfully passes any special screening processes required for the position of interest, including but not limited to background investigations, reference checks, drug screens, and skills assessments.

\*\*\* Exceptions to this policy are reviewed and added or reduce on an individual basis and must be approved by the office of Human Resources. \*\*\*

### **II. Transfer Process**

- i. Career review discussion with HOD and submit application form to HR attached with an accurate and complete account of employment record and performance evaluation form within last 18 months via email and a hard-copy version. To date, two reference letter from immediate supervisor and one from former manager.
- ii. Attend the interview with desired department head and HR department.
- iii. Prepare handover process, make a list of handover files to do proper handover to colleagues and supervisor.
- iv. Email to current responsible clients account and introduce to replacement person for current position.
- v. Wait for confirmation and offer transfer letter from HR department.
- vi. Start join with transferred department and position.

### **III. Interdepartmental Transfer**

Depending on the requirement of the work and project situation the manager and the department head has the authority to transfer employees to positions within the department to control efficient and productive workflow and good output in line with organization mandate. Nevertheless, managers have to make an internal announcement regarding the opportunity but not necessary to post it as an opening position to public.

### **IV. Interdepartmental Transfer Process**

#### **i. Employee Responsibilities:**

When we offer the transfer opportunity to employees,

It is the employee's responsibility to advise his/her immediate supervisor that he/she is interested in other opportunities outside of the department, this must be done prior to initiating the transfer. To facilitate the transfer, process the employee must identify a specific job requisition number or area of interest. The employee must submit the last performance evaluation or letters of reference to the HR department. It may also be a requirement of the employees to take clerical tests, such as grammar or typing, while completing the application process.

#### **ii. Human Resources Department Responsibilities:**

As soon as a recruitment manager has knowledge of an employee outside the department interested in its opening, the minimum requirement the department is expected to notify HR, also the department should refer the employee to the HR department to determine the eligibility for transfer. It is the responsibility of the hiring manager to conduct the interview(s), check the applicant's employment history, references and all in all interview processes finished recruitment manager has to prepare for extending the formal employment offer.

#### **iii. Human Resource Responsibilities:**

It is the HR responsibility to refer or interview an employee whose skill set, work history and knowledge base matches the position referenced by the employee. Only employees who are deemed qualified and a requirement match will be forwarded to the recruitment manager for review. The information on the position status is limited, the HR department will attempt to provide feedback when the information is available and is deemed reasonable and practical to communicate, this is done only upon request. After the initial transfer approval, the HR department will verify the eligibility again on a periodic basis, this will be done typically 90-day basis.

#### **iv. Reference Checks**

It is to safeguard the employees seeking an internal transfer to conduct reference checks, it is the responsibility of the hiring manager of the related department to check with the current supervisor to verify the performance and attendance record of the employee.

Occasionally there will be extenuating circumstances in which an employee requests that his/her supervisor cannot be contacted for before an offer of acceptance. The information provided to the hiring manager will reflect only well documented strengths or accomplishments, corrective action or disciplinary notices as recorded in the employee's personal file.

#### **v. Compensation**

It is the responsibility of the HR manager to discuss and confirm the employee's salary level currently and the rate of pay with the HR department and the employee, prior to extending an offer. The HR manager has authority to grant salary increases, within MTSH's guidelines, for a promotion (a move to a job with a higher salary grade) because there is no increase in the responsibility levels. The manager should consult with HR department when an employee transfers to a job with a lower salary grade. It is normally only when an employee's level of responsibility is decreased that the salary is reduced.

#### **vi. Notice of Transfer**

The employee should notify the current supervisor about the transfer if he/she is chosen for an open position. The dates of the transfer will be agreed upon by the affected areas and the managers and employee. Typically, employees in non-exempt jobs should expect at least 2 weeks formal notice and employees in exempt jobs to expect at least four weeks. In all cases, reasonable prior warning or notice will be given for all transfers to avoid the risk of disrupting the workflow in the employee's current area.

#### **vii. Leave Balances**

The employee undergoing a transfer may have accrued but unused entitle Leave with personal days these must be transferred from the current Manager to the Manager of the new department. Before the effective transfer date, each employee is encouraged to confirm accrual balances with HR department.

#### **viii. Orientation Period for Transferred Employees**

The orientation period is the first 3 month in the new position. Transfer employees however may use accumulated sick and during this period, only with supervisory approval.

It is necessary that the employee should meet the satisfactory performance expectations and standards of the new position, and the employee should be aware of this expectation set by the new Manager during the orientation period. The performance and work habits of an employee will be examined throughout the orientation period and, the employee may be separated out of employment if the necessary expectations are not met.

## **6 Compensation and Benefit**

In the Compensation and Benefit sections, there are four sections, remuneration, welfare, career development and leave policies.

### **I. Remuneration**

Under the remuneration, the following benefits will be provided by MTSH.

- i. Salaries**
  - ii. Overtime Pay**
  - iii. Increment and Bonuses**
  - iv. Other Allowances**
- 
- i. Salaries**
    - a. Salary payments shall be made by the Company at the end of each calendar month either in cash, at the Employee's local office, or by direct payment into the Employee's MMK bank account. The Company is required to account for all income tax due on such payments, at the prevailing rate, to the tax authorities, on the Employee's behalf. In addition, Social Security Board (SSB) payments will be deducted, as is required under Myanmar law. Income tax and SSB rates are subject to change by the authorities. Employee payments will be adjusted in accordance with new rates as they come into force.
    - b. In the case of termination of employment or resignation before the date for the payment of wages, etc., the Company shall pay such money to the applicable Employee within 15 working days commencing from the date of termination or resignation.
  - ii. Overtime Pay**
    - a. Overtime Pay will be calculated according to the labor law.
    - b. The overtime wages shall be calculated as double the basic wage.
    - c. Permission of factories and the General Labor Law Inspection Department must be obtained for an approval of a constant overtime policy.

### **iii. Increment and Bonus**

In MTSH, the increment system will be prepared based on the company's decision and other criteria set up by management. Then, according to the management's decisions, the bonus system will be arranged depending on business success once a year.

### **iv. Other Allowances**

#### **a. Telephone Bill**

The manager and above will be provided the telephone handset and all staff will be provide telephone bill allowance in every month.

#### **b. Employee Special Event**

MTSH values its Employees and recognizes their hard work and effort. To show its appreciation, MTSH arranges employee seminar and gathering once a year for the Employees to relax and enjoy. Moreover, MTSH sends its Employees to local/ overseas for employee recognition and retreat program once a year to relax away from work and to connect with each other.

## **II. Career Development Benefit**

### **i. Training and Development**

MTSH values its employees' learning process, performance improvement and career development. MTSH recognizes the importance of having a skilled workforce in order to achieve strategic and operational plans and is committed to providing a working environment that is conducive to effective performance and promotes training and development opportunities for all staff.

#### **a. Objective of this policy**

1. To provide a framework for training and development that ensures staff have necessary competencies to deliver on MTSH's strategic and operational plans.
2. To improve the quality of the individual in his/her present and future jobs efficiently and effectively in pursuit of achieving the organizational goals.



## **b. Scope of this Policy**

This policy applies to all MTSH's employees.

### **1. Responsibilities**

- a) Managing Director – responsible for ensuring this procedure is implemented, but in practice will delegate the operational management of the requirements to the HR Manager/Head of HR.
- b) HR-Manager – Preparation of the training calendars, arranging the trainings and analyzing the training feedbacks and effectiveness.
- c) Function/Department Head – collaborate with HR for training need identification and analyzing the training effectiveness.
- d) Staff – are required to comply with all the requirements set out in this policy and procedure.

### **2. Policy Statements**

- a) There will be equality of opportunity for all MTSH staff to develop their knowledge, skills, and abilities through a blend of learning methods including mentoring, coaching, on the job learning, courses, conferences, and seminars.
- b) The training needs of staff will be identified through performance management and operational planning in line with best practice and legislative guidelines.
- c) The annual training plan, outlining planned in-house training courses will be approved by MD/CEO and communicated to all staff.
- d) All training, i.e. courses, workshops, seminars, and conferences will be coordinated through the HR Department.
- e) All training will be evaluated to inform changes and improvements in training provision.
- f) The line manager will agree with staff member, how knowledge/skills learned will be shared to inform team/organizational learning.
- g) The line manager will facilitate the staff member to transfer the knowledge/skills learned in training to the workplace.
- h) Staff participating in training will satisfy all attendance, assessment, and evaluation requirements within the required timeframes.
- i) MTSH will develop internal trainer capacity to facilitate delivery of training programs in line with organizational needs and to provide development opportunities for staff.
- j) Where staff are undertaking further education outside of normal working hours they can apply for study/exam leave in accordance with MTSH leave policy.



### **3. Training Opportunities**

So, the employee shall be given the training opportunities as in below.

- a) Orientation Training – A procedure for providing new employees with basic background information about the organization
- b) On the Job Training- employee training at the place of work while he or she is doing the actual job.
- c) Outsource Training – the strategy for which a company utilizes an external supplier for the management of training processes and/or activities.
- d) External Training - External training is training provided from outside the organization using external consultants, specialists, or organizations
- e) Internal Training- the process from which employees achieve the skills to perform their jobs and is an essential part of any successful business.
- f) As in returns, the service agreement shall be made between MTSH and employees. The training procedures will be done according to MTSH training and development SOP and policy.

### **4. Training Process**

- Step-1 : Training Need Analysis
- Step-2 : Analyst the need
- Step-3 : Set the objective
- Step-4 : Designing Training Programs
- Step-5 : Implementation of training program
- Step-6 : Evaluation of training program
- Step-7 : Feedback of training program

### **ii. Advanced Skill Policy**

Advanced Skill policy establishes general guidelines for senior skill gaining of senior manager level of employees or board of directors of MTSH.

#### **a. Policy**

In order to achieve strategic plan and objectives of MTSH, MTSH provides professional development and access for learning & development program for senior staff and BOD to add value to the corporation, provide effective oversight and fulfill their fiduciary responsibilities to the corporation.

## **b. Scope**

This policy applies to all current and new board members and to the board of directors in general.

## **c. Policy Details**

### **1. New Board Member Education**

MTSH should design and maintain an orientation program for new board members. The Chief Executive Officer and HR department should ensure that the orientation program is designed to provide comprehensive illustration and knowledge to enable new board members to contribute to the work of the Board the new board member have understanding of the MTSH and the industry and environment that MTSH operates.

New board member orientation program should:

- a) Provide an understanding of the governance structure, the company policy, the role of the Board, the expectations with respect to individual board member performance.
- b) Build an understanding of the corporation's nature, environment, and current business condition.

### **2. Current Board Member Education**

The ongoing director education is a way to strengthen the effectiveness of individual directors and each board member is responsible for the director education which should be supported by corporation.

HR department has responsibility to make learning recommendations to board members for their way and material of education.

The education could be categorized by two types:

- a) Formal Education: The education, which is classroom-based, and online courses. Board members are encouraged to seek out external formal learning opportunities.
- b) Informal Education: The education through external sources such as professional organizations, subscriptions to relevant journals and attendance at relevant seminars or conferences.

HR department shall make board members aware annually and from time to time about relevant courses and other external formal educational opportunities.

### **3. Board Development**

The board development program should be team-based development, which is intended to improve the Board's decision-making by providing information to board members on important subjects, enabling board members to interact on key issues that is critical to making decisions and reinforcing key issues the Board faces in the context of its role and responsibilities as a board. Board development program should:

- a) Keep board members informed of changes within MTSH in the legal, regulatory and industry requirements and standards

- b) Provide board members an occasion for knowledge exchanging, experience sharing and unification

## **2.7 Leave Policy**

### **I. Policy and Procedure Objectives**

The following outlines the company' arrangements for all types of authorized leave and procedure for applying them that are available to all staff members. The entitlements in this document comply with the Leave and Holiday Act 1951.

The leave rules are subject to change from time to time, in accordance with the Company's rules and regulation.

The different types of the leaves given under the policy are:

- i. Earned Leave
- ii. Casual Leave
- iii. Medical Leave
- iv. Maternity Leave
- v. Paternity Leave
- vi. Compassionate Leave
- vii. Substitute Leave
- viii. Without Pay Leave

#### **i. Earned Leave**

- a. Staff members will be entitled to (10) working days of Earned leave. A staff member is eligible for Earned Leave after completion of 12 months of continuous service from the employment date and if the employee worked for minimum 20 days per month.

For every month with less than 20 days of attendance, one day is deductible from Earned Leave.

- b. Gazetted holidays can be prefixed or suffixed to Earned Leave.
- c. Intervening Gazetted holidays/ weekly off days will be counted as part of the leave.
- d. Half day of earned leave cannot be taken.

#### **ii. Casual Leave**

- a. An employee is entitled 6 days casual leave per fiscal year
- b. Casual leave cannot be availed for less than half a day or more than 3 days at a time. Casual Leave at a stretch beyond three days shall be treated by permission of supervisor.
- c. Causal leave shall not be combined with any other leaves.

Administration:

- a. Inability to attend office should be notified to both Respective supervisor and HR Department on the same day before 10 am.
- b. Approved leave application must reach the HR department when working days of rejoining.

### iii. Medical Leave

- a. An Employee who has completed 6 months of service will be eligible for medical leave and those who are not completed 6 months of service will only be eligible for medical leave without pay.
- b. An Employee who is ill and unable to work is entitled to take medical leave for actual sickness with pay for no more than 30 working days per year. Medical report from a certified doctor must be submitted for each occasion of medical leave.
- c. Any employee who can submit proof of blood donation, can take medical leave for the day he/she donates blood and the next day.
- d. Medical leave will be in effect only or when the Employee is sick or injured or has any illness that causes him/her to be unable to continue to *work*.
- e. In the case where it is difficult to make an advance request for medical leave, a Request for Medical Leave Form must be submitted to the Officer as soon as he/she returns to work.
- f. In the case where sickness occurs at work, the Employee should submit a Request for Medical Leave Form to the manager prior to leaving the office.

#### Administration:

- a. If the employee is unable to attend his/ her duties for three continuous days or longer, he/she will be granted on production of a medical certificate from a registered medical practitioner, covering the period of ailment.
- b. Approved leave application must reach the HR department when working days of rejoining.

### iv. Maternity Leave

- a. The maternity leave will be allowed in accordance with the 2012 Social Security Law or the 1951 Leave and Public Holiday law.
- b. Maternity leave is 6 weeks before the birth and 8 weeks after the birth.
- c. In addition, the female employees are entitled to maximum of (7) paid hospital visit per day for examination during pregnancy. This leaves is defined as pregnancy clinic leave.

#### Administration:

- a. When applying for maternity leave the employee must submit a medical certificate from a qualified medical practitioner of SSB clinic stating the expected date of delivery.
- b. A female employee who is pregnant shall notify to the manager for her pregnancy.
- c. The Company is entitled to request to a female employee who is pregnant for her present job on temporary basis, before or after delivery.

## **v. Paternity Leave**

- a. Male employee who is a member of Social Security Board (SSB), is entitled to 15 working days of paid leave at the time of birth of his child to take care of his confinement wife and newborn baby with the stipulations of the medical certificate.

### **Administration:**

- a. When applying the paternity leave, the leave application form with the valid evidence of delivery date or expected delivery date at least 4 weeks advanced approval must be obtained from the manager.
- b. Approved leave applications must be submitted by the applicant, to the HR Section, 4 weeks in advance to proceeding on leave, to enable proper leave accounting.

## **vi. Compassionate Leave**

- a. Employee shall be granted for 7 days Bereavement Leave to attend to personal misfortunes such as death of an immediate member of the staff member's family (spouse, parents, and child)
- b. 7 days for his/her wedding leave, can take combined with earned leave.

### **Administration:**

- a. When applying the bereavement leave, the employee must be obtained prior approval from the manager and must be submitted to the HR department, prior to proceeding on leave, to enable proper leave accounting.
- b. If employees who have been appointed as permanent get legally married, they will be entitled to (7) days' leave with salary.
- c. The wedding leave must obtain permission in advance for 1 week from HR Department and HOD with the attached invitation. If they return to work after taking the leave, must submit a marriage certificate.
- d. An employee is entitled to marriage leave only once throughout his working life and can take it with earned leave.

## **vii. Substitute Leave**

- a. Employee shall be granted substitute leave for consecutive working days/ overtime without holidays.

### **Administration:**

- a. When applying the bereavement leave, the employee must be obtained prior approval from the manager and must be submitted to the HR department, prior to proceeding on leave, to enable proper leave accounting.



## **viii. Leave without Pay**

- a. Leave without pay is granted 30 days per year only in exceptional circumstances approved by the Respective manager and only after all leave entitlement has been used up.
- b. During the period of LWP, the employee is not entitled for any pay or allowance.

### **Administration:**

- a. In order to apply the short period of LWP, the employee shall obtain prior approval from the Officer before submitting the leave application to the HR department. If the employee fails to report to duty on the specified date after the sanctioned LWP, it is deemed that employee has abandoned his service with the company on his own accord.
- b. The Respective Officer may refuse or negotiate with individual member of staff the length of unpaid leave to be taken in the light of the business needs of the organization.

## **II. Absence without Leave (Absence from the duty)**

- i. When an employee takes off from duty without prior leave approval or proper intimation under certain unavoidable circumstances, then those day/days will be treated as absence from duty.
- ii. The employee has to report to his / her Officer on rejoining duty from absence and provide valid reasons for absence before taking up work again.
- iii. If an employee is absent from duty continuously for more than 3 days, an official correspondence from the HR department will be sent to the employee asking to report to duty and to provide explanation for his absence.
- iv. If there were no response from the employee within the stipulated time mentioned in official correspondence, it would be assumed that the employee has withdrawn his service from the company on his own accord and recorded accordingly.

## **2.8. Uniform Policy**

### **I. Objective**

The objective of the dress code policy is to establish the standards of appearance/dress expected while at work, whether uniform or non-uniform. It is imperative that each employee represents Myanmar Thilawa SEZ Public Company Limited (MTSH) in a professional manner and shall be properly dressed and groomed during regular business hours and official functions.

It is also a requirement of the company that while wearing any uniform which shows you are an employee of MTSH to act as if you are representing the company at all times, for the avoidance of doubt this is in business hours or out.

MTSH remains focused on protecting its reputation as a highly professional and internationally run company, while an employee is labelled with the logo or company name impeccable behavior is imperative.



The below policy and procedure outline the legislation relating to dress codes and uniforms within the workplace.

## II. A fair policy for all

- i. **Religious discrimination** – MTSH will not prevent employees from wearing religious apparel unless there is a strong reason, such as safety.
- ii. **Gender discrimination** – MTSH's dress code can have different standards for males and females. For example, men may be required to wear a tie while women won't. However, MTSH's policy will not give an employment advantage to either gender.
- iii. **Racial discrimination** – MTSH's policy will not have an adverse impact on a particular race. Racial discrimination claims will be taken very seriously.

## III. Scope

The policy applies to all our employees.

## IV. Policy and Procedure

### i. Non - Uniform Staff – Dress for Work

Where the uniform is not a requirement of the role it is important that employees dress in a professional manner whilst on duty. Employee who wears their own clothes should ensure that they are suitable for work purpose: are clean and in a good state of repair, and should always look professional and must avoid free of holes, tears, rips, and wrinkles, etc. The dress should meet the smart business attire, smart casual will be accepted for back-office departments, whereas smart business attire is required in any mid-front office departments.

### ii. Uniform Staff

All uniformed MTSH employees shall receive uniform items when the employee has passed probation:

#### a. Allocation of Uniform

Housekeeper and drivers are three sets of office uniforms and receptionist & project staffs are two sets of office uniforms.

#### b. Safety

It is the Respective Managers' responsibility to ensure that appropriate personal protective equipment (PPE) is worn by employees. Eligible employees will be provided Safety Helmet, Vest, Shoes, Boots and Raincoats. Employees who mistreat, abuse, or fail to comply with MTSH's requirements for safety standards and PPE will be subject to disciplinary action.

**c. Body Art and Piercing**

Tattoos that could be perceived as offensive should be discreetly covered where possible. The company image can be affected by the presentation of our staff. Any form of body piercing, other than ear piercing, must be discreet and ensure a professional image is portrayed at all times.

**d. Responsibility of In-charge, Assistant Managers and Managers**

It is the responsibility of In-charge, Responsible Department Heads/Managers as to ensure all eligible employees under their control are issued with and wear the uniform provided in accordance with this Policy.

**e. Disciplinary Actions**

Wearing of the designated uniform and the current dress code established by this policy are considered a condition of employment. Respective Department Heads/ Managers can send the employee for improper wearing of clothing and uniform and report to the HR Department about the situation. The time away from work will be without pay and considered an unauthorized absence. Repeated breaches of the uniform/dress code policy will be viewed as misconduct and will be addressed in accordance with the MTSH's Policy and Procedure for the Management of Disciplinary Matters.

## **Separation**

MTSH has developed a standardized, systematic approach to discipline and discharge. Therefore, the policies that can lead to employee separation will be based on principles of justices and law. There are various types of employees separation;

**I. Resignation**

**II. Death of Employee**

**III. Termination**

**IV. Discharge**

So, the followings are the procedures and policies of employee separation.

## **I. Resignation**

- i. Employee needs to give one-month prior notice of his/her resignation to respective department head either email or verbal. All HOD needs to give two-months prior notice of his/her resignation to HR Manager.
- ii. The approval from the department head shall be received. HR department shall issue the resignation form with HR Manager initial signature and issue date.
- iii. After filling the resignation form completely, the form must be returned back to HR department.
- iv. Before end of his/her employment, the employee who wish to resign need to fill the exit interview form.
- v. Proper handover of document shall be done and all property of the Organization shall be returned. Outstanding the petty cash must be returned and reimbursed.
- vi. HR must send the Employee Clearance Form and exit interview form to respective department 4 to 5 day ahead of last working.
- vii. HR must calculate remaining leave entitlements and final payments 1 day ahead of last working day, the salary summary sheet shall be sent to Finance and Accounting Department to issue the salary in last working day.
- viii. HR department shall issue the Service Certificate Letter which the employee will have at least a year of experiences and complete the resignation process.

## **II. Death of Employee**

Upon receiving the death of the employee, respective Team/ Department should immediately notify to HR Team.

A termination due to the death of employee will be made effective as of the date of death.

HR team will process all appropriate beneficiary payments from the various benefits plan (SSB, Company allowances and others).

HR team needs to prepare the termination of employment letter for announcing at the funeral ceremony.

## **III. Termination**

- i. Absent from the duty for a 3 continues days and maximum 5 days in a year.
- ii. Expiration or completion of contract
- iii. Unsuccessful Probationary Period

## **IV. Discharge**

### **i. Discharge for Cause**

Forced resignation/ Dismissal can be happened in such kind of circumstances:

- a. Dishonesty or criminal offence intentionally committed against the Company.
- b. Damage caused intentionally to the Company.
- c. Negligence, causing serious damage to the Company.
- d. Violation of Company regulations and rules. The Company reserves the right to terminate an employee contract after a written warning, or in the case of a serious breach of contract or law, with no warning. Warning letters remain on the Employee's file on a permanent basis.
- e. Imprisonment by a final judgment of imprisonment, except for an offence that is committed by negligence, or a petty offence.
- f. Holding any position in any other firm, whether remunerated or not, without written permission from management.
- g. Consumption of alcoholic beverages and tobacco products at work place and intoxication
- h. Carrying weapons and explosives against the existing laws into the premises of the work place
- i. Abuse of drugs
- j. Gambling
- k. Violation of the Penal Code
- l. Fraud, embezzlement or other kinds of illegal actions against the company
- m. Discriminatory behavior or harassment
- n. Willful neglect of job responsibilities
- o. Have caused intentional damage to company' assets

### **ii. Discharge without cause**

- a. It can occur when the company decides that the services of an employee are no longer needed.
- b. MTSH will give notice a specified amount of time (1 month: according to employment contract) and will give severance pay according to Myanmar Labor Law.

## **2.10 Managing Performance**

### **I. Policy**

Performance evaluations are carried out in an unbiased and just manner by every employee to their co-workers.

### **II. Performance Appraisal & Promotion Policy**

#### **i. Policy Statement**

- a. The target of performance appraisal is to evaluate the performance of employees and help employees and managers to manage performance and to improve employees' skills.
- b. MTSH are committed to supporting every employee to reach their potential and achieve their personal goals by performance appraisal, in turn will assist the organization to achieve its objectives.

## ii. Scope

- a. The appraisal process will apply to all staff who have successfully completed their probationary period.
- b. Staff who should be appraised includes part-time and temporary workers.

## iii. Principles of Performance Appraisal

- a. The performance appraisal record is for appraising the performance of employees and should be related to performance of employee at work.
- a. Respective department head should record the performance and comment the employee about if he/she can be beneficial to the company.
- b. If needed, the appraisal has to be recorded separately as special comment and should be signed by department head.
- c. Performance appraisal should be practiced once or twice a year.
- d. The purpose of performance appraisal is for promotion, rewarding, raising the salary and improvement of employees.
- e. The Performance appraisal records are confidential.
- f. HR department needs to distribute performance appraisal form to each department head.
- g. Respective department head need to discuss and negotiate about performance appraisal with appraisees honestly.
- h. HR should get back appraisal records from each department and distribute to respective department head when they need to review.
- i. To raise the salary of subordinates, department head can submit the appraisal file of employee to BOD for approval.

## iv. Principles of Promotion

- a. Promotion policy applies to all employees who qualify for promotion.
  - 1. Employees may be promoted only after their probation period ends and if they are not under a performance improvement plan.
- b. All of the promotion should be approved by BOD.
- c. Employees can be promoted based on their performance and workplace conduct. The acceptable criteria for promotion are:
  - 1. Experience in the job or related field.

2. High performance level in recent appraisal.
  3. Skillset that matches the minimum requirements of the new role.
  4. Personal motivation and willingness for a change in responsibilities.
- d. If respective department head want to promote the employee, he/she has to discuss with HR department and submit the application with certified documents to BOD for approval.
- e. Promotion process will begin during the performance appraisal period, twice a year. As for special needs, promotion process can be started at another time.
- f. Managers or supervisors should avoid promotion based on following things:
1. Subjective opinions of manager unsupported by performance evaluations or metrics.
  2. Discrimination.
  3. Fraternization.
  4. Favoritism.
  5. Nepotism.
- g. To avoid the incidents above, managers must keep good records of their promotion evaluation process.

## **v. Appraisal & Promotion Process and Procedure**

- a. MTSH establish a performance review process once *a year*. During this process, managers may consider selecting employees to move to a higher-level position, or a position that better matches their skills and aspirations. Spontaneous promotions may also occur if a business need arises.
- b. During the appraisal, managers should meet with employees to talk about their work performance and fill out personal appraisal form. If employees are qualified to be promoted, manager will talk about career goals and/or aspirations for a promotion.
- c. If the employee is willing to be promoted, manager should identify opportunities to help employee's promoting.
- d. Manager has to discuss the promotion with HR and respective department head to receive approval. Managers should also ask HR about the new position's salary range and any new benefits they should present to their team member.
- e. Manager arranges a meeting with the employee to determine whether they are happy with promotion.
- f. Managers and HR department have to keep the record of the promotion and help employees to get used to new position and job content.



## **vi. Performance Appraisal Sharing Session**

Employees will be explained how to fill up the form and calculation system. Drivers need to fill the form during the Sharing Session.

## **vii. Evaluation**

Appraisal Result MD/CEO is organized to discuss about market price and current status which is decided for increment and bonus system. After getting the approval with CEO and HOD, appraisal letters are prepared with the signature of HR Manager and MD/CEO. In-person performance appraisal sessions are arranged with Respective Managers and HR Manager in March.

## **Health and safety**

MTSH is committed to provide a safe and healthy workplace and to help educate and train each Employee in safe work practices. All Employees should take responsibility to be or become aware of the hazards associated with their personal workspace and tasks they are to perform. All Employees are responsible to comply with the applicable health and safety rules, wearing prescribed safety equipment and preventing avoidable accidents. All Employees are also responsible for reporting any workplace conditions that pose a safety hazard or a threat to the environment and take the correct actions in order to eliminate such risks.

### **I. Policy**

The Company places great importance on Health and Safety matters and undertakes to conduct its business in such a way as to ensure the health, safety and welfare of all its Employees, visitors and the general public. Every Employee must, therefore, co-operate in enabling compliance with all statutory duties. For further details on Health and Safety procedures and guidelines, please see our Health and Safety Manual, which is available in the Company Policy and Procedure book and from your manager or officer. Upon signing this document, it is understood that you have read, acknowledged and understood the procedures, rules and guidelines in the Health and Safety Manual.

- i. MTSH guarantees a safe and healthy working environment for each employee, and provides sufficient infrastructures and facilities, and make available a workplace free of any discriminatory acts and sexual harassment. The Health and Safety policy requires total commitment from all Employees
- ii. Employees have a legal obligation to take reasonable care, for his or her own safety, and for the safety of others who may be affected by his or her actions or omissions
- iii. Employees must comply with instructions and procedure issued.
- iv. Employees must report any serious danger to health and safety to their manager.

- v. Employees must report any incidents which have, or may lead to, or may have led to injury, to their manager.
- vi. Employees must co-operate with any investigation.
- vii. Employees must use equipment or substances in accordance with instructions or training.
- viii. Employees must wear or use protective clothing, footwear or other articles when
- ix. MTSH also provides and guarantees legal protection and a comfortable working environment.
- x. MTSH seeks to guarantee its personnel's safety and health while working for the Company. MTSH develops occupational health and safety management programs and provide necessary infrastructure (protective equipment and tools and warning sign boards).
- xi. MTSH prohibits any use, sale, purchase, transfer, possession, or intake of illegal drugs by any individual on the Company's premises. This prohibition does not apply for prescribed or legally consumed drugs.
- xii. All Employees should take responsibility to be or become aware of the hazards associated with their personal workspace and tasks they are to perform. All Employees are responsible to comply with the applicable health and safety rules, wearing prescribed safety equipment and preventing avoidable accidents. All Employees are also responsible for reporting any workplace conditions that pose a safety hazard or a threat to the environment and take the correct actions in order to eliminate such risks.

## II. Statement of intent

The Company recognizes and accepts its responsibility as an employer to ensure the Health, Safety and Welfare of its Employees at work, so far as is reasonably practicable. In particular, the Company will, so far as is reasonably practicable, provide for each of its Employees:

- i. A safe place of work, with safe access to, and egress from, the workplace.
- ii. A safe system of work. Safe equipment and clothing in accordance with statutory requirements.
- iii. Adequate training, instruction, information, and supervision where necessary to ensure, so far as is reasonably practicable, the Health and Safety at work of its Employees.
- iv. Objectives to eliminate or minimize, so far as is reasonably practicable, the risk of injury to all the Company's Employees, all non-Employees, including the general public and any other person who may be affected by the activities or undertakings of the Company, or its Employees at work.

### **III. Arrangements for executing the policy**

All Employees must arrange for the following procedures to be followed:

- i. Ensure that access to, and egress from, the workplace is safe and free from obstruction.
- ii. Inspect the workplace for general tidiness and cleanliness.
- iii. Inspect equipment to ensure safety devices and power supply units are in order.
- iv. Ensure that welfare arrangements are adequate, and that lighting and heating/cooling systems are in good order.

### **IV. Accident Reporting**

Employees have an obligation to report any accident/incident or anything that has come to their attention during the working day that may be unsafe or is a cause for concern. If you or your colleague is involved in an accident at work, it must be reported to your section leader, assistant manager or manager, and be entered into the Accident Book. All accidents, however minor, must be recorded, thereby giving the Company the opportunity to investigate the causes and prevent similar accidents happening in the future.

In the event of a serious or notified accident or dangerous occurrence, it is essential that the Respective Officer in-charge is informed as quickly as possible, in order that suitable action may be taken. If you see something that is unsafe, report it immediately to your section leader, assistant manager, manager, or HR representative in-charge.

### **V. Fire**

Fire presents a significant risk to the Company. It can kill or seriously injure Employees, visitors, clients and the general public, damage or destroy buildings, equipment and stock. As an Employee it is essential that you co-operate with the Company to ensure the workplace is safe from fire and its effects. You must not do anything, which will place you or others at risk. You must inform your manager if you discover any significant risk of fire, which might affect the safety of others and co-operate with all measures to reduce/control the risks. MTSH will provide the fire safety training to all the employees. You should ensure you know about the fire warning system and how to operate and respond to it.

The following simple points will help reduce the risk of fire.

- i. Escape routes must be kept free from any obstruction.
- ii. Good standards of housekeeping – keeping workplaces tidy.

- iii. Regular removal of any combustible waste.
- iv. Keeping ignition sources away from combustible material.
- v. Ensure flammable chemicals are stored correctly and securely.

## VI. Fire Drill Procedure

Annual fire drills are required for all individuals in company. All departments of company must participate in the fire drill. When the fire alarm signal is given, all employees should vacate the building in an orderly fashion, and not return until the signal is turned off.

The purpose of fire drill procedure s to prepare building occupants for exiting a building during a fire or related building emergency.

### i. How to Report a Fire

If you discover a fire in building, do the following:

- a. Pull the fire alarm and call 191.
- b. Remember to dial 191 to fire station and inform the location, size of fire, your name, number of persons in the building and any injuries.
- c. Fire alarms pull stations are normally located near each exit.
- d. Do not try to fight the fire unless you have been trained to use the fire extinguishers and do not put yourself in danger while attempting to control the fire.
- e. Evacuation is always the priority.
- f. Do not try to be re-entering the building unless the firefighters and policemen confirm the condition is safe and under controlled.

### ii. Fire Drill - Exit Procedure

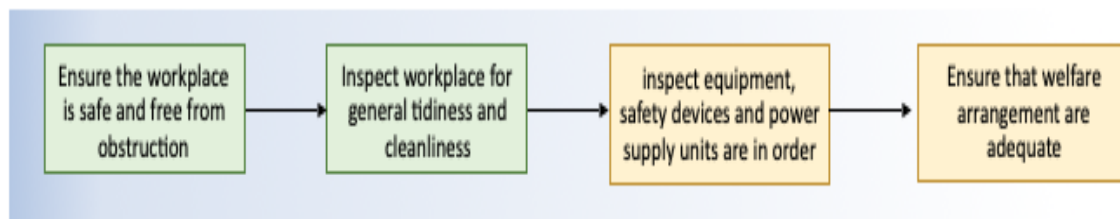
- a. The fire exit plan should include everybody in the building which includes employees, visitors, guests, and attendants. There are no excuses for not participating. Everyone must leave the building during a drill period.
- b. Diagram and post two routes to the outside from all rooms.
- c. Meeting place outdoors should be away from the building and clear of entrances which at least 50m far from the building.

- d. Do not try to be re-entering the building and call 191 for help.
- e. Manager or management level of each department should count the number of people to ensure everyone has been evacuated successfully.

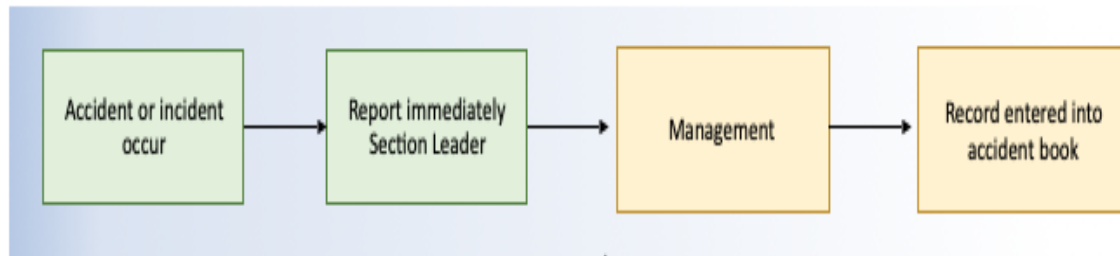
## f. First Aid

First Aid boxes must be kept in all workplaces as required and must be kept supplied with suitable contents.

### Health & Safety Process



### Accident Report process



### Report for Fire

