



EMPLOYEE HANDBOOK

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I. GENERAL INFORMATION:

1. Purpose:

This Regulations is important basis for the EZLANDVIETNAM Development JSC (“Company” or “EZLand”) to build a healthy and civilized culture. At the same time, we can put all EZLand activities in the right direction and achieve the expected business efficiency.

2. Objects:

All employees working under labor contracts at EZLand.

3. Applicable time:

Valid from June 1st, 2019. The previous policies with the same content are no longer valid

II. CONTENT:

1. Working hours and lunch break

Normal working hours: 9:00 am to 6:00 pm (Monday to Friday).

01 hour break for lunch can be taken between 12:00 noon and 1:00pm. Occasional short breaks are tolerated during the day as long as they do not impact the overall productivity.

However, this time can be adjusted to suit with each Department is clearly shown in the contract, but not more than 48 hours per week.

2. Time away from work

If an emergency, personal business or pressing personal circumstances that cannot be attended to outside of working hours requires you to leave your job, you may request permission from your direct supervisor/manager. He/she will consider the urgency of your request and the time when you can be spared.

3. Attendance and punctuality

Being on time is important to the efficient operation of our Company. Tardiness disrupts productivity and makes it difficult to function effectively. It is your



responsibility to be punctual at your schedule starting time and to return from lunch not later than the scheduled hour.

Occasionally, unavoidable circumstances may cause you to be late and you are expected to notify your supervisor/manager or the HR Department if you find yourselves in this situation. Frequent tardiness and unexcused absences will result in disciplinary action, up to, and including, dismissal.

4. Dress code

It is important for the company image and public relations that all staff is appropriately and smartly dressed. Jeans, T-shirt are not permitted. For male employees, the hairs should be cut conventionally and well groomed.

Good personal grooming hygiene requires you must be neat, clean with clothes that are in good condition because your appearance should make you feel good.

5. Professionalism & Public image/relations

To promote good public relation, the company expects every employee to maintain a high standard of professionalism and efficiency and to be polite and courteous to investors/visitors/colleague at all times.

The company is setting up a more professional environment with the great spirit and teamwork. The respect of managers, partners and other employees' privacy and personal life is high appraised. Existing employees are expected to co-operate and help new comers to integrate into the company.

6. Cleaning & Security

Staff must always keep their desks, surrounding areas and all work stations clean and tidy. The desks should look professional and neat.

All kind of food is not allowed to be used at desk or not to be thrown into the office bins as they would attract insects.

7. Food & Drink

Employee should also limit the use of food or drink which smells to make sure the office remains fresh air all time. In respect to, those kinds of drink need to be covered up carefully inside the office and must be joined at pantry.

Drinks or food left too long/over dated in the fridge should be discarded for sanitary reasons. Also, employee should together keep the pantry clean and tidy after using.



It is also a must to clean up completely the board room after using for some special events like birthday celebration.

8. Property protection & electricity saving

Company confidential documents/data and private equipment (such as laptop, phone, etc.) should be locked away or secured at all times when you are not present at your desk.

PC, laptop, photocopier machine, fax machine and other machines are susceptible to damage by dust or careless use. The employee shall immediately report any damage to relevant person.

The security has to ask for an authorized letter before letting any employee take company's assets out.

When you exit the office, ensure the main door to the office at the floor where you actually work is locked completely. In case the main office/reception may not be fully occupied for a long period during the day such as early in the morning (8-9AM), after working hours (6 PM) or when most of people are in the board room, the enter door should not be left wide open.

If you are the last one to leave the office every day, you should ensure all lights (including the board room), machines and equipment (TVs, Printers, etc.) are switched off.

9. Conference Room

The Executive Assistant maintains to book the Conference Room for meetings. Anyone using the room without first reserving it will be expected to surrender the room without notice to those who have reserved it.

Turn off the lights if the boardroom to be left in more than 15 minutes and make sure everything in the boardroom is cleaned and tidied up after using for special event such as birthday celebration.

10. Using of phone

Office phones should be used for business purposes only.

Employees should log international calls for business purpose so those can be recharged to the appropriate client/project/business entity and that personal calls are not reimbursed except if pre-approved.



Mobile phone should remain in quite or low mode during working hour to avoid distraction to other people and must be on silent mode during the meeting.

11. Email

The use of email is a privilege and to be used only for Ezland business purpose. Email messages are not private and the employees should gauge their usage accordingly.

Each employee working at the company depending on the required position, company will provide email addresses to employee including your username and password. The company has the right to monitor the employee's email in order to avoid the disclosure of confidential information belong to the property of the company. In case there are the signs of suspicious, the authorized representative of the company (including the board of directors and legal representatives) will have access to the email addresses with verification purposes and prevent the consequences and ensure absolute rights of the limited partners. If employees are detected to providing confidential information concerning the company to a third party without the consent of the competent person, the employee would be fired in accordance with provisions of the laws.

12. Regulations about taking leave

12.1. Annual Leave

Benefits related to annual leave for employees depend on each position. If you are still on probation, you can't use these annual leaves yet. Except sick leave, paid leave (maternity, wedding, compassionate) and compensation leave, any leave on probation will be unpaid leave/leave without pay.

- Foreign employees:

+ Director / Senior Manager	: 20 days
+ Manager & Associate	: 15 days
+ Staff/ Analyst	: 12 days

Note: Foreigner employees typically require longer travel time to re-acquit with their family in their countries of origin; additional days are granted in consideration of this reason.

- Vietnamese employees:

+ Director / Senior Manager	: 15 days
+ Manager/ Associate/Staff/ Analyst	: 12 days



The number of days in an annual leave shall increase proportionally with the seniority of the employee at a business, at the rate of one day for every five years.

12.2. Leave Application Procedures

All kind of leave must be approved by the Direct Managers/Supervisors in the “Application for leave” form of the company, then must be submitted to Human Resource Department for verification and filling. However, as a more professional and convenient way, we would recommend you to apply leave on the Company System as following instruction:

1. Join the website “Orange HRM Online leave application” - <http://hrm.ezland.vn:2000>
 2. Login with your Username and Password (to be provided by HR Dept.).
 3. Come to tap Leave > Apply > Choose Day, Leave Type (for example: annual leave, unpaid leave), Reason in the comment box > Apply to finish.
- Your leave information will be directly sent to your Supervisor’s email to be approved.
- * Important rule:
- Taking leave from 0.5 to 1 day, employee must submit application at least 2 day in advance.
 - Taking leave from 02 days up to 03 days, employee must submit application at least 1 week or 1 month in advance.
 - Taking leave beyond 03 days, employee must submit application at least 2 months in advance.
 - In any case that you are not able to apply on the online system, please kindly inform by email/call to both your supervisors and HR Department as soon as possible. When possible, advance notification is necessary in order that proper arrangements can be made to handle your work during your absence because every job carries its important responsibilities, your company and your coworkers depend on you.
 - If you do not apply your leaves as set out above, the company has the right to decline the request or to be recorded as unpaid leave.

12.3. Balance Leave

The following cases shall be paid for unconsumed leave and it will be calculated until the leaving date:

- Resignation of employee
- Temporary suspension of labor contract which is approved by managing partners or an authorized manager in accordance with the laws
- Unilateral termination of labor contract



- Dismissal
- Retirement or death

12.4. Sick Leave

In accordance with the Labor code, sick leave is applicable when the employee has a “sick leave certificate” for Social Insurance which is confirmed by hospital. Employees who are under social insurance policy according to the current Laws will have sick leave benefit paid by Social Insurance Fund.

12.5. Marriage Leave

- Employee’s wedding: 3 days
- Son or daughter’s wedding: 1 day

12.6. Maternity Leave for male employee

Male employees are entitled to get paid leave when his wife gives birth according to Social Insurance law 2016 as below:

- 5 working day leave for normal case.
- 7 working day leave for the case where the spouse gives birth in surgery case or the baby is under the 32nd weeks old.
- 10 working day leave for twin newborns case, and from triplets or more, every additional newborn is entitled to an additional 3 working days leave.
- 14 working day leave for twin newborns or more in surgery case

12.7. Child Care Leave

Compensation of employee’s child sick leave shall be paid by Social Insurance for children under 3 years old maximum 20 days/year, and from 3 years old to under 7 years old maximum 15 days/year. To be eligible for child sick leave, employees are requested to submit HR the “sick leave certification” in the format of Social Insurance which is verified from hospital.

12.8. Funeral Leave

Three days paid leave may be taken on the case of death of father, mother (including father-in-law, mother-in-law), or the death of a spouse or child

Other cases to get 1 unpaid leave and must notify to the Company.

12.9. Unpaid Leave



If you have already used all your annual leave but have a need to take extra days off, this will be considered for unpaid leave not in excess of 30 working days per year for the following cases:

- Solving family affairs.
- Travel.
- Attending further study.
- Taking examinations.

13. Internal disputes

To promote a harmonious working environment, and to avoid unnecessary conflict and misunderstanding arising between staff members or staff and manager, staff are encouraged to discuss any problems or complaints which arise at work with their supervisors or the managers as soon as they occur (The report must go to direct supervisor or manager, no over step).

14. Harassment

Ezland doesn't tolerate any form of harassment by or against any of its employees. This policy applies equally to everyone at Ezland and may also include visitors, vendors, temporary workers, consultants and contractors.

All allegations of harassment are promptly investigated. Any employee found by Ezland to have violated our harassment policy or who fails to properly address harassment issues is subject to the appropriate disciplinary action-up to and including dismissal – depending on the circumstance. No person who makes claim of harassment or who takes part in an investigation will be retaliated against.

15. No smoking, drinking and drugs abuse

Smoking is not permitted in the office. All employees are not allowed to drink alcoholic beverages or use drugs during working hours.

16. Labour discipline

Like other companies, we have rules and standard regarding our work discipline and performance. A discipline procedure is necessary to ensure Ezland's employees comply with all the requirements set in this handbook. This philosophy has been developed so that employees can work and develop in a friendly but professional working environment. It also exists to protect Ezland from people or actions that could or would harm Ezland's reputation and its finance.

Depend on the level, the violated cases is addressed as following process:

1. First violation: warning by verbal (write down to keep the file)



2. Second violation: warning by written texts, cut the bonus of thirteenth salary
3. Third violation: After warning the second, the employee who relapse the mistake or commit a serious mistake will be taken one of following discipline actions according to the current Labor Code:
 - Suspension
 - Extend the period of salary review and increase up to 6 months
 - Demotion
 - Dismissal