


Forms: **Leave FORM**
Annual Appraisal Form, Mid-Year review form, Probation
Evaluation Form, Exit form, OT Form, Insurance Form

Original Issue Date: January 12, 2014
Last Update: Jun 06, 2017



HR POLICY

AND

EMPLOYEE MANUAL

Effective Jun-2017

Separate from Internal Rule

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SECTION I: THE INTERNAL RULES

According to Cambodian Labour Law a separate Internal Rules document has been created. The Internal Rules have been submitted and lodged to the Ministry of Labour and form the legal basis of employment. The HR Policies & employee manual document forms the remainder of employment conditions that are not outlined in the Internal Rules.

What is included in the Internal Rules:

Article 1: Recruitment Conditions and Procedures

Article 2: Work Procedures and Orders

Article 3: Physical and medical examination

Article 4: Working hours and holidays

Article 5: Wages, bonus and others

Article 6: Attendance (absent with/without leave)

Article 7: Uniform

Article 8: Discipline

Article 9: Employee and Worker's Rights of Defense

Article 10: Sanitation and Work Safety

For information regarding these, please consult the separate Internal Rules document.

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SECTION II: HR POLICIES& EMPLOYEE MANUAL

1 - YOUR CONTRACT OF EMPLOYMENT

Your contract of employment is made up of the following:

- Your hard copy employment contract
- Your Position description
- Other terms and conditions communicated to you
- The Internal Rules
- HR Policies & Employee Manual

Grandis Timber reserves the right to make reasonable changes to the policy statements summarized in this manual and to other terms and conditions of employment. Any changes made in the regulations will be brought to the immediate attention of all employees.

2 - EMPLOYMENT CONTRACTS

All employment contracts are signed between the employer and the employee. The terms and conditions of employment shall be guided by Cambodian Employment and labour law and its practical application within the Forestry industry.

All employees will be employed on an 'unspecified duration contract' basis and will be subject to probation period, during which time both parties have the right to terminate the contract by giving 7days notice.

3 - CONDITIONS OF EMPLOYMENT

- *The following is the Company's Policy regarding discrimination (Reference Chapter 1, Section 2, Article 12):*
 - The Company will not discriminate in its policies, procedures, rule, nor tolerate the practice of discrimination by managers or supervisors on the basis of:
 - Race
 - Color
 - Sex
 - Creed
 - Religion
 - Political Opinion
 - Birth
 - Social Origin

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- Sexual Orientation
- Membership in a union or union activities
- To make any of the following decisions, based upon the factors listed in the section of this paper, is considered discrimination:
 - Hiring
 - Defining and assigning of work
 - Vocational training of work
 - Advancement
 - Promotion
 - Remuneration
 - Social benefits
 - Disciplinary Action
 - Termination
- Notwithstanding the matters covered below, the Company will always seek to put the most qualified and best-suited persons into every position. As such, distinctions, rejections and/or acceptances based on qualifications and other requirements, required for a specific job shall not be considered discrimination
- *The Company will endeavour to maximization of local employment and social benefit to the communities in the Local Area (Reference FSC Principle 4, Criteria 1).*
 - The Company will give first right to persons in the local area of the plantation boundaries, before recruiting persons from other geographic areas. (Reference FSC Principle 4, Criteria 1)
As a general policy, the Company will seek Employees 18 years of age and older however:
 - *The Company recognizes the needs of rural families to maximize the earnings of all members of the family (FSC Principle 1 Criteria 1 and 3; Principle 4 Criteria 1).*
 - *To this end, the Company will seek to maximize the employment opportunities available, and to that end, will employ any persons from 13 to 18 years of age under the following conditions: (Reference Labor Law Chapter 6, Section 8 Article 177).*
 - 1) Employees under 18 years of age must have parent or guardians written consent. (Reference Labor Law Chapter 6, Section 8 Article 181).
 - 2) The work is not deemed by the Ministry of Labor, or the Company to be hazardous to their health, or mental and physical development. (Reference Labor Law Chapter 6, Section 8 Article 177, Paragraph 4a).
 - 3) The underage person is enrolled in school, and the work does not affect their regular school attendance (Reference Labor Law Chapter 6, Section 8 Article 177, Paragraph 4b).
 - 4) Persons under age 16, not enrolled in school will not be employed, unless he/she provides proof of high school graduation.

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- 5) The work is performed in daytime (not performed between 1900 hours and 0500 hours).
- Measures will be implemented to coordinate with the local schools to confirm the conditions set forth in section above are met.
 - A register of all underage Employees will be maintained. (Reference Labor Law Chapter 6, Section 8 Article 179)
 - *The Company will keep at all established places of business and operations, a copy of the Labor Law, to include (Reference Labor Law Chapter 1, Section IV, Article 14)*
 - At the main office
 - field offices
 - *Employment Cards*
 - Every Permanent Employee will be issued an Employment Card from the Ministry of Labor.
 - The Company will issue a Certificate of Employment to the Employee when resigned (upon request)
 - The Company will pay the fee required for the issuance of the Employment Card.
 - *Employee Identification Card*
 - Each Employee will be assigned an Employee Number and issued an Employee Card.
 - Employee Cards will be one of the following types:
 - PERMANENT EMPLOYEE
 - DAY LABORER

The Employee Identification Card is property of the Company and must be returned upon request

- **Employee's Right to form a Union:**
 - The Company will respect the Employees' right to form a union. (Reference Labor Law Chapter 11, Section 1, Article 26 Section 2, Articles 279-280 FSC Principle 4, Criteria 3 ILO Conventions)
 - The Company will respect any Employee's right to not join a union that other employees working for the company have formed and/or joined. (Reference Labor Law Chapter 11, Section 1, Article 273).
 - Pursuant to Paragraph 13 a, as a matter of policy the Company will not enter into a "Closed Shop" labor contract or agreement which requires Employees to join a union.
- **Employee Transportation**
 - Permanent Employees will provide their own transportation to and from their home to their Permanent Duty Station. If living in Company provided housing, the Company will provide transportation to and from the Company housing to their assigned work area.

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- transportation at the Company's expense to and from the location of their recruitment at the beginning and end of their contracted work period

3 – A: STANDARDS OF CONDUCT AND WORK

Standards of conduct and ability are necessary in order to help you understand work expectations. These standards are often 'obvious', however they document what is reasonably expected. In other instances, they specify particular behavior.

As a general principle you are expected to apply your knowledge, skills and judgment to the best of your ability in order to bring credit to Grandis Timber and to maintain effective working relationships.

3 – B: COMMISSIONS AND GIFTS

(Refer to Anti-Corruption and ethical conduct Policy- 9011)

As a general rule, employees are prohibited from receiving commissions or 'gifts' from clients, suppliers, government employees or others, which are designed to influence business decisions. Should the employees be offered such commissions or gifts, your supervisor or CEO is to be notified (Declaration form).

The failure to report the offering or acceptance of a commission/ gift designed to influence business decisions, may result in disciplinary action.

4 - CONFIDENTIALITY

During the course of employment, employees are responsible for keeping secure Grandis Timber files, documents and information. Removal of files from offices requires the approval of your Supervisor or CEO.

While working, employees may receive, handle or become aware of confidential information of Grandis Timber and/or its clients. The employee must respect such information and maintain its confidentiality.

No employee is allowed to divulge any information pertaining to Grandis Timber Limited, trade secrets, manufacturing or the companies operation.

5: RESPONSIBLE CONDUCT DURING OFFICE HOURS

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To be effective, the working relationship between you and Grandis Timber must be based on mutual respect and confidence. Grandis Timber aims to show its concern and respect for you as an employee, and as an individual. It is expected that your behavior will earn that respect by being responsible, constructive and considerate of others. In particular:

- You must follow with reasonable instructions or requests.
- You should maintain good relations with those for whom and with whom you work and avoid obstructive behavior or actions which threaten the health or safety of others.

These points should be remembered while carrying out your normal duties at work, and also when you attend social, business or training functions for Grandis Timber, whether on or off Grandis Timber's premises.

6: HIGH STANDARDS OF HONESTY AND INTERGRITY

As a representative of Grandis Timber you are expected to maintain the highest standards of honesty and integrity both inside and outside normal working hours. For much of your working time you will occupy a position of trust and you should be prepared to conform to the following principles:

- be honest with others
- respect the property of Grandis Timber and of other people

7: PERFORMANCE APPRAISAL

PROBATION REVIEW: In one or two week before probation end, new employees will be received the evaluation. During this discussion your supervisor/manager will give specific information about job performance to identify the area need to improve either need more training

MID- YEAR PERFORMANCE APPRAISAL (JUN): After successful completion of probation, each employee will receive Mid-Year Review. It is to start in Jun to cover the evaluation period from Jan to Jun.

ANNUAL PERFORMANCE APPRAISAL (DEC): After Mid review, each employee will receive the annual review at the end of the year, to evaluate period from July to Dec.

1. The main purposes of the Performance Appraisal (PA) are to:
 - ◆ Help in fairly assessing job performance and setting KPI if applicable.
 - ◆ Help in identifying employee development needs and suggesting appropriate actions, which can be used to improve job performance.
 - ◆ Serve as a guide to fairness and equality in salary administration and promotion.
2. An objective appraisal is required. Personal likes and dislikes must not influence the appraisal.

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3. Comments and specific suggestions for improvement are essential during the appraisal.
4. The appraisal method is as follows:
 - ◆ The supervisor/ manager arrange an appraisal meeting with the employee.
 - ◆ The employee prepares the appraisal form/ email.
 - ◆ At the meeting, they exchange and discuss performance information against job requirements, explore reasons for particular outcomes, reconcile any differences in Their assessments of performance results and establish specific plans for performance improvement and development.
 - ◆ After the meeting, the supervisor/ manager summarizes the appraisal and sends to the employee who acknowledges it's fair and true as discussed.
 - ◆ The job description or KPIs is changed, if necessary.

8. PROFESSIONAL DEVELOPMENT

GRANDIS TIMBER is committed to helping you identify your current and potential training needs and to making arrangements for those needs to be met in the most appropriate manner.

Induction and Training

As a new employee, you will receive induction to GRANDIS TIMBER, to enable you to settle into your role and become more effective as quickly as possible. As your employment progresses, you will be encouraged to attend courses in technical and business skills. These courses must have a link with work.

COMMUNICATION

GRANDIS TIMBER is committed to informing staff about its structure, policies and procedures and future plans. This is not only to enable you to undertake your duties competently, but also to provide an atmosphere of the two-way communication where you can put forward your ideas. This is to enable you to develop to your full potential and in turn develop the business. Managers operate an open door policy to encourage this exchange of information and views, and also to solve individual problems.

9: WORKING HOUR, PUBLIC HOLIDAYS, LEAVE AND DAYS OFF

This section of the document expands on the items laid out in the Internal Rules. In any case of dispute, the Internal Rules should be relied upon as the ruling document.

9 – A: WORKING HOUR

Whilst the times set out below are the 'standard office hours', at times employees may be asked to change these hours due to work responsibilities.

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Normal hours

Phnom Penh: Monday – Friday: 08:00 am - 17:00pm (inclusive of 1 hour lunch break)

Kampong Speu: Monday – Saturday: 07:00 am – 17:00 pm ((inclusive of 2 hour lunch break)

Some positions are required flexible working base on work need. From time to time you are expected to be on duty on Public Holidays and lunch time, and at other times as reasonably required.

9 – B: ATTENDANT SHEET and FINGER PRINT

All staff is required to sign off the attendant sheet or finger print that are instructed by the company

FOR Phnom Pehnoffice: White board also required for you to mark when you need to go IN/OUT during the day of work.

9– C: PUBLIC HOLIDAYS

Grandis Timber will comply with the Public Holidays as issued by Prakas of the Ministry of Labour. But there are some cases the company reserves the right to change this holiday. Employees who are required to work on public holidays will be paid overtime. The overtimes are based on Labour Law requirements. Employee can elect to take overtime, as time off in lieu of overtime payment

9 – D: LEAVE AND DAY OFF

ANNUAL LEAVE

Employees are entitled to a minimum of 18 days annual leave per annum. The amount of annual leave will be increased by one day for an employee who has worked for three years, each three years. The entitlement to annual leave is counted from the first day of entering into your contract and is calculated monthly on a pro-rata basis which is 1.5 day per month.

Carry forward of annual leave

It is highly desirable that yearly annual leave entitlement should be taken within the year earned. Annual leave can be brought forward maximum 6days per year only to following years up to three years.

Employees should take annual leave to which they are entitled; and managers should try to ensure that the workload does not prevent this, and that the needs of Grandis Timber are taken into account. The decision to approve any leave will take into account the commitments of Grandis

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Timber, the employee and other relevant factors. Employees may be instructed to take leave by Grandis Timber during periods when work is less busy.

Application for Leave

Leave in the form of sickness, absence without pay, annual leave, maternity etc. must be requested on the 'Application for Leave'.

- Applications for all leave requests should be made not less than 3days (three days) or notify two weeks in advance to your supervisor if you wish to have a longer leave (1 week up).
- Leave application is subject to the approval of your Supervisor and CEO, taking into account the business's ability to cope with your absence.
- Leave taken without prior approval is considered as unapproved leave and shall be deducted from your salary. This will also be dealt with under disciplinary procedures.
- Two people performing the same responsibilities are not permitted to take leave in the same period.

Entitlement on termination of employment

If an employee leaves Grandis Timber, they will be paid unused annual leave. If any annual leave was taken in excess of the amount that the employee has, Grandis Timber may make a deduction from the final salary.

SICK LEAVE

Twelve (12) working days paid sick leave per year. Sick leave will not be carried forward from one year to the next. The employee shall not be entitled to paid sick leave during the probation period. If all twelve days sick leave is used in one year, any further sick leave will be taken as annual leave. If all sick leave and annual leave has been used, any more leave will be unpaid

- Medical Check-up and pregnancy check can apply as sick leave if a medical document is provided

Notification procedure

Sick leave must be reported immediately to your supervisor/Manager. If you are unable to contact the office yourself, please arrange for someone to do on your behalf. As early as possible on your first day of absence, contact your supervisor/Manager advising of:

1. the reason for your absence
2. when you expect to return to work

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Certification procedure

You are required to provide a doctor's certificate if you absent from work for MORE than 1 day.

EXTENDED SICK LEAVE:

The Grandis Timber will provide an extended of sick leave up to 6 months to who employee who get serious illness such as malaria major surgery, non-work related accident , by following the condition set as below

- 1- Employee with serious illness or medical condition must have doctor certificate that condition to off work for at least two week, for extended sick leave to be consider
- 2- If the extended sick leave is approved, the Grandis will continue provide sick employee's with full salary through the first month of illness.
- 3- For 2nd or 3rd months, will be provided 60% of salary if the employee provide a note from his/her doctor that he/she still unfit to report back to work
- 4- From 4th month until 6th month of extended sick leave, salary will not be paid but will maintain employee's position.
- 5- If the is on sick leave more than 6 months, the Grandis may consider to terminate employment contract.
- 6- All Annual Leave and Sick leave (the 12days) must be cleared before used the extended sick leave

Maternity leave

90 days for female employee before and after the birth delivery. In the event that such female employee have been working in the company for at least 1 year, the company shall pay half of the wages including bonus, and such female employee are also entitled to gifts in kind, if the company distributes such gifts. At the CEO discretion half payment could be offered to employees who have been work less than one year.

General Specific Issues:

- *No lay off of Employees on Maternity Leave .*
- *Permanent Employees, after returning to from Maternity Leave, and all other female Employees, with infants, for 1 year, breast feeding mothers will be allowed 30 minutes in the morning and 30 minutes in the afternoon to nurse. (Reference Labor Law Chapter 8, Article 184 and 185).*
- *Efforts will be made to minimize travel time and work disruption.*
 - The Company will establish a daycare center on the plantation site. (Reference Labor Law Chapter 8, Article 219-221).

Special Leave

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Grandis Timber provides a maximum of 7 days of special leave for personal reasons affecting the employee's immediate family as below.

- Personal wedding
- Wife delivery baby
- Children wedding
- Husband, wife , children , parents sickness or dead
- Personal urgent thing

This special leave will be deducted from available annual leave. If no annual leave is available, the employee will required compensate the time lost.

Lateness

Punctuality is expected of all staff, so must inform their supervisor if you expect to be late. All staff members are expected to be present and ready to commence work at the starting time. Disciplinary action will be taken for any unauthorized absence.

ABSENCES FROM WORK

If you know that you will be delayed or unable to come to work you must inform your supervisor, as early as possible. If an employee wishes to be absent for personal reasons, such as serious illness in the family or other extraordinary circumstances, this must first be discussed with and approved.

See the Internal Rules for disciplinary action that may be taken for unauthorized leave.

10. INSURANCE

10 – A: NATIONAL SOCAIL SECURITY FUND (NSSF)

Grandis Timber covers for all permanent staff and labor for work accident during working hour And travel from home to work and work to home without drop off to anywhere. Injury employee is required to go to one of the designated Government Hospital. Although you can go to any private clinic but limited with cost line of medicine (follow government hospital medicine cost schedule) and will not expect the get same amount of what you have spent in private in clinic. Other benefit may daily allowance, disabled pension or funeral benefit depending on the circumstances.

Employee must notify the Human Resource Department within 24hours if they are injured at work place or travel from/to work place.

- Staff need provide a copy of National Identify Card (ID card) to HR Department in order to register name with NSSF.

10 – B: PRIVATE INSURANCE

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Besides NSSF, the company also provide 24hours Health Insurance for permanent staff (Hospital and Surgical Insurance), for their sickness or any surgical need, but medical condition must stay at hospital at least 6hours. There also extend benefit up to \$200 cover for 24h any accident. (The condition detail to be provide by HR department)

11. SALARY AND BENEFIT

11.1 SALARIES AND PROMOTIONS

Employees are entitled to a salary under the agreement reached with the employer, and consistent with the productivity, quality and efficiency of the work performed.

Salary information is confidential and should not be discussed with any members of the staff other than the Finance, HR Department or CEO.

11.2 PAYMENT AND SALARIES

The salary paid will be stated gross in US Dollars. Permanent Employees will be paid once per month on approximately the last working day of the month.

11.3 OVERTIME

‘Overtime’ is time worked over and above the 40 – 48 working hours per week. Efforts will be made to avoid putting you to inconvenience, but there will certainly be times when business needs will require you to work overtime, and you will be expected to comply with reasonable requests to do so. Overtime must be approved in advance by your manager or the CEO.

Payment of overtime

- The overtime rate on regular days is 1.5
- The overtime rate on weekend holiday and public holidays is 2.0
- The overtime rate for work between the hours of 10 pm and 5 am is 2.0

Payment for overtime is calculated by multiplying the number of overtime hours worked by the employees' hourly rate by the overtime rate. You must record appropriately all overtime you worked, and this must be approved by your Manager or CEO.

11.4 SALARY REVIEW

Salary Review

Salaries will be reviewed in line with midyear performance appraisals. Any changes to base salary or

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allowances (if any) as a result of promotion, market forces or changes in company compensation policy will be communicated separately in the form of written notification to the employee.

11.5 BONUS

Bonus is made after an annual performance appraisal and to assessment of:

1. The employee's demonstrated level of competence;
2. The employee's success in achieving the business objectives and KPI's agreed by the employee and the employer and as appearing in the job description.
3. The financial ability of Grandis Timber to pay Bonuses.

Both the employee's competence and the achievement of agreed business objectives have a direct influence on bonus. You will be told your level of competence and whether or not you have achieved your business objectives at the time of your performance appraisal.

11.6 SALARY DEDUCTION

Salary tax is deducted from gross pay. The percentage of tax deducted will vary according to the level of gross pay. Other deductions as agreed between the employee and Grandis may also be made. Any amounts deducted from the employee's salary will be remitted by Grandis to tax department on the employee's behalf.

11.7 MOBILE TELEPHONES

Where a staff member is provided with a mobile telephone, this is to be used for business telephone calls only. If the telephone is used for private calls, Grandis will require the staff member to reimburse the costs of these private calls.

12 - BUSINESS TRAVEL EXPENSE CLAIM

12.1 EXPENSES REPORT

Expenses Summary

The expense is used for reimbursement for expenses reasonably incurred in doing Grandis business.

You must:

- ◆ accurately show expenses using the standard form provided
- ◆ ensure that all claims are supported with the original invoices/ receipts
- ◆ report expenses in the appropriate currency

All business expenses must be approved by your Manager or CEO i.e. no one is to approve his or her own expenses. The business expense report is to be completed and submitted to the Finance department after approval by your Manager or CEO.

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Business advances must be pre-approved by CEO Or Finance Manager (Base approval Matrix).
Expense claims must be submitted promptly with supporting documents, and always within one week from when they occurred. If you knowingly claim expenses not incurred or in excess of a set limit, this will be dealt with under Grandis's disciplinary procedures.

Per Diem meal allowances for staff members traveling on business:

- ◆ Per Diem will be paid to Employee to cover food expenses while traveling on company business.
- ◆ OR When the Employee is conducting operations away from his/her home base.

Note: Per Diem is \$10.00 per day budget, any additional food costs will be paid by the Employee.
The Per Diem Expense will be paid base on the receipt settle

Business Advances

Business advances not settled within 1 week will be deemed as personal advances. The amount advanced by the company will be deducted from your monthly salary.

12.1 TRAVEL

- Grandis is providing staff TukTuk and cars for any work related travel outside office, in some other case that the company transport not available; you may require using your personal motor bike. You will need get approval from your supervisor if you need to use your personal motor bike or car
- Grandis Timber will pay \$1 USD in Phnom Penh as round trip allowance for use of personal motorbike for a business errand.
- Personal car usage will be reimbursed based on distance travelled and need to get it approve from CEO.

13. LEAVING OF GRANDIS TIMBER

13.1 NOTICE PERIODS

When unilaterally terminating an employment contract, with the exception of dismissal as a disciplinary measure, the notice period given must be as below condition. The notice period begins from the day the staff member submits their resignation in writing to management.

Notice period are applied to below

- 7 days if the employees work for 6 months or less
- 15 days if the employee work from more than 6 months up to 2 years
- 1 month if the employee work from more than 2 years up to 5 years
- 2 months if the employee work from more than 5 years up to 10 years

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- 3 months if the employee work more than 10 years

Unless otherwise agreed with management, where the employee leaves with less than above period notice In case the presence of the employee during notice period is regarded as unfavorable to GRANDIS TIMER business, the company can ask the employee to stop working immediately and to compensate to the employee an amount equivalent to number of days to be noticed

Acknowledgement

The Management will acknowledge your resignation and provide details of any procedures you must complete prior to leaving GRANDIS TIMBER.

13.2 TERMINATION OF CONTRACT

RESIGNATION:

When the employee resigns from GRANDIS TIMBER for any reasons, he/ she must present a letter/ email of resignation to management before the date of resignation. After discussing with management, the employee will receive a letter/email confirming his/ her resignation and last working day with GRANDIS.

13.3 UNILATERAL TERMINATION OF CONTRACT BY GRANDIS TIMBER

GRANDIS can cancel an employment contract without notice in cases of serious offense, this termination is not required employer to pay compensation **but if the contract is terminated by employer alone except the serious offense by the worker, the employer is required to pay dismissal compensation as below.**

See the Internal Rules for a full description of serious offense and the penalties that may apply.

Dismissal

If the contract is terminated by the employer alone the employer is required to give the dismissed employee the Compensation for dismissal as explained below:

- i) Seven days of wage and benefits if the employee's length of continuous service at the enterprise is between six and twelve months.
- ii) If the employee has more than twelve months of service, a compensation for dismissal will be equal to fifteen days of wage and benefits for each year of service. The maximum of compensation cannot exceed six months of wage and benefits. If the employee's length of service is longer than one year, time fractions of service of six months or more shall be counted as an entire year.

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The employee is also entitled to this compensation if he/she is laid off for reasons of health.

Annual leave

Unless it is convenient to GRANDIS, you will not be permitted to take annual leave during your notice period. Your balance will be calculated and your final salary will include any untaken annual leave. If you have taken more annual leave than you are entitled to, GRANDIS reserves the right to deduct the outstanding amount from your final salary.

Money and things owe to GRANDIS

Whatever your reason for leaving, you must pay all outstanding debts/ loans/stuff due to GRANDIS.

GRANDIS reserves the right to deduct the outstanding amount from your salary.

Leaving Interview

Employees leaving Grandis have the right to an exit interview with management and will be asked to complete an 'Exit Interview Form' that will provide by HR department

14. HEALTH AND SAFETY

General

GRANDIS TIMBER shall take all reasonable steps to ensure a safe and healthy working environment through the provision of training, supervision, appropriate equipment and facilities. The health and safety of staff is one of the prime objectives of Grandis Timber.

- First Aid Kits are required at all offices and vehicles of the Company.
- The Company will establish an Infirmary at the Plantation Site:
 - *The infirmary will have the capabilities:*
 - 1) A nurse present 24 hours a day (Reference Labor Law Chapter 8, Article 242)
 - 2) To provide first aid and triage
 - 3) Transportation to a facility with greater capabilities (Health Center or Hospital)
 - 4) Distribution of basic medication
 - *All Employees will have access to the infirmary free of charge while employed by the Company.*

Responsibilities

GRANDIS TIMBER agrees to educate and implement safety regulations and adequate working conditions (proper lighting, ventilation, sanitation) for all employees.

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MANAGEMENT

Every manager shall be responsible for the safety of the staff under his or her control, whether or not work is performed on or off GRANDIS TIMBER's premises.

EMPLOYEES

- Every member of staff shall take all reasonable precautions to ensure their own safety and that of others with whom they work by complying with common sense health and safety thinking and with any relevant law.
- All employees are responsible for keeping their working areas, as well as storage areas, clean and free of paper and files. It is recommended that all files and paperwork be either put away or stacked neatly in the work areas.
- Each employee must ensure that all equipment around their working areas is turned off prior to leaving the office.
- Employees should consider their co-workers when eating food in the office and avoid any foodstuffs that create too much odour.

PERSONAL PROBLEMS

Grandis Timber wishes to maintain a healthy and pleasant working relationship. If you feel any grounds for dissatisfaction regarding matters which affect you personally in the office, please feel free to discuss the matter with the manager with whom you are working or another senior person in the office. When possible, immediate steps will be taken to help resolve the difficulty.

SAFETY

Staff should follow the direction of management in the Security policy.

EMERGENCY CONSERVATION and LOCKING UP

Issuing of Office Keys Procedure

Selected staff members will receive office keys. If you are the last person to leave the office premises, please switch off the lights and printers in your section and ensure that the door is locked shut behind you.

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EMERGENCIES

During in and outside office hours all emergencies should be communicated to the Operation Forester, Site Manager, General Manager Corporate Services or CEO

15. ANNUAL REVIEW OF HR POLICY & EMPLOYEE MANUAL

The terms and conditions specified in this HR policies and Employee Manual will be reviewed annually if there any point that need to be changed. The feedback will be asked for. The CEO and General Manager Cooperate Services should begin this process.

16. OFFICE PROCEDURES

16.1 : SUPPLIES AND STATIONERY

The office contains a stock of all basic office supplies and stationery. The Administration/Site Manager is responsible for taking regular inventory and ordering the necessary replacement supplies. Please ask the Administration/Site Manager if you need. Office supplies and stationery are for office use only, not for personal use.

16.2: PERSONAL USE OF OFFICE FACILITIES

There may be times when you wish to use the office equipment for personal matters such as typing a personal letter and Grandis Timber does not preclude this outside of regular office hours or at lunch time.

Under no circumstances letterhead or other stationery identifying Grandis Timber be used for personal correspondence.

16.3: PHOTOCOPYING

The copy machine is for office use only. Private copying is not allowed, in principle. Any personal use of photocopiers must first be approved by HR Department or your manager.

16.4: DOCUMENT DISPOSAL

During work, you will be handing and have access to company documents.

- If confidential company documents are to be disposed of, please ensure that papers are destroyed (either shredded or torn up properly).
- Any papers containing financial information/ contracts of the company must not be used as draft paper and must be destroyed.
- Any public announcements/ papers can be disposed without shredding.

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This will help to keep your working area tidy as well as ensuring that client and company confidential documents which are not required are properly disposed of.

16.5: GRANDIS TIMBER'S PROPERTY

If you lose or damage the company's equipment, Grandis reserves the right to recover the cost of the equipment from you.

16.6: MAIL SERVICE

Incoming mail

Upon receiving letter mail the mail should be registered and then the mail receiver should deliver immediately to the addressee.

Outgoing mail

As much as possible the office will try to share responsibility for taking mail to the post office. All outgoing mail and packages must show sender details in case mail is returned as undelivered.

16.7 : HOUSEKEEPING

The tidiness of the office is a reflection of Grandis Timber and a strong indication to the clients of the manner in which we ensure the confidentiality of files. Although the Phnom Penh and Kampong Speu offices pay for cleaning ladies to clean the offices regularly, all staff is responsible for keeping offices and work areas tidy as possible between cleaning visits. This also means that files should be stored appropriate locations at the end of each work day.

16.8 : COMPANY PROPERTY

Equipment

You must take care when using Grandis Timber property. Personal use of Grandis equipment must receive prior approval from management.

Removal of files from the office

At no time is any document, file or other material to be removed from the office without the prior consent of your manager

Procedures for disposal/ write off of assets

Disposal/ write off of assets occur when an asset is replaced/ upgraded by a new asset or when the asset is no longer in a useable condition. The person in charge of the company asset register is the Financial Manager.

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Finance Manager must inform the CEO when assets are purchased or disposed off. If company assets are disposed, staffs are entitled to register an interest for purchase at fair market value. (See approval matrix)

16.9: COMMUNICATIONS

Personal Telephone Calls

Grandis Timber does not prohibit staff from making personal telephone calls, but the number and the length of your calls should be kept to a minimum. For individuals placing personal long distance calls, the costs will be charged back to you on a monthly basis.

Greeting the Public

Since our work involves continuous contact with the public, your telephone conversations, correspondences, appearance and personal manners are important. Courtesy to a client is expected from all members of Grandis. If unable to handle a client's request, immediately relay the request to the appropriate person.

RECEPTION

A client receives the first impression of Grandis on entering our offices or by contacting us by telephone, so it is important that all staff make sure our reception areas and phone manner greet people appropriately.

General telephone

In all cases, remember that you are representing of Grandis Timber and your manner of speaking conveys an attitude and Grandis 's attitude in dealing with the caller. Speak in a pleasant voice, take messages carefully and make certain that messages are promptly relayed to the appropriate party. The following are a few general points which may help everyone in the company make the telephone an instrument of good public relations:

- ◆ Use the greeting “Choum reap sour. “Welcome to Grandis Timber”
- ◆ Speak in a pleasant, well-modulated voice.
- ◆ If the caller has the wrong extension, find out exactly who should handle his call and transfer the call. The client's time is important - help the client save time and annoyance.
- ◆ If a client wants information that will take time to obtain, ask him to leave his number and offer to call him back when you have obtained the necessary information. Do so as quickly as possible.
- ◆ Never ask the caller to call back if the person they are looking for is not available. You must always offer to call back by taking complete messages and forward to the appropriate person immediately.

TELEPHONE CONDUCT

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When you place a phone call to a customer or someone outside of the office, you must use the greeting 'Choum reap sour' and then identify:

- who is calling;
- the name of our company; and
- who you would like to speak to

When you are transferring a phone call to any staff member within the company, you must let the company member know who is on the line. Please **DO NOT** transfer and hang up the phone without identifying the person wanting to talk to the receiver. Instead, you should say: "Mr ABC from XYZ is on the line, he would like to speak to you".

Better responses:

"She has a client with her - may I have her return your call when she is available?"

"He is out of the office, but we expect him back about _____"

"He is out of town until ___ - may I help you or would you like to speak to another manager?"

"Yes, Mr. Smith is in, may I tell him who is calling?"

BASIC TELEPHONE PROTOCOL

- answer all calls within **two seconds**
- **smile** and have a **lively tone** in your voice
- **speak slowly** and **clearly** with a **strong voice tone**
(*don't whisper into the phone and don't shout*)
- **do not** drink or eat while you are on the phone
(*the caller can hear it*)
- use the greeting "Choum reap sour, welcome to Grandis"
- Find out the **caller's name** and **use it** when talking to him/her Mr / Ms
- When closing the call say "**thank you for calling**"
- **Never** ever hang up before the caller.

16.9: BEHAVIOURAL STANDARDS

All staff should be wearing appropriate and smart clothes to work, however there are some exceptions for those that are being like field staff, mechanic, machinery, warehouse.

OFFICE STAFF (Phnom Penh): DRESS code is designed

- No backless
- No shorts
- No tops with shoestring straps
- No rubber thongs (Mon-Thurs)
- Skirts to be knee length or just above the knee – no mini skirts

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- Men to wear collared shirts (Mon-Thurs)
- Jeans or denim skirts to be worn with a Grandis company shirt or collared shirt
- No jean style pants e.g. cords to be worn Mon-Thurs without Grandis company shirt
- No T-Shirt (Mon – Thurs)

16 – K:PHONES/COMPUTERS/DESKS

- Phone etiquette must be formal - no slang or colloquialisms e.g. mate, darling, love, sweetie etc
- Phones should be answered formally i.e. “Chum reap sour, welcome to Grandis speaking...”
- Personal internet usage must be during lunch or before and after hours
- Personal emails must be kept to a minimum
- Internet and email policies are outlined detail in this policy
- Computers must be turned off at the box; you must check your buddy’s computer that it has been turned off as well.
- The monitor should be turned off during lunch break
- Clean and organized work space at all times – Clear desk, Clear Mind!

RESPECT

- No swearing will be accepted at any level
- Manners should never be forgotten
- Noise level within the office – respect of people on the phones
- Interruptions of phone calls - please check to see if someone is talking before interrupting
- Be courteous to your fellow workers and respect their opinions and views
- Don’t be afraid to ASK
- All team members to assist in other areas/other team members in times of high demand as requested by your superiors.

16 – L : FRIDGE

- Store stuff in appropriate way to avoid leading too much smelling

16 – M : WASHING MACHINE

- To be used for office things washing only. No personal things are allowed for usage

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17: House Rule

These House Rules were created to provide a safe and pleasant environment for permanent staff that company has assigned to live in company housing and to ensure that staffs rights are respected and maintained. Staff must comply with the House Rules and with any changes adopted in the future as a condition of their continued occupation of company housing. Violations will be considered a breach of company rules. **Grandis Timber Limited** will give employees occupying company housing notice in writing of any changes adopted. This document should be signed before the occupation of company housing. Company provided housing is a privilege not a right. This privilege may be revoked if these rules are not obeyed.

TERMS OF OCCUPATION OF COMPANY PROVIDED HOUSING:

An employee may only occupy company provided housing while an employee of Grandis Timber. If employment is terminated for any reason, the employee must move out of the company provided housing within one day.

An employee may only occupy the apartment he/she is assigned.

The number of persons occupying a room must be limited to the rated capacity of that room, inclusive of overnight visitors/guests.

I. TENANT CONDUCT:

For purpose of these rules, employee, and or family members occupying company provided housing are referred to as “tenant”.

Tenant must not engage in conduct that interferes with the rights of other staffs to enjoy their house properly and peacefully or cause conditions that are dangerous, hazardous, threatening, unsanitary or otherwise harmful to other staffs in the house. Verbal threats or abusive behavior are not allowed. No weapons, fights or violence are allowed. In consideration of other staffs, loud or disturbing noises (e.g., loud radio, TV) are not allowed.

II. ILLEGAL ACTIVITIES:

The use, selling or possession of illegal drugs, gambling, prostitution and other illegal activities are strictly prohibited and will be reported to the police.

III. ALCOHOLIC BEVERAGES:

Limited alcoholic beverages can be stored within the boundaries of the KPS Concession Area. Alcohol is not to be consumed during work hours. Public drunkenness within the boundaries of the KPS Concession Area is considered serious misconduct, and grounds for immediate dismissal.

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IV. SMOKING:

In compliance with smoking laws and regulations, smoking is prohibited in the room and all common areas except for ones designated as smoking areas.

V HYGIEN

- Cleanliness and orderliness of the company provide housing is the responsibility of the Employee residing there
- Employees residing in Company provided housing is expected to keep the housing units, courtyards, and out buildings in a clean and orderly manner. (Reference Labor Law Chapter 7, Section 1 Article 208).

VI PROPERTY DAMAGE:

Behavior that results in damage to property or furniture is prohibited. Damage caused by the behavior of Tenant, or a Tenant's guest, will be repaired at the Tenant's expense. In some cases this may be considered as serious misconduct and grounds for immediate dismissal.

VII KEYS AND ACCESS TO HOUSE:

Tenants may not alter or install a new or modified lock on any door or window. One house key will be given to each Tenant. It is the Tenant's responsibility to return these keys at move out (resigned or terminated). There will be a \$10 replacement charge per each key lost or not returned at move-out.

VIII APARTMENT REPAIRS & MAINTENANCE:

Tenant should report all repairs needed to Site manager. Tenants are responsible for maintaining a sanitary and hazard-free apartment. Inspections by management are done on a monthly basis or as deemed necessary without prior notice.

IX VISITOR POLICY:

Tenants will be notified by the Site Manager of their relative/friend and are expected to meet their relative/friend at the front desk. All relative/friend must register name with the Security guard. No relative/friend will be permitted to stay in the house, including within a tenant's apartment, unless approved by the Senior Forester or his designee. Tenants are fully responsible for the actions and behavior of their relative/friend while the relative/friend are anywhere within the boundaries of the KPS Concession Area. Tenant's

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relative/friend is required to observe the House Rules. Grandis Timber reserves the right to ban non-compliant relative/friend who presents a risk to the safety and well-being of residents and staff from entering the house at any time.

X OVERNIGHT RELATIVE/FRIEND:

A relative/friend is considered an “overnight” relative/friend if they remain in the house beyond 10:00 p.m. Tenants are limited to two overnight relative/friend visits per week. Front desk logs are reviewed by Management regularly. Tenants may submit a written request of special consideration for extended overnight relative/friend to management.

XI VALIDITY OF THIS HOUSING RULE:

- All employees are to obey this Housing Rule.
- All supervisors and all managers are responsible for this implementation of this Housing Rule effectively.
- This Housing Rule is valid from the date of issue.

18 - IT SECURITY

(Refer to IT Policy)

19 – GRANDIS TIMBER LIMITED POLICY ON CORRUPTION AND ETHICAL CONDUCT

(Refer to Corruption and Ethical behavior policy)

ACKNOWLEDGEMENT OF RECEIPT

My name is....., acknowledge that on dateI received a copy of the Grandis HR Policies and Employee Manual. I agreed to read and abide by all of the rule procedure described in this policy. I also express agree and understand that HR policy and Employee Manual is not a contract. Grandis may unilaterally make any changes it deems appropriate to the HR Policy with or without notice to me

Employee Signature

Date signed