Dextrans Worldwide Group

HRM Employee Onboarding and Offboarding Policy

1. Objective

The purpose of this policy is to outline the onboarding and offboarding procedures for employees. It ensures compliance with the local employment regulations, enhances employee knowledge and experience, and maintains organizational continuity.

2. Scope

This policy applies to all full-time, part-time, contract, and temporary employees of the Group.

Section A: Onboarding Policy

3. Pre-Onboarding (Before the Employee Starts)

3.1 Offer and Contract

• Ensure the employment contract complies with the Local Employment Act, covering essential terms such as:
• Job title and job description
• Salary details, including basic salary, allowances, and deductions
• Work hours and leave entitlements
• Probation duration
• Termination notice period
• Send the offer letter, employment contract, and pre-employment paperwork to the new hire.

3.2 Work Pass Application

For non-local citizens (e.g., Employment Pass, Work Visa), ensure that the work pass application is submitted and approved by the local Ministry of Manpower before the employee can be issued with an official Employment Letter and allowed to start work.

3.3 Preparation of Onboarding Materials

• Create an onboarding checklist and prepare necessary materials, including:
• Welcome letter and company handbook
• Employee ID card, IT equipment (laptop), and email setup
• Office/workstation setup

4. Orientation and Training (First Week)

4.1 Employee Orientation

• Conduct a formal orientation program covering:
• Company mission, values, and culture
• Organizational structure and key contacts
• Overview of policies, including code of conduct, anti-harassment, and safety protocols

4.2 IT and Systems Access

• Provide access to necessary IT systems, software, and communication channels (e.g., email, HR management system, payroll system).
• Conduct training on company-specific tools and systems.

4.3 Role-Specific Training
Coordinate with the department manager to provide job-specific training and introductions to key team members.

4.4 Buddy Program
Assign a buddy or mentor for the new employee to help them navigate the initial weeks and integrate into the company culture.

5. Probation Period
The standard probation period range from two to six months, depending on the role requirements, but must not exceed the maximum duration prescribed by local regulations. Managers should provide regular feedback and conduct a formal evaluation at the end of the probation period.

Section B: Offboarding Policy

6. Resignation and Termination Process

6.1 Employee Resignation
• Employees should submit a written resignation notice as per the terms outlined in the employment contract.
• Acknowledge the resignation in writing and confirm the last working day.

6.2 Termination by Employer
In cases of termination, ensure compliance with the local legal requirements, including:
• Providing at least 2 formal warnings (verbal or written), followed by 1 written notice of termination, in accordance with the terms of the employment contract.
• Issuing a Termination Letter, specifying the reason for termination and notice period.
• Exceptions – Gross Misconduct: In cases involving serious misconduct, including but not limited to fraud, falsification of information, or actions with the intent to cause harm to the company, the company reserves the right to terminate employment immediately, without prior warning, notice or compensation.

6.3 Final Salary Payment
• The final salary payment, including any unused annual leave, overtime, and other entitlements, must be made within seven days after the employee's last working day, or in accordance with the Local Employment Act.
• Tax clearance (if applicable) must be obtained from the local Tax Authority before release of the final salary payment.

7. Exit Procedures

7.1 Exit Interview
Conduct an exit interview to gather feedback on the employee's experience, identify areas for improvement, and ensure a respectful departure.

7.2 Return of Company Property

- Ensure the employee returns all company property, including:
- Laptop, mobile phone, and other IT equipment
- Employee ID card, access cards, and keys
- Company documents and data

7.3 Revocation of Access

IT should revoke access to all company systems, email accounts, and software on the employee's last working day to protect sensitive information.

7.4 Cancellation of Work Pass (if applicable)

For foreign employees, ensure the cancellation of the work pass is processed with MOM within seven days of the employee's last working day, or in accordance with the Local Employment Act.

8. Record Management

Update employee records and ensure all necessary documentation (e.g., resignation letter, exit interview notes, final settlement) is completed and filed in the HR management system.

9. Post-Employment Restrictions (if applicable)

Remind departing employees of any post-employment obligations, such as non-compete or confidentiality agreements, if stated in their employment contract.

Section C: Compliance and Review

10. Legal Compliance

The onboarding and offboarding process must comply with the Local Employment Act, Ministry of Manpower regulations, and other applicable laws.

11. Policy Review

This policy will be reviewed annually or as needed to ensure it remains compliant with current legislation and aligned with best practices.

12. Contact Information

For any questions or assistance regarding onboarding and offboarding, please contact your local HR department. In the event where special assistance is required, please contact our Group HR department.

Appendix

(NIL)

References

1. Countries' Labour Law Governing Authorities

Singapore – Ministry of Manpower (MOM)
Malaysia – Ministry of Human Resources (MOHR)
Hong Kong – Labour Department (LD)
China – Ministry of Human Resources and Social Security (MOHRSS)
Taiwan – Ministry of Labor (ML)
Philippines – Department of Labor and Employment (DOLE)
Indonesia – Ministry of Manpower
Thailand – Ministry of Labour
Cambodia – Ministry of Labour and Vocational Training (MLVT)
Vietnam – Ministry of Labour, Invalids and Social Affairs (MOLISA)
South Korea – Ministry of Employment and Labor (MOEL)

2. Countries' Employee Tax Law Governing Authorities

Singapore – Inland Revenue Authority of Singapore (IRAS)
Malaysia – Inland Revenue Board of Malaysia (LHDN)
Hong Kong – Inland Revenue Department (IRD)
China – State Taxation Administration (STA)
Taiwan – National Taxation Bureau (NTB)
Philippines – Bureau of Internal Revenue (BIR)
Indonesia – Directorate General of Taxes (DGT)
Thailand – Revenue Department (RD)
Cambodia – General Department of Taxation (GDT)
Vietnam – General Department of Taxation
South Korea – National Tax Service (NTS)