

Dextrans Worldwide Group

Employee Handbook

Introduction

With presence in over 11 countries in 26 cities and sites, Dextrans is an Asian based lead logistics player operating on a global scale –offering a broad portfolio of services from upstream to downstream logistics. For us, our versatility strengthens our commitment to sustainable performance. For you, it means the potential for a long term career with a host of diverse opportunities. At Dextrans, you will discover a supportive and collaborative culture, and a platform to achieve your career goals.

Our Culture

Great minds drive our business forward. Dextrans success is built on agile thinking of our people. We are adventurous but responsible, developing trusting and lasting partnerships. We know that a high performance culture goes hand in hand with a culture of responsibility. This is denoted in our Employees Creed – RICE.

We have a clear and compelling strategy for the years ahead: we are committed to becoming a world beater as a lead logistics player through being a focused client-centric and with a winning mentality culture. To help us achieve this, we created a set of values that are at the core of what we do. They guide our behaviour with clients, with each other, with our leaders and with the communities we serve. They define the type of institution Dextrans aspires to be.

Each of the values rest on a clear set of beliefs, which set out how we seek to conduct ourselves as we live by our values. Our beliefs reflect our own history, the interest of our stakeholders, and the changing environment in which we operate.

Our Commitment to You

When you build your future with Dextrans, we will empower you to be yourself and grow both personally and professionally. Dextrans - though operating within the main region of Asia is diverse, yet it's a place where the individual makes all the difference. We value your unique perspectives, experiences and ideas, and we are determined to think differently and challenge the status quo.

We are passionate about rewarding great performance, working together to share sustainable success. We will recognize your contribution, and provide you with extensive opportunities and challenging work to drive your career aspirations. Like Dextrans, when you are agile-minded you can face every new challenges daily with zest, vitality and renew dynamism refresh constantly in a motivated working environment. With real energy, enthusiasm and purpose, we have an environment that enables every employee to realize their potential.

Application

This handbook sets out the many policies that apply to you. These policies and requirements are considered by Dextrans to be reasonable and lawful directions that you are required to comply with under the terms of your employment. Please note that the provisions in this handbook may be amended or removed at any time by the company at its absolute discretion. Where the terms of your employment agreement are inconsistent with the provisions in this handbook, the terms of your employment shall prevail. If there is any inconsistency between the provisions of this handbook and the provisions of any country's applicable laws or regulations, the applicable laws and regulations of that country shall prevail. Any illegality, invalidity or unenforceability of any provisions to this handbook or any part thereof shall not affect the legality, validity or enforceability of any other provisions of this handbook. For the avoidance of doubt, this handbook supersedes all previous versions of the handbook.

Compensation & Benefits

Dextrans compensation packages are geared towards being as holistic as possible in order to deliver its most desirable goals and objectives. We achieve this by aiming to deliver market competitive pay, including pay for performance with due consideration for market factors. This is captured within a Total Compensation approach, which ensure compensation decisions (both fixed and variable) are not considered in isolation, but as a whole in accordance to Dextrans Compensations Strategy and the Compensation Principles that underpins it.

Dextrans offers a competitive range of benefits to its employees. Most of these benefits are country specific, taking into account local requirements and circumstances. Please note that benefits provided are at the discretion of the company and may be changed from time to or, in certain circumstances, withdrawn. In the event of any question of interpretation of discrepancy, Dextrans decision or the rules of each scheme plan (as appropriate) will prevail.

Hospital & Surgical Insurance and Group Major Medical Insurance

This scheme partnered with the country specific insurance underwriter cover you for expenses related hospitalization and day to day surgery on account of illness, disease or injury. For more information, please refer to your local medical insurance partner.

Leave and Time-off

Leave application

All leave taken should firstly be tendered to your immediate supervisor/manager with sufficient notice preferably 7 days in advance. Should the leave taken exceed your entitlement, it will be treated as unpaid leave and deducted accordingly from your pay.

Cancellation of Leave

You will need to cancel your leave in all circumstances and this likewise needs to be tendered to your immediate supervisor/manager.

Annual Leave

The schedule of annual leave entitlements for period January to December is adapted to every Dextrans site office. If you have worked less than a full year, your leave entitlement will be pro-rated. Half day leave subject to approval from your immediate supervisor/manager entitles you equivalent to 4 hours of work.

Clearing of Annual Leave

You are expected to clear your annual leave entitlement by the end of each calendar year. As at 31 December, you can only carry forward up to a maximum of 50% of your yearly entitlement to the following year, and this carried-over leave balance must be utilized by 30 June of the same year. Any unutilized leave in excess of 50% yearly entitlement will be automatically forfeited. The encashment of unutilized annual leave is not allowed.

Public Holidays that fall on Saturday

For every public holiday that falls on a Saturday, one day will be credited to your leave entitlement for that calendar year to make up for the “lost” public holiday. However, this only applies to you if Saturday is not defined as a working day in your employment agreement.

Sick Leave

Paid sick leave will be granted up to a maximum of 14 working days in a calendar year. Unutilized sick leave cannot be carried-over to the following calendar year nor encashed. The local country government manpower rules and regulations supersedes this.

The Company will only recognise the medical leave certificate issued by the registered General Medical Practitioners registered under the local country's Medical Association.

Visit to General Practitioner (GP)

The payment structure for visits to the GPs will be on a co-sharing basis. The Company will only bear 80% of the cost of the visit (including medicine), capped at a total annual limit of USD 1,000 (or equivalent in local currency) per calendar year.

However, medical benefits shall not apply to treatment incidental to pregnancy, disorders of vision, dental, or any specialist treatment, inflicted illness or injuries, complaints or injuries attributed to or caused by immoral conduct, unlawful acts, and exposure to unjustifiable hazards, provoked assaults and the use of drugs, or any conditions contracted or inherent prior to the commencement of employment.

Medical reimbursement in cash only applies to out-of-pocket amount paid to the GP, nett of any social health insurance deduction, government subsidies, or insurance claim.

Notice of Absence

If you are unable to work due to sickness or injury, you should ensure that at least your immediate supervisor/manager is informed as soon as possible on the morning of the first day of your absence. You should keep your supervisor/manager informed of the state of your health, and in particular, your expected date of return where possible. On your return to work, you must submit an application for your consumed sick leave and attach a medical certificate by a medical doctor to your immediate supervisor/manager/HR within 24 hours. In the event that this is not done it will be automatically calculated as no pay leave and recorded accordingly.

Extension of Sick Leave due to Hospitalisation

Where hospitalisation is deem necessary and certified by a medical doctor, the above sick leave entitlement will be extended up to 60 working days. Again here, take notice that the company abides by the local country labor laws if it differs and this shall supersede the company policy.

Marriage Leave

You are eligible to a one-time entitlement of 2 consecutive working days paid leave at the time of your legal or customary marriage for the purpose of wedding preparation or for your honeymoon. Documentation must be furnished to your supervisor/manager and must be consumed within the same calendar year and cannot be encash.

Maternity Leave

Dextrans will follow accordingly to the local country labor laws pertaining maternity leave.

Paternity Leave

Dextrans will follow accordingly to the local country labor laws pertaining paternity leave.

Childcare Leave

Dextrans will follow accordingly to the local country labor laws pertaining childcare leave.

Examination Leave

The company will grant your application for paid examination pre-examination leave of up to 3 days per calendar year. The course for which the leave is applied for must be relevant to your present role or have the potential to enhance your future contribution to Dextrans. This leave is subjected to the discretion of the company.

Employment Information and Requirements

Professional Conduct

Dextrans expects all its employees to be at its best behaviour and more important to conduct himself or herself with proper decorum when representing the company. In certain cases where the employees private and social life has causes for public outcry and in certain ways affects the image and reputation of Dextrans, this may leave to a termination of contract with the company.

Attendance and Absence Without Leave (AWOL)

1. Definition of Absence Without Leave (AWOL)

An employee shall be deemed to have committed an absence without leave (AWOL) in any of the following circumstances:

- (a) Being absent from work or leaving their post without prior approval;
- (b) Having obtained leave based on false reasons, as verified upon investigation;
- (c) Changing the type of leave without approval, or failing to return to work upon the expiration of the approved leave period; or
- (d) Other situations in which the employee fails to report to work and perform normal duties without justifiable reasons.

2. Disciplinary Consequences for AWOL

An employee who has been continuously absent without leave for 3 or more consecutive working days, or who has accumulated 5 or more days of AWOL within a 12-month period, shall be deemed to have committed a serious breach of the Company's rules and regulations. In such event, the Company has the right to unilaterally terminate the employment contract without paying severance compensation or any other form of economic compensation.

Acceptance of Gifts and Benefits

As a consequence of your business activities, you may be offered gifts and/or accorded hospitality. You should not accept any gifts or offers of hospitality which could be viewed as an attempt to influence your judgement. You should report any such offers to your manager.

Staying in Touch

Our clients and co-workers depend on us being accessible, so it is important that when you are out of the office, your supervisor is aware of your whereabouts and how you can be contacted, at all times, including weekends and annual leave periods. You are required to inform your supervisor if you are leaving the office for any reason

during office hours. Prior to any scheduled period of absence from the office, you are required to inform relevant person within your department of your absence and your contact details during your absence.

Civil and Criminal Offence

As an employee of Dextrans, you are required to notify your manager and HR in the event that you have been detained or charged by any law enforcement authority with any offence that may adversely affect the performance of your duties or subject the company to any adverse publicity whatsoever.

Bankruptcy or Insolvency

You must inform the company if;

- You are an undischarged bankrupt in any country, or you are currently subject to bankruptcy proceedings or have been recently discharged from bankruptcy in any country or
- You have failed to meet any judgement debt in any country, or
- You have incurred debt to the extent that you are experiencing problems meeting your creditors minimum repayment terms.

In certain circumstances, employment may be terminated by the company on the basis of the employee's bankruptcy or insolvency.

Outside Employment and Directorship

You must obtain written permission from the company before you accept any offer of secondary employment, or engage in any consultancy or advisory work or actively engage in other business activities. The same applies if you are offered a directorship, or fees of any kind, in relation to activities outside the company. Permission may be granted if your proposed role is unlikely to conflict in any way with the interest of Dextrans or interfere with your duties generally.

Confidentiality

During and after the termination of your employment, you must not, other than in the proper course of your employment with the company, disclose or use any confidential information relating to the business or affairs of the company. Confidential information include but is not limited to lists clients, customers, suppliers, financial information including pricing, administration and information systems, information about unique products and services and information relating to business strategy of the company. You will be subjected to disciplinary action, up to and including summary dismissal for any unauthorised disclosure of confidential information belonging to or related to the company.

Use of Information Technology (IT)

The purpose of the company's IT systems is to facilitate Dextrans activities. As such, to safeguard the company's information and set minimum requirements for access and usage, Dextrans Group-wide policy pertaining usage of its proprietary and vendors procured systems must be strictly adhered to.

- Only approved Dextrans IT systems may be used for conducting Dextrans related activities. Approved systems include but are not limited to telephone, internet, intranet, industry eco-trading systems, emails, skype, instant messaging, bulletin boards, and media players.
- It is prohibited to view, download, copy, store, create, transmit or distribute any pornographic, offensive, defamatory, obscene, discriminatory, or any non-business related materials.
- It is prohibited to download, copy, store, create, transmit, or distribute any materials that may violate copyright, license restrictions, or other intellectual property rights.

- Sharing of access password/PINS are strictly not allowed

Employment and Termination of staff

Employment of any potential employee can only be approved by the line manager 2 levels up in the organizational hierarchy. Similarly, termination of any employee can only be approved by the line manager 2 levels up in the organizational hierarchy. In case, the local office lacks the depth in organizational hierarchy, the next level is the group headquarters. The purpose of this is to eliminate any biasness to the employment and termination process.

Retirement Policy

In accordance with company policy, employees shall retire upon reaching the official retirement age gazette by the respective country Labour Ministry. At that time, their existing employment contract will cease automatically. The cessation of employment upon reaching the retirement age shall not be considered as termination or redundancy but a natural cease of employment with the company.

The Company may, at its sole discretion, offer post-retirement employment opportunities on a periodic contract basis and terms to be agreed mutually. The terms and conditions of such a contract will be discussed and agreed upon at the time of renewal, based on business requirements and individual circumstances.

Employment Beyond Retirement Age

Employees who have reached the official retirement age may be considered for continued employment on a contract basis, subject to mutual agreement between the employee and the Company.

Renewal of the contract shall be at the sole discretion of the Company and will be contingent upon business needs, individual performance, and the employee's agreement to the terms and conditions of employment applicable at the time of renewal.

The terms of employment, including compensation, benefits, and other conditions, may be reviewed and adjusted as deemed appropriate by the Company. Employees on fixed-term contracts will continue to be subject to the policies and regulations outlines in this handbook, unless otherwise specified.

The Company reserves the right not to renew the contract upon its expiration, and such non-renewal shall not be deemed as termination or redundancy.