

# **JLX Employee Manual**

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## Welcome

Dear Employees,

Welcome to JLX International! We are delighted to have you as part of our team. To ensure a smooth and productive journey with us, we have prepared this handbook to provide you with essential information and mutual expectations between you and the company.

It contains crucial details about the company's systems, policies, and guidelines. Whenever you have questions about our procedures or practices, this handbook should be your go-to resource.

While this handbook covers significant aspects of our operations, it is not a detailed legal document or an employment contract. Instead, we have compiled key regulations to give you a comprehensive understanding of our organization. However, we emphasize that it cannot replace the importance of open communication with your line manager. Regular dialogues between you and your manager are essential for a successful working relationship.

Please note that some policies and regulations mentioned in this handbook may be subject to change based on business conditions, employee feedback, or regional differences. When such changes occur, we will make every effort to communicate them to you promptly.

The clauses in this manual, including obligations and liabilities, are not arbitrary but are thoughtfully formulated. Each article is rooted in common sense and draws from the valuable experiences of our company. We value input from our employees and encourage you to share your suggestions. Your ideas will contribute to maintaining a united, cooperative, and harmonious work environment.

Once again, we extend a warm welcome to you and look forward to achieving great things together. Should you have any questions or need further clarification, don't hesitate to reach out to the HR department or your line manager.

## **Chapter 1: General Provisions**

### **1.1 Purpose:**

A. This manual serves the following objectives:

- To assist employees in getting acquainted with the company's HR policies and management systems.
- To facilitate an understanding of the company's culture, values, and principles.
- To support a smoother integration of new employees into the team.
- To enhance overall work effectiveness.

B. Additionally, this manual aims to:

- Clearly outline the employee's business code of conduct.
- Encourage employees to consciously adhere to the company's rules and regulations.
- Foster the development of qualified and organized employees who contribute positively to the company's success.

### **1.2 Scope of application**

A. This employee handbook is intended for use by all employees of the Company. It applies to individuals across all departments and levels within the organization.

## **Chapter 2: Company Overview**

### **2.1 Company Profile**

JLX International (abbreviation: JLX) was founded in 2012 and operated in the following business sectors:

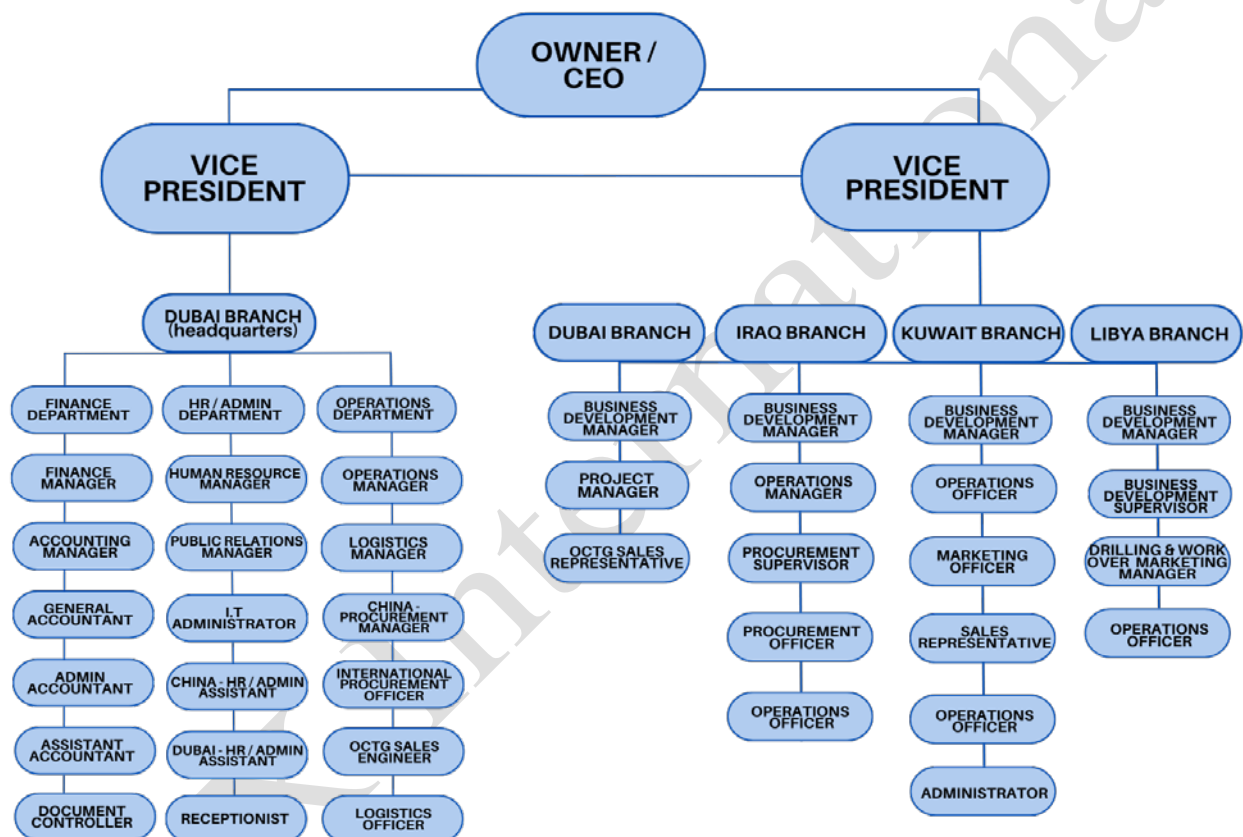
- Oilfield Products and equipment Supply (Upstream and Downstream)
- International logistics and customs clearance
- Oil field service with Direct Product Sales
- Cutting Edge Directional Drilling Tools Leasing
- Large-scale Project Consulting

The company primarily caters to prominent oil and gas companies in the Middle East, Africa and Asia. Our key markets in Iraq(South/Middle/North), Kuwait, Libya, UAE, China, Singapore and Pakistan.

JLX International has established offices in several strategic locations, including Dubai(Headquarter), Iraq (Basra/Baghdad/Erbil), Kuwait, Libya (Tripoli), China (Beijing) and Singapore. All branches function under the direct supervision of the headquarter and are entrusted with specific business responsibilities.

## 2.2 Organization Chart

# GROUP MANAGEMENT OFFICE



## 2.3 Corporate Culture

### 2.3.1 Mission

Provide comprehensive solutions for the Middle East and Arica oilfield production.

### 2.3.2 Vision

To become a well-known brand of private oil service companies in the Middle East and Arica.

### 2.3.3 Values:

#### A. Customer First

All values should be based on the customer first. Whether it is strategic planning, process design, or management methods. All should be oriented toward customer satisfaction. Take the customer's perspective as the priority starting point.

#### B. Learn and Growth Mindset

Learn & Growth Mindset: All learning is for better growth. Today you should be better than yesterday. A manager should pay more attention to the growth of his subordinates when pursuing his own growth. Human growth is the growth of the organization and the growth of the JLX. Because the world is changing too fast. We must always keep learning and growing with an open mind.

#### C. Efficient communication and Feedback

Timely and effective communication up and down left and right, and inward and outward is the beginning of all cooperation and the end of all "I think". Timely and effective feedback is the beginning of all success and a controllable period for mistakes.

#### D. Strong Team Work

All strategy implementation and performance realization cannot be accomplished by only one person, and the results need to be obtained through the team. Strong Team Work is a solid foundation for a company to succeed. It comes from daily work reviews, team training, experience sharing, workflow, and team building.

#### E. Focused Spirit

No one is born an expert. He must be qualified after years of concentration. There will be many temptations on the way forward. We should pay more attention to the strategy planning under the corporate mission and vision, and continue to focus and precipitate to become a professional enterprise and professional talents.

#### F. Work Hard and Happy Life

We have to work hard and take every minute and every second seriously. We want to live happily, know how to live, and have the fun and ideas of life. Because work is never opposed

to life, it is an important part of life. Only those who know how to live happily will know how to hard work. Then will be worked with enthusiasm and passion!

#### 2.3.4 Concept:

A good company should have a vision, mission, and values that will not change easily.

- A good company should have mechanisms, methods, and strategies that change day by day. Because the times and markets are changing rapidly.
- A good company is a group of people whose values agree with each other.

### **Chapter 3 Employment Management**

#### 3.1 Recruitment principles

The Company follows a set of fundamental principles when it comes to hiring employees. These principles are:

- **Open Recruitment:** The company believes in transparency and openness during the recruitment process. All potential candidates have equal opportunities to apply and compete for available positions.
- **Equal Competition:** Each candidate is given a fair chance to showcase their skills, qualifications, and experience without any discrimination based on race, gender, religion, or any other characteristic. The selection process is solely based on merit and suitability for the role.
- **Strict Assessment:** The evaluation of candidates is carried out rigorously to ensure that the most qualified individuals are selected. The company is committed to employing talented individuals who can contribute effectively to the organization's success.
- **Merit-Based Admission:** Final decisions regarding hiring are based on the candidates' merits and the alignment of their skills with the company's requirements. The goal is to bring in individuals who can add value to the company and thrive in their roles.

The process of talent recruitment begins with the respective department heads proposing a recruitment plan based on the revenue and budget for the upcoming year. The General Manager's office (GMO) reviews and approves the recruitment plan. Once approved, the HR department determines the job titles and the number of positions to be recruited in accordance with the plan submitted by the department.

This systematic approach ensures that the company acquires the right talent to meet its business objectives and maintain a competitive edge in the market. It also reinforces the company's commitment to fairness, professionalism, and excellence in its hiring practices.

### 3.2 Employment conditions

Employees should abide by the law, be loyal and practical, be healthy, have the spirit of teamwork, have the professional knowledge and skills required by the job position, adapt to the work they undertake, and be serious and responsible.

### 3.3 Entry Certificate

3.3.1 Employees who are recent graduates must submit proof materials such as graduation certificates, qualification certificates, employment recommendation forms or employment agreements to the company.

3.3.2 Employees other than fresh graduates must submit graduation certificates, degree certificates, qualification certificates and settlements with their previous employers to the company.

3.3.3 If an employee provides false certification materials during the hiring process, it is considered a serious breach of trust and integrity. In such cases, the company may have the right to terminate the labor contract at any time without being obligated to provide economic compensation to the employee.

### 3.4 Pre-employment medical examination

3.4.1 Before an employee signs a labor contract, they are required to undergo a comprehensive medical check-up at a medical center designated by the company. The purpose of this medical examination is to ensure that the employee's health condition aligns with the requirements of the position they are applying for.

Once the medical results meet the specific health criteria set by the company for the applied position, the employee can proceed with signing the labor contract with the company. This step is taken to safeguard the well-being of the employee and to ensure that they are fit to perform the duties associated with the position they will hold.

3.4.2 If an employee provides false or misleading health information during the pre-employment medical check-up or at any other time, the company has the right to terminate the labor contract. Providing false health information can have serious consequences for the individual, their colleagues, and the company as a whole.



### 3.5 Entry procedures

3.5.1 Upon reporting to the company, new employees are required to sign the offer letter, which serves as the basis for finalizing the labor contract. Two copies of the offer letter are prepared, with one copy given to the employee and the other retained by the company for documentation purposes.

The offer letter typically outlines important details such as the position offered, job responsibilities, compensation package, working hours, benefits, and any other terms and conditions related to employment. By signing the offer letter, both parties acknowledge their agreement to the terms specified in the document.

3.5.2 After signing the offer letter, new employees are expected to fill out the "Employee Information Form" provided by the company. This form collects essential details about the employee, including personal information, contact details, emergency contacts, educational qualifications, and previous work experience.

In addition to completing the Employee Information Form, new employees may be required to submit relevant materials for review, which could include:

- Copies of academic certificates and diplomas
- Proof of identity (e.g., passport, national ID card)
- Work permits or relevant authorization documents, if applicable
- Any other documentation as specified by the company's onboarding process

### 3.6 Basic employee information

The Human Resources department is responsible for maintaining and managing employees' personal records and personal data. To ensure accurate and up-to-date information, it is essential that employees promptly inform the HR department of any changes in their personal details.

If there are any modifications to personal information, such as changes in the ID number, household registration address, current address, contact information, etc., employees are required to notify the HR department in writing within 3 working days from the date of the change.

### 3.7 Induction & Orientation Training

3.7.1 All new employees are required to participate in the induction and orientation program organized by the Company. The purpose of this program is to provide new employees with essential information about the company, its culture, values, policies, and procedures. It serves as a foundation for integrating new employees into the organization and helping them understand their roles and responsibilities.

3.7.2 In addition to the general induction and orientation program, new employees are expected to participate in departmental business training. This training is specific to the department they will be working in and focuses on the skills and knowledge needed to excel in their respective roles. Departmental business training enables new employees to become familiar with the team's objectives and strategies, enhancing their contribution to the department's overall success.

3.7.3 During the onboarding adjustment period, new employees will be provided with guidance and support from the company to ensure a smooth transition into their roles. The onboarding adjustment period may vary depending on the complexity of the job and individual circumstances. The company aims to help new employees adapt to their new work environment and responsibilities effectively.

By participating in these induction and orientation activities, new employees are better equipped to contribute to the company's goals and become productive team members. It also fosters a positive working experience, as they receive the necessary support and resources to succeed in their roles.

### 3.8 Probation Period

3.8.1 Upon being hired, new employees are required to undergo a probation period. In normal circumstances, employees are subject to the standard probation period of three months, which includes the training period. However, the General Manager has the authority to exempt employees from the probation period or shorten it upon approval.

For managers or higher-level managers, the probation period may be extended for an additional three months, but it should not exceed a total of six months.

3.8.2 During the probation period, the company reserves the right to terminate the labor contract at any time if the employee engages in behavior or actions that warrant termination as per statutory regulations.

3.8.3 Conversely, during the probation period, employees also have the right to terminate the labor contract by providing written notice to the company at least three days in advance. If the probation period is less than three days, the employee will not receive salary payment for the remaining days of the probation period.

3.8.4 Regarding entry air tickets and visas, the company bears the cost in advance. Upon the employee's arrival at their designated post, the deducted amount for these expenses will be withheld from the employee's first month's salary. Upon successful completion of the probation period, the deducted fee will be fully refunded by the company.

However, for employees who fail the probation period or resign within the probation period, any relevant expenses will be prorated based on the actual working days, and the appropriate deductions will be made during the settlement process.

3.8.5 During the probation period, employees are not entitled to annual leave or sick leave benefits. However, they are eligible for a maximum of 6 days of accumulative personal leave during this period.

### 3.9 Official Employee Transfer Evaluation

During the probationary period, employees are required to submit a probationary period report at the end of the first and second months. Additionally, they need to submit an evaluation report at the end of the third month. This evaluation process allows the company to assess the employee's performance, suitability, and overall fit for the position during the probation period.

One week before the probation period's expiration, employees should submit a "Transfer" application report for regularization to the Human Resources Department. The company will then conduct a thorough evaluation of the employee's work during the probation period.

Upon successful evaluation results, the employee will become a regular employee of the company from the date of the probation period's expiration. Regular employees are entitled to the full benefits package and are subject to the company's standard employment terms and conditions.

However, if the employee does not meet the employment conditions during the probation period evaluation, the company reserves the right to terminate the labor contract. In such cases, the company is not required to provide economic compensation to the employee.

The official employee transfer evaluation process ensures that both the company and the employee have a clear understanding of the individual's performance and potential as a permanent member of the organization. It helps in making well-informed decisions regarding regularizing the employee's status based on their abilities and contributions during the probation period.

## Chapter 4 Visa Processing

4.1 The company employs different visa processing methods based on the location of employment:

- Iraq-based employees: They need to apply for a one-month visa before starting their job. After one month, the visa can be renewed based on their work performance.
- UAE-based employees: After the probation period ends, they will apply for a formal two-year work visa.
- Kuwait/Libya-based employees: After the probation period ends, they will apply for a formal one-year work visa.

During the probation period, a "visa change of status" may be applied for UAE-based employees, and the company will cover the associated costs.

4.2 Employees with family visas or student visas need to apply for an employment visa after successfully completing the probation period.

4.3 During the visa application process, employees are required to undergo a physical examination at a designated facility, in accordance with the company's regulations. Failing the physical examination may result in non-employment.

## **Chapter 5 Labor Contract Management**

### **5.1 Confirmation of Labor Contract**

The company follows the principles of legality, fairness, equality, voluntariness, consensus, honesty, and trustworthiness when signing labor contracts. A labor contract concluded in accordance with the law is legally binding. However, the company reserves the right not to hire an employee even after the labor contract is signed.

### **5.2 Term of Labor Contract**

Labor contracts can be of three types: limited labor contracts, unlimited labor contracts, and labor contracts for the completion of certain tasks. Generally, the term of a fixed-term labor contract, when signed for the first time, is not less than two years. In Dubai, the labor contract is a fixed-term contract with a contract period of two years.

### **5.3 Custody of Labor Contracts**

The labor contract is provided in duplicate, with both copies having the same legal effect. The company and the employees each hold one copy of the labor contract.

### **5.4 Contract Amendment**

The employer and employee have the right to amend the agreed content in the labor contract through mutual consultation and consensus. Any amendments to the labor contract should be made in writing.

## 5.5 Cancellation/termination of Labor Contract

The termination of labor contracts should be carried out in accordance with relevant laws and regulations governing employment termination.

## 5.6 Resignation

For Permanent Employees:

- Employees should submit a resignation letter to their direct line manager 30 days in advance when resigning.
- Managers and above should submit a resignation letter to the General Manager's office 3 months in advance.
- If an employee resigns during their vacation, they need to obtain the company's approval. In such cases, the salary will only be paid up to the date of resignation, and the applicable deposit will be refunded in full. If any paid leave exceeds 30 days, the excess amount will be deducted from the deposit, and any remaining balance will be paid separately by the employee.

For Employees in Probation Period:

- During the probation period, employees should submit a resignation letter to their direct manager three days in advance.
- The relevant resignation process of the company must be followed, and all necessary steps should be completed on the last working day.
- Prior to resignation, employees must ensure that someone takes over their responsibilities and complete the handover of all work.
- These resignation procedures aim to facilitate smooth transitions and ensure proper handover of responsibilities when an employee decides to leave the company. It allows for a structured approach to the resignation process, enabling both the company and the employee to handle the situation professionally and responsibly.

# Chapter 6 Working Hours and Holidays

## 6.1 Definition

Working hours refer to the designated time during which employees are required to be present at their regular work locations and perform their assigned tasks as specified by the company.

## 6.2 Working hours

6.2.1 The standard working hours are 8 hours a day.

6.2.2 The office start time may vary for different branches located in various countries and regions. Employees should refer to the specific instructions provided in the punch-in rules of their respective departments or regions within the WeChat work system.

6.2.3 The office hours and off-days can be adjusted temporarily based on business needs, seasonal demands, or exceptional circumstances such as electricity outages or other unforeseen situations.

### 6.3 Business trips

(For Permanent Employees Only) Business trips will be planned and organized as needed according to the company's business requirements. Employees who need to go on business trips must send an email to line manager and [hr@jlx-international.com](mailto:hr@jlx-international.com) once the application is approved, the business trip will be treated as normal attendance.

In exceptional cases, where advance application is not possible, employees may submit the application after the fact, but it requires special approval from the general manager's office. Specific regulations related to business trips can be found in the company's "Business Trip Policy."

### 6.4 Leave Policy

#### 6.4.1 Public Holidays

Public holidays observed in the country where each branch company is located shall be implemented in accordance with the relevant national regulations. If a public holiday coincides with an employee's annual leave, sick leave, personal leave, or maternity leave, no compensatory leave will be provided. The arrangement of public holidays is subject to announcements or notices issued by the Government Ministry in the respective country.

#### 6.4.2 Annual leave

6.4.2.1 This section of the annual leave policy applies specifically to employees based in the UAE, Libya, Kuwait, and China.

6.4.2.2 In accordance with the employment laws of the UAE, Libya, and Kuwait, employees who have completed 12 months of continuous service are entitled to 30 calendar days of paid annual leave.

6.4.2.3 According to China's labor law, employees who have completed one year but less than 10 years of service are entitled to 5 days of annual leave; those who have completed 10 years but less than 20 years of service are entitled to 10 days of annual leave; and those who have completed 20 years or more of service are entitled to 15 days of annual leave.

6.4.2.4 In principle, annual leave cannot be converted to cash. However, in the case of force majeure or situations where employees are unable to take their leave, they can choose to give up their leave. The company will then exchange one month's full salary for 30 days' worth of annual leave. If the number of days given up is less than 30, it will be converted based on the actual remaining days. Any submitted leave applications will be subject to approval for cashing.

6.4.2.5 After completing one year of employment, employees are entitled to one return air ticket to their place of work and home country. This ticket is non-cashable and non-transferable. If the employee's destination is other than their home country, special approval is required.

6.4.2.6 Employees will receive their full salary during their annual leave period.

6.4.2.7 Annual leave should be taken or cashed within one year of joining the company. If annual leave is not taken within this period, it will not be accumulated for the next year. Employees who do not apply for conversion of annual leave within the specified timeframe will not be eligible for cashing.

### 6.4.3 Work Off Leave (Applicable to Iraq-based employees)

6.4.3.1 Work off leave is specifically applicable to employees based in Iraq.

6.4.3.2 Work off leave is divided based on the position and job characteristics as follows:

1 month off for employees who have completed 11 months of full attendance work.

1 month off for employees who have completed 5 months of full attendance work.

2 months off for employees who have completed 4 months of full attendance work. The calculation of the work off leave period starts from the day of arrival in Iraq.

6.4.3.3 During work off leave, employees will receive only their basic salary. However, if the line manager confirms that an employee cannot take work off due to work requirements, the company shall compensate the employee with the full month's salary as compensation for not taking vacation during that month. If an extension of the work off leaves or combination with the next work off leave is required due to work demands, it should be immediately reported to the HR Department.

6.4.3.4 The company provides return air tickets from the place of work to the employee's home country during the shift vacation period. These tickets are non-cashable and non-transferable. If an employee's destination is other than their home country, special approval in advance is required.

This work off leave policy applies specifically to Iraq-based employees, providing them with the opportunity for extended time off based on their work attendance and requirements. It ensures that employees are compensated fairly for their work and vacation arrangements while adhering to the specific circumstances of the work location in Iraq.

### 6.4.4 Sick Leave

#### 6.4.4.1 Dubai/China Sick Leave Policy

In Dubai and China, employees are entitled to take up to 15 days of fully paid sick leave each year after completing 3 months of employment. Hospitalized employees will receive an additional 30 days of sick leave with half salary. The company allows an additional 45 days of unpaid sick leave if required. If the number of sick leave days exceeds the specified limit, the company will either provide suspended pay or terminate the contract based on the employee's actual physical condition.



### Kuwait's Sick Leave Policy

In Kuwait, employees are entitled to the following annual sick leave:

- Fifteen days on full pay
- Ten days on 75% pay
- Ten days on 50% pay
- Ten days on 25% pay
- Thirty days without pay

The total annual sick leave entitlement shall not exceed 75 days.

### Iraq's Sick Leave Policy

In Iraq, employees are entitled to 30 days of sick leave with full pay for each year of employment. Any sick leave beyond 30 days will be unpaid sick leave. The total annual sick leave entitlement shall not exceed 60 days.

### Libya's Sick Leave Policy

In Libya, employees are entitled to 30 days of paid sick leave, and any sick leave beyond 30 days will be unpaid. The total annual sick leave entitlement shall not exceed 60 days.

6.4.4.2 Unused sick leave days in the current year cannot be carried forward to the next year.

6.4.4.3 Employees who apply for sick leave must provide a valid sick leave certificate (original sick leave certificate, copy of the medical record card of the current visit, etc.). Under special circumstances, the company reserves the right to appoint a doctor to verify the employee's condition or injury.

6.4.4.4 Medical treatment for employees suffering from illness or non-work-related injuries will be implemented in accordance with the relevant regulations of the insurance company.

The sick leave policy varies based on the country of employment and ensures that employees are provided with appropriate sick leave benefits while adhering to the respective labor laws and regulations of each country.

### 6.4.5 Marriage Leave

6.4.5.1 Employees are entitled to 3 days of paid marriage leave after completing 3 months of employment.

6.4.5.2 Marriage leave can only be taken once within one year from the date of receiving the marriage certificate (calculated based on the registration date on the marriage certificate). Only employees who have received the marriage certificate after joining the company are eligible to enjoy marriage leave.

6.4.5.3 When an employee applies for marriage leave, the employee must present a valid certificate such as a marriage certificate as proof of their marriage.

This marriage leave policy allows employees to take time off to celebrate their marriage and ensures that they are provided with paid leave for this important life event. The policy also sets specific eligibility criteria to prevent abuse of the benefit while promoting fairness and consistency in its implementation.



## 6.4.6 Maternity Leave

### 6.4.6.1 Maternity leave entitlement varies based on the country of employment:

(For Dubai-based employees)

According to UAE law, a working woman is entitled to a maternity leave of 45 days, which includes the time before and after delivery. If the woman has completed one year of continuous employment with the same employer, she is entitled to full pay during maternity leave; otherwise, she is entitled to half pay.

(For Iraq-based employees)

An employee in Iraq is entitled to at least 14 weeks of paid maternity leave per year. Up to eight weeks can be taken before the expected due date, subject to a medical certificate. The remaining days of maternity leave should be taken after delivery, and the period of maternity leave taken after delivery should be at least six weeks. The 14 weeks of maternity leave can be extended to up to nine months, subject to a decision of the competent medical authority, in the event of difficult childbirth, multiple births, or pre or post-natal complications.

(For Kuwait-based employees)

Female employees in Kuwait receive 70 days of paid maternity leave and up to four months of unpaid maternity leave.

(For China-based employees)

Professional women in China are entitled to 90 days of paid maternity leave, which includes half a month before childbirth and two and a half months after childbirth.

### 6.4.6.2 Maternity leave can be applied for based on the delivery situation.

### 6.4.6.3 Employees who apply for maternity leave must submit a marriage certificate and birth permit.

### 6.4.6.4 For female employees who give birth without a marriage certificate, their maternity leave shall be dealt with in accordance with the relevant regulations on sick leave.

This maternity leave policy ensures that female employees are provided with the appropriate amount of paid leave to support them during the important time of pregnancy and childbirth. The policy aligns with the labor laws and regulations of each country of employment to ensure fair and consistent treatment for all employees.

## 6.4.7 Paternity Leave

6.4.7.1 Male employees who join the company are entitled to a one-time paternity leave for 5 consecutive days (continuous calendar days) if their spouse gives birth in accordance with the family planning regulations. To avail the paternity leave, valid certificates must be provided as proof of the childbirth. If the number of days of paid paternity leave is exceeded, it will be treated as a deduction from personal leave or annual leave.

6.4.7.2 Paternity leave can be applied for the date before the expected date of birth of the child, and the hospital-related delivery certification is required as part of the request. If any public holiday falls during the paternity leave period, it will be considered as part of the paternity leave, and no additional leave days shall be given.

This paternity leave policy recognizes the importance of supporting new fathers during the childbirth period and provides them with paid time off to bond with their newborn and support their families. The policy also ensures that employees comply with the necessary regulations and provide valid certificates to avail the paternity leave benefit.

#### 6.4.8 Breastfeeding Leave

6.4.8.1 All female employees with babies under the age of one year are entitled to one hour of paid breastfeeding leave per day. For each additional breastfeeding baby, each breastfeeding time will increase by 30 minutes. The employees will receive their full daily wages during the breastfeeding leave. Unused breastfeeding time cannot be carried over to the next working day for use.

6.4.8.2 To apply for breastfeeding leave, employees must provide a baby's birth certificate as proof, which will be filed in the human resources department after approval by the department manager.

This breastfeeding leave policy acknowledges the importance of supporting nursing mothers to fulfill their breastfeeding responsibilities while at work. It provides female employees with the necessary time and compensation to ensure their well-being and the well-being of their babies. The policy also requires valid documentation to ensure fair and appropriate implementation.

#### 6.4.9 Bereavement Leave

6.4.9.1 In the unfortunate event of the passing away of an employee's direct family member, the employee is entitled to 5 days for spouse, 3 days for parent, child, sibling, grandchild or grandparent. If any public holiday falls during the bereavement leave period, it will be considered as part of the bereavement leave, and no additional leave days shall be given.

This bereavement leave policy aims to provide compassionate support to employees during difficult times when they need to cope with the loss of their close family members. The policy acknowledges the importance of allowing employees time to grieve and attend to funeral arrangements without additional stress. It ensures that employees can take the necessary time off with compensation during such emotionally challenging periods.

#### 6.4.10 (Personal) Unpaid Leave

6.4.10.1 The minimum unit for applying for personal leave is 0.5 (half) days.

6.4.10.2 The accumulative personal leave shall not exceed 30 working days in one year.

6.4.10.3 Salary is not calculated during personal leave.

This personal unpaid leave policy allows employees to take time off for personal reasons without pay. Employees can apply for personal leave in half-day increments, and the total accumulation of personal leave days cannot exceed 30 working days in one year. During personal leave, employees will not receive their regular salary. This policy provides flexibility for employees to address personal matters while ensuring that the leave is within reasonable limits and does not excessively affect work commitments.

## 6.5 Leave process

6.5.1: Employees need to submit leave requests through the OS system-admin system for various types of leave, including annual leave, work-off leave, personal leave, sick leave, marriage leave, maternity leave, breastfeeding leave, paternity leave, bereavement leave.

6.5.2: The timeframes for applying for leave vary depending on the type of leave. For annual leave, work-off leave, maternity leave, or sick leave exceeding 15 days, applications must be submitted at least 1 month in advance. For other leaves, such as personal leave, sick leave, marriage leave, paternity leave, or

bereavement leave exceeding 3 days; applications must be made 3 days in advance. Unpaid leave or hourly leave requires a 1-day advance application. In special circumstances, the department manager can apply to HR for leave approval.

6.5.3: Paid annual leave applications must be submitted before completing every one year of service to utilize the leave balance. Failure to apply for paid annual leave within one year results in a waiver of the benefit, and the leave balance is automatically covered for 30 days at the joining date of employment.

6.5.4: After leave approval, the OS system will show the corresponding leave status on vacation, on leave, or overdue.

6.5.5: The section explains the actions to take if the employee's return to work is overdue. Different leave types and balances are considered for handling overdue returns to work.

6.5.6: During periods of non-payment, employees need to handle pension payments. Failure to pay may result in deductions from the employee's deposit or suspension of pension payments.

This section provides clarity on how employees can apply for different types of leave and the consequences of not following the proper procedures. It aims to ensure smooth leave management within the organization and fair treatment for employees.

## 6.6 Annual Leave balance:

$$\text{Annual Leave Balance} = \text{Total Holiday Entitlement} - \text{Actual Number of Days Off Taken}$$

The holiday balance refers to the total number of days of annual leave an employee is entitled to for the year. The actual number of days off taken is the number of days the employee has already utilized for annual leave. By subtracting the actual days off taken from the total holiday entitlement, the current remaining leave balance is obtained.

The annual leave balance will be automatically resumed at every joining anniversary. This means that after certain periods or events, the leave balance will be replenished to its original upper limit. The system will handle this restoration process automatically, ensuring that employees have the appropriate leave entitlement available for use.

6.7 The table below shows the upper limit of each leave type and the balance recover date for each leave type:

<b>Leave Type</b>	<b>Upper Limit</b>	<b>Balance Recover Date</b>
Annual Leave	30 Days	Every Joining Date
11 Months work 1 Month off	30 Days	Every Joining Date
5 Months work 1 Month off	30 Days	Every Joining Date
4 Months work 2 Months off	60 Days	Every Joining Date
(Personal) Unpaid Leave	30 Days	First day of new year
Paid Sick Leave	15 Days	First day of new year
Half Paid Sick Leave	15 Days	First day of new year
Unpaid Sick Leave	45 Days	First day of new year
Marriage Leave	5 Days	First day of new year
Maternity Leave	45 Days	First day of new year
Paternity Leave	5 Days	First day of new year
Bereavement Leave	3 Days	First day of new year

Please note that the balance recover date refers to the date when the leave balance is reset to its upper limit. The upper limit indicates the maximum number of days an employee can accumulate for a specific leave type. The actual balance and recovery date may vary depending on the region, and the settings in the company's system will prevail.

## Chapter 7 Attendance Management

### 7.1 Attendance Management

7.1.1 Employees are required to record their attendance by punching in and out through the WeChat work system. This allows the company to keep track of employees' attendance in different branches in a timely manner.

7.1.2 Employees must use the WeChat work system to punch in when they arrive at the company and punch out when they leave. This serves as the fundamental basis for attendance statistics conducted by the HR Department.

7.1.3 Attendance statistics are calculated from the 1st to the last day of each month and serve as one of the bases for salary payment. The HR department will verify and confirm attendance records with employees before processing salary payments each month.

7.1.4 Employees are allowed to apply for up to 4 corrections for missed punch in/out per month through the system. If an employee exceeds 4 missed punch in/out occurrences, they will receive a verbal warning.

### 7.2 Arriving late, leaving early, and absenteeism

7.2.1 If an employee arrives late without applying for earlier come earlier go during the stipulated working hours and does not extend working hours to compensate, it will be considered as being late.

If an employee leaves early without applying for later come later go during the stipulated working hours and did not arrive earlier to compensate, it will be regarded as an early departure.

An employee who fails to follow the leave request process (as described in 6.5.1) during working hours and does not arrive at the office after approval will be considered absent from work.

7.2.2 In cases of emergencies, the Company has implemented a flexible attendance policy to accommodate unforeseen situations. Employees may arrive early and leave early or arrive late and leave late, provided they send an email to their Line Manager and HR, specifying the date and duration of their intended adjustment. Once approved, this will be considered regular attendance. Failure to submit a relevant email application or obtain approval for a total of less than 48 hours of early departure or lateness per week will result in the deduction of those hours as unpaid leave.

### 7.3 Attendance Regulation

7.3.1 If an employee has 0 Punch + 0 Out of Office Report + 0 Leave Request (pending to approve) + 0 Time Sheet + 0 Special Approval, it will be considered as absenteeism.

7.3.2 Absenteeism will result in a verbal or written warning, depending on the situation. The employee will not be paid for the period of absenteeism.

7.3.3 Employees who arrive late and leave early will have their actual working hours and position salary deducted, and the deducted amount will be donated to the Happy Conference Fund. Every less than 30 minutes of late or early departure is counted as 0.5 hours, and every more than 30 minutes is counted as 1 hour for deduction purposes.

### 7.4 All Attendance Method

Attendance	Method	Application scenario	Statistics Time
1-Punch	Punch Onsite-In Office	The whole day work in office	Last Day of month
	Punch Offsite-Out Office	The whole day work out office	Last Day of month
2-Out of office	Report to your line manager team members and HR	Short-term visits to customers	Last Day of month
3-Leave Request	Apply and approved	Applicable to all types of leave, including business trips.	Last Day of month

4-Time Sheet	Admin Statistics	The network cannot support punch-in, you need to apply to HR/Admin	Last Day of month
5-Special Approval	Punch Offsite-Out Office	Only for people who have similar covid-19 and need to be temporarily quarantined or announced by government. Can punch offsite and work from home.	Last Day of month

## 7.5 All Branches Attendance and Punch Time

Weekend	Iraq/Kuwait/Libya	Punch Time	Punch Employees
Friday	Monday/Tuesday/Wednesday/ Thursday/Saturday/Sunday	Local Time: am08:00 - pm18:00 Break Time: am12 –pm 14:00	Iraq/Kuwait/Libya Office
Saturday /Sunday	Monday/Tuesday/Wednesday/ Thursday/Friday Saturday Rotation off Fixed Off on Sunday (Only for Dubai based employee )	Local Time: am09:00—pm18:00 Break Time: pm12:30—pm13:30 (Dubai) pm12:00 —pm13:00 (China and Singapore)	Dubai/China/Singapore Office

## Chapter 8 Performance Management

8.1 Performance management is indeed a comprehensive system aimed at maximizing an organization's overall effectiveness by aligning individual employee performance with the company's goals and objectives. As you mentioned, it typically consists of five essential components:

- Goal Setting
- Progress Tracking
- Feedback and Coaching
- Performance Evaluation
- Rewarding Performance

### 8.1.1 Goal Setting

This involves defining clear and specific performance goals between each team/sales and company. These goals should be challenging yet achievable, measurable, relevant, and time-bound. The team or sales are usually required to forecast the following year's market prospects, target customers, business direction, profit, and loss before the end of each year, and submit specific performance target settings sheets as required to await final confirmation and approval from the CEO. The goal-setting process can be negotiable until the solution meets the company's expectations and the plan is feasible.

### 8.1.2 Progress Tracking

Once goals are set, the company monitors and tracks revenue and costs monthly or quarterly. The tracking helps the team or sales to review the gap between the target and the target in real-time and adjust methods as soon as possible to reach even exceed the target. Sometimes the goal setting needs to be changed due to long-term unpredictable objective factors, such as war, unstable political situation, financial crisis, etc., or adjust expenses to ensure the achievement of goals or profits.

### 8.1.3 Feedback and Coaching

Continuous feedback is vital for employees' growth and development. Managers should provide constructive feedback on performance, highlighting strengths and areas for improvement. Coaching involves guiding employees on how to enhance their skills, overcome challenges, and reach their full potential.

### 8.1.4 Performance Evaluation

Performance evaluation is a crucial component of the performance management process, as it provides a formal assessment of an employee's performance in relation to their goals and competencies. It is typically conducted periodically (June/December) and involves two main parts: personal self-evaluation and company evaluation based on performance contribution.

**8.1.4.1 Personal Self-Evaluation:** Employees summarize and evaluate themselves based on their work over the past year. This includes assessing how well employees are achieving targets and meeting agreed standards. Employees need to refine specific, visible, and quantifiable performance or contributions. We pay more attention to the growth and development potential of our employees.

**8.1.4.2 Evaluation Results:** After the examination, the employee's performance is categorized into different types to communicate their level of achievement and competence. The five types of evaluation results are as follows:

- **Unacceptable:** This rating is given when an employee's performance falls below the minimum expected level. It indicates that the employee has not met the required standards, and there has been little or no improvement in their performance.



- **Acceptable:** An "acceptable" rating means that the employee is considered to be basically competent for the job. They have achieved the expected level of improvement, but there may be some areas where they lack initiative or could demonstrate more proactive behavior.
- **Good:** A "good" rating indicates that the employee is fully competent for the job. They consistently perform well, demonstrate proactive behavior, and make only a few mistakes in their work.
- **Excellent:** An "excellent" rating is given to employees who frequently exceed expectations. They consistently go above and beyond their duties, delivering outstanding results and showing exceptional performance.
- **Outstanding:** The highest rating is "outstanding," which is reserved for employees who consistently and continuously exceed the expected goals. They demonstrate exceptional skills, achieve outstanding results, and are valuable assets to the organization.

It's important to note that performance evaluation should be based on objective and measurable criteria to ensure fairness and accuracy. Additionally, it should be accompanied by constructive feedback and opportunities for employees to discuss their performance, address any concerns, and plan for future development.

Performance evaluations serve as a foundation for various HR decisions, such as promotions, salary adjustments, training and development plans, and identifying high-potential employees. When conducted effectively, they can motivate employees to improve their performance, contribute to a positive organizational culture, and support the overall success of the company.

#### 8.1.5 Performance Rewards

Performance rewards within the company are structured as follows:

1. **Outstanding Performance:** Recognition in the form of promotion and salary increase.
2. **Excellent Performance:** Acknowledgment through a salary increase and inclusion in a talent development plan.
3. **Good Performance:** Enhancement through focused training, potential promotion, or job reassignment, alongside enrollment in a talent development plan.
4. **Acceptable Performance:** Improvement opportunities through intensified training, potential promotion, or job reassignment, complemented by inclusion in a talent development plan.
5. **Unacceptable Performance:** Consequences may include formal warnings or immediate termination.

Bonuses are further categorized into two types:

1. **Performance Bonus:** This is granted to teams or sales units involved in goal setting. The distribution of Performance Bonuses is typically reviewed and determined by the Management Office based on team or project performance.
2. **Annual Bonus:** Applicable to teams and positions not engaged in goal setting, the Annual Bonus is usually disbursed over a period of 1-3 months, contingent on the company's overall profitability. In cases where the company does not release a profit report, it retains the right to withhold the issuance of annual bonuses.



## Chapter 9 Salary Management

9.1 The company follows specific principles to design its remuneration system. These principles ensure that the salary structure is fair, competitive, and aligned with the company's goals and performance. Here are the key principles:

9.1.1 Principle of Distribution According to Work: The company believes in compensating employees based on their job roles, responsibilities, and performance. This principle ensures that employees are rewarded in proportion to the value they bring to the organization through their work.

9.1.2 Principle of Giving Priority to Efficiency and Fairness: The company emphasizes both efficiency and fairness in its salary management. Efficient salary systems are designed to reward high-performing employees and incentivize productivity. At the same time, the system ensures fairness, avoiding discrimination or favoritism in remuneration.

9.1.3 Principle of Alignment with Business Development and Efficiency Improvement: The company considers its financial capacity and overall business performance while determining salary increments. Salary increments are linked to the company's growth and efficiency improvements, ensuring a sustainable and responsible approach to compensation.

9.1.4 Principle of Optimizing Labor Allocation: This principle focuses on effectively utilizing human resources to achieve organizational objectives. It involves allocating compensation resources to roles that contribute most significantly to the company's success, aligning with business priorities.

9.1.5 Principle of Competitive Compensation Levels: The company aims to offer salaries that surpass the local average for the same industry. This helps attract and retain top talent, maintain employee satisfaction, and position the company as an employer of choice in the market.

### 9.2 Salary Composition

Outlining the various components that make up an employee's standard salary. Here's a breakdown of the salary composition:

9.2.1 Standard Salary: The standard salary is the total remuneration that an employee receives and comprises two main components: the basic salary and welfare allowance.

9.2.2 Basic Salary: The basic salary constitutes 40% of the standard salary. It is the fixed component of the employee's compensation and is determined based on factors such as the employee's position, qualifications, and abilities. The basic salary provides the minimum guaranteed income for employees and must not be lower than the minimum salary standard set by the local government.

9.2.3 Welfare Allowance: The welfare allowance makes up 60% of the standard salary. It is a subsidy provided by the company according to national regulations and job requirements. Notably, the welfare allowance is not paid during non-working periods, such as vacations or absences.

9.2.4 Types of Welfare Subsidies: The welfare allowance includes various types of subsidies provided to employees based on their specific needs and job circumstances. Some of the common types of welfare subsidies are as follows:

- **Housing Allowance:** This allowance is provided to employees based on the area where they are located. Employees who receive accommodation from the company may not be eligible for the housing allowance.
- **Special Area Allowance:** Limited to employees in specific regions, such as Iraq, this allowance is provided based on the needs of the working environment and living conditions. The amount of allowance varies according to the job level.
- **Special Post Allowance:** This allowance is given to employees assigned to particular posts that involve more challenging working conditions than other roles. The allowance is paid only during the salary period when the employee holds the specific post.
- **Food Allowance:** An allowance provided to cover food expenses during work hours.
- **Telephone Allowance:** An allowance given to cover phone-related expenses incurred during work.
- **Transportation Allowance:** This allowance helps cover transportation expenses incurred by employees while commuting to work.

### 9.3 Salary Calculation

**9.3.1 Salary Calculation Start Date:** The salary calculation starts from the day when the employee's joining formalities are completed, which typically includes the date of joining the company.

**9.3.2 Monthly Salary Calculation Date:** The monthly salary is calculated based on the last day of the month. This is the cutoff date for calculating the employee's salary for that specific month.

**9.3.3 Salary Calculation until Contract Expiry:** The salary is calculated until the date of expiry of the employee's contract. In cases of contract termination, the "Resignation Process" will be followed for details on handling the end of service and final salary calculations.

**9.3.8 Annual Leave Salary Calculation:** The calculation for annual leave salary is as follows: Full Salary / 30 days X actual leave days. This formula determines the salary entitlement for the period of annual leave taken by the employee.

**9.3.9 Salary Accounting Unit:** The currency used for salary settlement depends on the location of the employee:

- In the UAE and Kuwait, the settlement currency is Dirham.
- For Chinese employees in China and Iraq, the settlement currency is RMB (Chinese Yuan).
- In Iraq and other regions, the settlement currency is US dollars.

It is essential to consider the actual currency demand of the recipient, and the company does not bear any exchange rate losses for non-Dirham wages.

**9.3.10 Remuneration Calculation Date:** The calculation of remuneration (salary) takes place between the 1st and 5th of each month. This is when the company begins processing salary data for the previous month.

9.3.11 Salary Approval Date: The approval of salaries occurs between the 6th and 8th of each month. During this time, the company reviews and confirms the accuracy of salary calculations before disbursing payments to employees.

## 9.4 Salary payment

9.4.1 Salary Payment Frequency: The company pays salaries on a monthly basis. The salary payment date is scheduled on the 10th day of the following month. This means that employees receive their salaries for the previous month on the 10th of the current month.

9.4.2 Payment Methods: The company offers three forms of salary payment:

- Cash: Employees can receive their monthly salary in cash directly from the company's finance department.
- Transfer: Salary can be transferred directly to the employee's designated bank account through electronic transfer.
- Check: Employees may receive their salary in the form of a physical check, which can be deposited into their bank accounts.

9.4.3 Change of Payment Method or Bank Account: If an employee needs to change their preferred payment method currency or bank account number, they must follow a specific procedure:

- The employee needs to submit an application for the change to the Dubai Finance Department.
- The application should be submitted at least 30 days in advance of the desired change.
- After approval by the appropriate leader, the application will be executed by the Finance Department once they receive a copy of the approved application.

## 9.5 Monthly salary payment procedure

9.5.1 Employee Attendance Reporting: Each regional office submits monthly employee attendance reports to the Human Resources Department. These reports provide information on the actual attendance of employees during the month.

9.5.2 Payroll Calculation and Salary Slip Preparation: Based on the information provided in the attendance reports, the Human Resources Department calculates the employees' payroll, including salary and any applicable deductibles (such as taxes, social security contributions, or other deductions). The department then prepares a "Salary Slip" for each employee, outlining the details of their salary and deductions.

9.5.3 Approval and Distribution of Salary Slips: Once the Salary Slips are prepared, they are submitted for approval by the General Manager Officer. After approval, the Salary Slips are then distributed to the finance department.

9.5.4 Salary Distribution: The finance department is responsible for distributing salaries to employees. The distribution is done in a designated manner, and employees receive their salaries according to the amounts specified in their respective Salary Slips.

**9.5.5 Salary Remittance Confirmation:** The finance department confirms the employee's salary remittance status in the payroll system. This step ensures that the salary payments have been successfully processed and disbursed to the employees.

**9.5.6 Salary Correction and Appeals:** In the event that an employee notices any errors in their received salary, they are required to submit an appeal to the Human Resources Department within three days of receiving the salary. The HR department will then address the issue and make any necessary corrections or adjustments.

## **9.6 Salary payment and verification**

**9.6.1 Payroll Calculation Using Payroll System:** The company uses a payroll system to calculate the employees' salaries. The payroll system automates the salary calculation process, taking into account various factors such as attendance, hours worked, allowances, and deductions to ensure accurate and efficient payroll processing.

**9.6.2 Basis Data Archiving by HR Department:** The HR Department is responsible for sorting the basis data used for salary accounting into a file every month. This file contains essential information related to salary calculation, such as attendance records, leave taken, overtime hours, and any other relevant data. Once sorted, this file is archived by the HR Department for record-keeping and reference purposes.

## **9.7 Salary Adjustment process within the company.**

Here are the key points:

**9.7.1 Salary Marketing Conditions:** The company participates in annual salary surveys to assess the market conditions and industry benchmarks for salaries. Based on the findings from these surveys and in consideration of the company's goals, an overall salary adjustment budget is determined.

**9.7.2 Company's Financial Status:** Before implementing salary adjustments, the company ensures that there is sufficient budget available to accommodate the adjustments. Salary adjustments are made in accordance with the company's financial capacity.

### **9.7.3 Cases of Salary Adjustment:**

**9.7.3.1 Probation to Official Employee:** Employees who successfully complete their probation period and become official employees are eligible for salary adjustments.

**9.7.3.2 Performance Appraisals:** The company conducts two assessments per year to evaluate individual employee performance. Employees with excellent performance based on these assessments may receive salary adjustments and will be announced at the end of the year.

**9.7.3.3 Temporary Position Adjustment:** If an employee's position is temporarily adjusted to meet the company's job demand, their salary will be adjusted accordingly based on the change in position.

**9.7.3.4 Outstanding Work Performance:** Employees who demonstrate exceptional work performance or contribute significantly to the company's success may be eligible for advancement or salary increase. Such cases are subject to approval by the company's general manager and are based on the actual situation and merits.

9.7.4 discusses the range of salary adjustments within the company and the criteria for salary increases and reductions. Here are the key points:

9.7.4.1 Adjustment Range: Salary adjustments are made based on an individual employee's ability and the salary level corresponding to their position. The adjustments are aimed at aligning the employee's compensation with their performance and the salary benchmark for their position.

9.7.4.2 Salary Increase: When an employee's position remains unchanged, their salary can be adjusted from grade A to grade B and from grade B to grade C for that particular position. Grade A represents the highest level of salary for the same position. If an employee's salary is already at the A-level, there is no further room for a salary adjustment, and any further increases would only be through promotions to higher positions.

9.7.4.3 Salary Reduction: If an employee's position remains unchanged, their salary can be adjusted from grade A to grade B and from grade B to grade C. If an employee's salary is already at the A-level, and there is a need for a salary reduction, the employee's salary will be adjusted to a lower-level position's salary. If no lower-level position with a lower salary is available, the company may dismiss the employee.

#### 9.7.5 Job Transfer

9.7.5.1 Promotion Adjustment: At the end of the year, each department evaluates employee performance and recommends candidates for promotion, taking into account the quotas set by the HR department. The HR department reviews the recommendations and presents suggestions for promotion, which require approval from the General Manager (GM). If no promotion position is immediately available, candidates for promotion are given priority consideration when a suitable position becomes available. After an employee is promoted, their salary is directly adjusted to the higher level of the promoted position. The first month after the promotion serves as a probation period. At the end of the probation month, the department manager confirms the employee's performance after promotion and reports it to the HR department for final confirmation. The salary is then adjusted to the salary of the new position.

9.7.5.2 Demotion Adjustment: At the end of the year, based on the results of the assessment, each department may determine candidates for demotion based on the employee's actual performance. The HR department reviews the suggestions and presents proposals for demotion, which require approval from the General Manager. The level of demotion and corresponding salary reduction are subject to final approval. If an employee is transferred to a position without a demotion, the company will dismiss them.

9.7.5.3 Same Level Adjustment: When an employee is transferred to a position at the same level, their salary will be maintained at the same level if the new position is within the same area and has the same position level as their original position. Otherwise, the salary will be determined according to the level of the new position.

9.7.5.4 Position Salary Adjustment Notice: All post transfers and corresponding salary adjustments are carried out following the latest version of the "Position Salary Adjustment Notice." This notice is formulated by the HR Department, approved by the General Manager's Office, and will be executed on the effective date specified in the notice.

#### 9.8 Job grade and salary standard

9.8.1 Job Levels and Salary Steps: The company has 8 job levels, ranging from Level 11 to Level 18, with Level 18 being the highest. Within each job level, there are 3 step salary standards, labeled as C, B, and A, with A being the highest step within each level.

9.8.2 Preliminary Job Placement and Salary: When an employee is hired for a position, the company determines the preliminary job placement and salary based on several factors. These factors include the specific recruitment needs, the employee's experience, qualifications, and capabilities at the time of hiring.

9.8.3 Fixed Post and Fixed Salary: Once an employee is placed in a specific job level and salary step, that becomes the fixed post and fixed salary for the time being. This serves as the foundation for future salary adjustments and career growth.

9.8.4 Adjustment of Job Level and Salary: The job level and salary structure may be subject to adjustment based on several factors:

- **Company's Scale and Operating Conditions:** As the company grows and its operating conditions change, adjustments to the job level and salary structure may be required to align with new business requirements.
- **Employee Growth and Performance:** Individual employee growth, performance, and contributions may lead to salary adjustments, promotions, or changes in job levels.
- **Industry Average:** The company may also consider changes in the industry's average salary and job level benchmarks while making adjustments to remain competitive.

## **Chapter 10 Welfare Management**

### **10.1 Vacation Tickets:**

The company provides tickets for various occasions, including:

- **Annual Leave:** Employees are provided with tickets for their annual leave to facilitate their travel and time off from work.
- **Onboarding:** New employees, during their onboarding process, may be provided with tickets for relocation or travel to the company's location.
- **Termination:** When an employee's employment is terminated, they may receive tickets for their return travel or relocation.
- **Company Headquarters Meeting or Activities:** Employees attending company headquarters meetings or participating in company activities may receive tickets as needed for travel.



## 10.2 Annual Leave Conversion

In situations where an employee is unable to take normal vacations and chooses to give up their annual leave due to a combination of factors, they may be eligible for annual leave conversion. Employees who apply for this request can receive one month's full salary in lieu of taking their annual leave.

## 10.3 Work Visa

All employees are entitled to a work visa and legal permission to work in the country where they are employed. The company takes responsibility for the fees associated with visa applications. Employees can apply for their work visas through the HR department, and the company will cover the costs.

## 10.4 Insurance

### 10.4.1 Pension (For Chinese Employees):

- Chinese employees are covered by China's statutory social insurance, which includes pension insurance, medical insurance, work-related injury insurance, unemployment insurance, and maternity insurance.
- For Chinese employees who are not employed in China, the company provides welfare benefits based on the individual's contribution to the company.
- The company handles the social insurance procedures for Chinese employees, and the contributions and management are in accordance with relevant national laws and local regulations.

### 10.4.2 Employee Medical Insurance (For UAE/Kuwait/Libya Employees):

The company purchases medical insurance for employees working in the UAE, Kuwait, and Libya to ensure the health and safety of its employees in these countries.

### 10.4.3 Accident Insurance (For Iraq Employees):

In addition to social insurance and comprehensive employee welfare insurance plans, the company purchases accident insurance from a British insurance company specifically for employees working in Iraq. This insurance coverage provides additional protection for employees in case of accidents.

## 10.5 Training

The company's commitment to employee training and development.

- Internal and External Training: The company offers both internal and external training opportunities for its employees. Internal training may include workshops, seminars, or programs conducted within the company by experienced employees or external trainers. External training refers to courses or workshops organized by professional training institutions or conducted by experts outside the company.
- Training Fees for Growth: The company invests in the growth and development of its employees, especially for those in excellent or crucial positions. In such cases, the company covers the training fees to enable these employees to attend relevant training programs that enhance their skills and capabilities.

## 10.6 Employee Accommodation

- **Employee Accommodation:** For employees working in special areas, the company provides accommodation facilities to ensure their comfortable living arrangements during their employment.
- **Basic Living Furniture:** Along with accommodation, the company also supplies basic living furniture to the employees. This includes essential items like beds, tables, chairs, cabinets, and other necessary furnishings to set up a functional living space.

## 10.7 Overtime Reimbursement

- **Overtime Work Reimbursement:** Employees who are required to work overtime in the office, especially for special work or emergency situations, are eligible to claim reimbursement for the extra hours worked.
- **Overtime Expenses:** In addition to reimbursing for extra hours worked, the company covers additional expenses incurred during overtime. For example, employees who work overtime until 8 pm will have their meal expenses reimbursed, and employees working until 11 pm will have their taxi expenses covered.

## 10.8 Festival celebration

The company will arrange Festival gifts and celebrations for its employees during various International festivals, including but not limited to the Dragon Boat Festival, Mid-Autumn Festival, Christmas, and Chinese Spring Festival.

## 10.9 Solo photos

The company arranges for professional photographs of each employee, which are taken by a photography agency selected by the company.

## 10.10 Corporate Personalization

The company provides employees with corporate image items such as clothing and notebooks, allowing them to customize their appearance to align with the company's brand image.

## 10.11 End-of-Service Benefits (Applicable only to UAE Visa holders and employees based in the UAE)

Employees who have fulfilled their contract obligations in accordance with UAE Labour Laws will receive severance compensation as per the legal requirements.

## 10.12 Birthday Benefits

Employees will receive birthday wishes from both the company and their colleagues on their birthdays. Additionally, a birthday cake will be provided during the celebration.



## **Chapter 11 Financial Management**

### **11.1 Expense Reimbursement Guidelines**

11.1.1 The company will approve and reimburse expenses based on budget management principles and hierarchical approval procedures.

11.1.2 The department manager is responsible for reviewing the expense reimbursement requests of their respective department's employees, while the financial manager will conduct the final review and approval for all reimbursements.

11.1.3 The Finance Department will be responsible for thoroughly reviewing, analyzing, controlling, and managing all expense reimbursements.

#### **11.1.4 Definition of Company Loan**

A company loan refers to a situation where employees borrow a certain amount of money from the company for business activities, or even personal reasons. The borrowed amount must be repaid promptly after the designated payment date. Any loan repayment requires approval from the General Manager's Office.

#### **11.1.5 Definition of Expense Reimbursement**

Expense reimbursement refers to the repayment of expenses incurred by individuals in advance, such as those arising from employee travel, sporadic purchases, entertainment, office work, and other related activities.

#### **11.1.6 Reimbursement Process**

All expense reimbursements will be processed by the company's finance department based on the actual currency used for the expenditure. Reimbursements will be issued in the local office either in cash or through bank transfers. The reimbursement requests should be submitted through the Operation System. However, it is mandatory to retain the original bills in each finance department, and scanned copies of these bills should be attached to the approval form for summary review at the headquarters' finance department.

In case the bill review does not meet the required standards, the Finance Department may request the applicant to provide additional details or complete the documentation.

#### **11.1.7 Validating Reimbursement Claims**

When an individual incurs expenses on behalf of the company, the reimbursement will be made based on actual invoices or receipts.

#### **11.1.8 Business Trip Expenses**

Expenses related to business trips can only be reimbursed if they are strictly in accordance with the travel management standards. To be eligible for reimbursement, formal invoices for expenses like fuel, taxi fares, and parking fees must be provided, and the dates and times should align with the business trip period. These expenses will be submitted to the Finance Department for reimbursement after review and approval by the supervisor.

#### 11.1.9 Ticket Booking Reimbursement

If the company's ticket channels cannot provide the relevant tickets, and employees need to book tickets on their own, they must first obtain approval from the HR department before making any reservations. Reimbursement for these tickets will be considered only if there was prior approval. The company does not accept reimbursements for tickets booked without proper application or if the bookings exceed the budget standard.

#### 11.1.10 Customer Gift Purchases

If employees need to purchase gifts for customers, they must submit a customer maintenance application to the Finance Department. The application should include details such as the name of the gift, quantity, price, and the name of the customer. Reimbursement for these gifts will only be granted after approval.

#### 11.1.11 Entertainment Expenses

Incurring entertainment expenses requires notifying the responsible leader in advance through email or WeChat. In exceptional circumstances, employees may apply by calling or messaging their direct leader. Reimbursement for entertainment expenses can only be granted after receiving approval.

#### 11.1.12 Submission of Formal Invoices

During the reimbursement process, the reimbursement staff must submit formal invoices to the Finance Department. Failure to provide a formal invoice or resubmit invoice may result in the Finance Department not accepting the reimbursement request.

#### 11.1.13 Office Expenses

Office expenses, which include essential office supplies for each department (e.g., calculators, pens, staplers, hole punches, staples, paper clips, folders, file bags, office accessories, and printing supplies), must be applied for through the Administration Department based on the actual needs of the department. Once approved within the budget, the Admin Department will make the purchases, and the Finance Department will be responsible for paying related expenses.

#### 11.1.14 Training Expenses

Managers or above who participate in training courses as per company requirements or approved by the company and obtain qualification certificates through relevant examinations can request reimbursement for the training expenses. Reimbursement will be done after approval from the General Manager's office, which is submitted by the HR department.

#### 11.1.15 External Lecturer Fees

Fees for external lecturers must be applied for by the Human Resources Department and can be reimbursed only after being reviewed and approved by the responsible leader. The fee must be collected and signed by the lecturer himself/herself.

#### 11.1.16 External Publicity Expenses

For external publicity expenses, a detailed implementation report and expense budget must be prepared. The expenses can be applied for only after being reviewed and approved by the responsible leader.

Applicants are required to provide a written report and feedback on the promotion effect to decide the expenditure authority for the next promotion fee.

#### 11.1.17 Specific Requirements for Company Invoices and Documents:

##### 11.1.17.1 All Invoices:

All invoices must be special invoices, and they should clearly indicate the tax number of our company along with the correct company information and the accurate amount.

##### 11.1.17.2 Invoice Stamping:

Each invoice must be stamped with a special financial seal or a designated invoice seal.

##### 11.1.17.3 Dubai Invoices:

For invoices issued in Dubai, they must prominently display the company's TRN (Tax Registration Number).

#### 11.1.18 Meal Invoice Requirements:

##### 11.1.18.1 Invoices for Meals:

The invoice for meals must clearly indicate the date of consumption, the name of the restaurant, and the total amount spent. Additionally, the time and location stated on the invoice should match the details provided in the reimbursement request.

##### 11.1.18.2 Invoice Signatures:

The back of the meal invoice must be signed by both the person applying for reimbursement and the respective person in charge.

#### 11.1.19 Gift Invoice Requirements:

##### 11.1.19.1 Invoices for Gifts:

The invoice for gifts must include essential details such as the name of the gift, the unit price, the total amount, and the place of purchase.

##### 11.1.19.2 Invoice Signatures and Approval:

The back of the gift invoice must be signed by the responsible person in charge. Moreover, it should be attached with the application form that has been approved before making the purchase.

#### 11.1.20 Purchase Invoice Requirements:

All purchase invoices of the company must contain the following information:

- The full name of the company
- Material name
- Model specification
- Unit price
- Total capitalization amount
- Signature of the issuer
- Company contact number and address

#### 11.1.21 Communication Costs:

- Reimbursement for communication costs is applicable only for business use
- There is no telephone subsidy included in the wages
- Those eligible for communication fee reimbursement must ensure uninterrupted communication for 24 hours, including holidays
- The communication number must be listed in the company address book
- The Finance Department reserves the right to reject processing reimbursement vouchers that do not meet the above requirements

#### 11.1.22 Responsibility for Reimbursement:

The reimbursement party is responsible for ensuring the authenticity, accuracy, and timely submission of the bills for reimbursement.

#### 11.1.23 Expense Review and Approval:

- The direct leader of the reimbursement applicant is responsible for reviewing the expense application and ensuring that the approval procedures are followed. They also need to verify whether the reimbursement amount falls within the defined reimbursement scope.
- The Finance Department is responsible for reviewing the completeness of the reimbursement procedures and ensuring the authenticity, accuracy, and timeliness of the submitted documents.

#### 11.1.24 Approver's Responsibility:

The approver holds the responsibility for verifying the authenticity, necessity, and rationality of the reimbursement project. They need to ensure that the expenses being approved are valid and reasonable before granting their approval.

#### 11.1.25 Non-Reimbursement Scope:

The following expenses are not within the scope of the company's reimbursement:

11.1.25.1 Excess baggage charges.

11.1.25.2 Transportation expenses during vacation.

11.1.25.3 Delay in resignation fees: delays or change fees due to personal reasons.

11.1.25.4 Expenses incurred from unauthorized leave or overdue return from a business trip are not eligible for company reimbursement.

11.1.25.5 Expenses not related to the route mentioned in the "Business Travel Application" are not eligible for company reimbursement.

11.1.25.6 Travel expenses that exceed the company's budget limit will not be reimbursed for the exceeding amount.

11.1.25.7 Applications or reimbursements that do not follow the prescribed procedures will not be accepted by the company.

11.1.25.8 Reimbursement requests submitted beyond the prescribed reimbursement period will not be accepted.

11.1.25.9 Inconsistency between the time when the bill is provided and the time of reimbursement will not be accepted.

11.1.25.10 Expenses that clearly fall beyond the approved budget need to be borne by the individual and will not be reimbursed by the company.

11.1.25.11 Expenses that exceed the approved budget without prior approval will not be eligible for reimbursement.

#### 11.1.26 Invoice and Document Integrity:

It is strictly prohibited to forge the amount of invoices or documents for reimbursement. If any untrue or unreasonable reimbursement is detected, the following actions will be taken:

- The individual will be required to refund the illegal reimbursement.
- A fine of 20% to 100% of the reimbursement amount will be imposed, depending on the severity of the offense.
- The annual bonus may be deducted as a consequence.
- In severe cases, the individual may receive a warning or face termination of employment.
- Legal liabilities and economic compensation may be imposed, as applicable.

#### 11.1.27 Compliance with Budget Control Standards:

All expense reimbursements must adhere to the company's budget control standards.

Each expense must have a corresponding payment application, and the original documents supporting the reimbursement must be submitted to the financial department of the respective branch for record-keeping and preservation.

## **Chapter 12 Business Trip Management**

### **12.1 Business Trip Standardization**

Business trips encompass various work-related activities for employees, and the company aims to standardize all aspects of business trips, including the application process, expense reimbursement, and trip reporting.

### **12.2 Responsibilities**

The Human Resources Department is responsible for accounting and approving expenses related to business trips. All employees from different departments must follow the company's regulations and procedures for business trips. The Finance Department will handle the reimbursement of travel expenses for employees from various departments.

### **12.3 Business Trip Application**

Employees planning a business trip must submit an application via email detailing the time, location, and purpose of the trip. Additionally, the application should include past correspondence with the travel partner to establish the necessity of the business trip. The person in charge will assess the duration of the trip based on actual needs, and the responsible leader will grant the approval. The administrative department will take care of ticketing and accommodation arrangements.

### **12.4 Business Trip Report and Attendance Recording**

Upon returning from a business trip, employees must submit a "Business Trip Report" to the responsible leader and copy the Administration Department for filing. This report serves to record the attendance during the business trip. Failure to provide a report for any relevant days will be considered as absences.

### **12.5 Content of the "Business Trip Report"**

The "Business Trip Report" should include essential details such as the date, location, names of visitors, negotiation content, and specific details of the business activities. When necessary, employees can directly attach business cards to the report.

### **12.6 Approval for Return Trip and Extended Trips**

For same-day return trips, approval is required from the department manager. Trips lasting more than four days will need approval from the General Manager.

### **12.7 Approval for Department Managers and Above**

All business trips of department managers and above must be approved by the Vice President.

### **12.8 Unexpected Circumstances during Business Trips**

If an employee falls ill during a business trip, encounters an accident, or requires an extension of the trip due to work-related conditions, they should seek guidance from the company's supervisor or the Human Resources Department.

## 12.9 Business Trip During Vacation

If an employee goes on a business trip during their scheduled vacation, the number of business trip days will be deducted from the total vacation days. The employee can apply for compensatory vacation for the corresponding number of business trip days during their next vacation period.

## 12.10 Business trip standard:

### 12.10.1 Transportation Guidelines:

The choice of transportation for business trips should be based on several factors, including the importance of the business, the urgency of the trip, the location of the business trip, and the job level of the employee. The following table outlines the specific travel and transportation standards:

Type of business trip	Business trip	Travel tool
Short business trip	The one-way distance is within 300 kilometers	The company reimburses related car expenses
Long-distance business trip	Domestic business trip with a one-way distance of more than 300 kilometers	Buses, trains, planes, ships
	International business trip	aircraft
Remarks	<ul style="list-style-type: none"> <li>The staff's ticket bookings should be made by the Administration Department based on the time of travel application.</li> <li>If individuals need to make personal reservations, they must apply to the company in advance. Reimbursement will be provided after approval by the supervisor.</li> <li>Airport buses should be used as the standard means of transportation. If an employee reimburses the taxi fare, it must match the departure and arrival points of the business trip and the airports.</li> <li>Employees needing to travel by plane due to special circumstances must have their travel reviewed by the personnel department or approved by the supervisor.</li> </ul>	

## 12.10.2 Accommodation standards

The accommodation standards for employees on business trips vary according to different job levels. The details are as follows:

<b>Travel and accommodation standards</b>		
Job level	Domestic accommodation standards (within China)	International accommodation standards (not within China)
Level 11	No more than 150AED/day	No more than 300 AED/day
Level 12	No more than 200AED/day	No more than 350 AED/day
Level 13-15	No more than 300 AED/day	No more than 400 AED/day
Level 16-17	No more than 500AED/day	No more than 600 AED/day
Level 18	No more than 800AED/day	No more than 1000 AED/day
Remarks	<ul style="list-style-type: none"> <li>General employees traveling to the company's residence or the company's designated address and needing to make a personal reservation must apply to the company in advance. Reimbursement will be provided after approval from the general manager.</li> <li>When the travel destination is the employee's home location, the accommodation fee will not be reimbursed. In special circumstances, applicants may apply based on the actual situation, and reimbursement can be made only after approval.</li> <li>In the case of two persons traveling together, they must share a standard room if they are of the same gender.</li> <li>Any amount exceeding the above standards will be borne by the individual. If the company arranges the accommodation, this fee will not be reimbursed.</li> </ul>	



### 12.10.3 Food and Beverage Standards

The reimbursement standards for meal expenses for employees on business trips are as follows:

<b>Job level</b>	<b>Level 18</b>	<b>Level 16-17</b>	<b>Level 13-15</b>	<b>Level 12</b>	<b>Level 11</b>
<b>Maximum Reimbursement</b>	150AED/ Day	120 AED/ Day	100 AED/ Day	80 AED/ Day	50 AED/ Day

### 12.10.4 Excess Expense Responsibility:

Any amount exceeding the standards mentioned in sections 12.10.2 (Accommodation Standards) and 12.10.3 (Food and Beverage Standards) shall be borne by the individual.

### 12.11 Company-Arranged Expenses:

If the company arranges transportation, accommodation, or meals for business trips, the related fees will not be reimbursed to the employees.

### 12.12 Exclusion of Company Group Activities:

Participating in company group activities, such as company training, development programs, annual meetings, etc., is not considered within the scope of business trips.

### 12.13 Fund Application for Business Trip:

To apply for the use of funds for a business trip, whether in the form of a cheque or cash, employees need to submit a payment request at least 3 days prior to the trip and await approval from the finance department. If the finance department has not approved it in time, employees can request a priority review and notification.

### 12.14 Security of Funds during Business Trip:

The responsibility for the security of funds carried by an employee on a business trip lies with the traveling employee. In the event of loss or misuse of funds, the employee shall be accountable for all resulting losses.

### 12.15 Business Loan Settlement:

Upon returning from a business trip, the traveler must settle and pay off any business loan obtained for the trip on the next working day. If the loan repayment is overdue or the amount is incorrect, the corresponding salary of the borrower will be deducted until the repayment is completed.

#### 12.16 Reimbursement Submission Deadline:

After returning from a business trip, employees must submit their reimbursement vouchers within the current month before the end of the month. Failure to do so may result in the Finance Department refusing to accept the reimbursement request.

#### 12.17 Visa Processing for Overseas Business Trips:

##### 12.17.1 Visa Handling by HA Department:

Once the business travel application is approved, the visa processing will be handled by the Human Resources (HA) Department.

##### 12.17.2 Visa Application for Other Regions or Countries:

For visas required for travel to regions or countries outside of the company's location, applicants need to visit the local embassy or consulate to apply for the business trip visa. The applicant should then submit a payment request for the visa application. Once the payment request is approved, the company will make the payment for the visa processing.

## Chapter 13 Training Management

### 13.1 Purpose:

The company places significant importance on talent development and encourages employees to continuously enhance their job competencies and work abilities. The company aims to promote personal growth, career development, and overall improvement as the business expands.

### 13.2 Training Format:

The company organizes various training and development activities, including the following:

#### 13.2.1 Compulsory Employee's Training:

The following mandatory training modules have been established to ensure that employees are well-equipped to fulfill their roles and responsibilities effectively within JLX:

- Employee's Orientation Training (EOT)
- Employee's Manual Training (EMT)
- Employee's QHSE Training (EQHSET)
- Employee's Compliance Training (ECT)
- Employee's Transfer Training (ETT)
- Manager's Career Training (MCT)

It is essential for every employee to complete the Employee's Orientation Training (EOT) at least one working day before entering their respective department.

Please note that "Compulsory Employee Training" signifies that employees are required to successfully complete all of the aforementioned training modules and obtain certificates as issued by the HR Department when necessary. Failure to do so will result in exclusion from assessments and consideration in the company's promotion and salary increment plans.

### 13.3 Training category

Type	Employee	Time	Training Purpose	Training Contents	Way
Employee's Orientation Training (EOT)	New employees	At the time of entry	In order to help new employees understand and familiarize with the company as soon as possible, integrate into the company environment and enter the working state as soon as possible	1. Onboarding Training 2. Company Manual 3. Company Profile 4. Job Description 5. Test (If failed will be trained again) 6. Issue the EOT certificate	Office / Online
Employee's Manual Training (EMT)	All Employees	Every Month	After the latest company manual is released, all employees need to know the latest company policy updates.	Company Manual	Office / Online
Employee's QHSE Training (EQHSET)	All Employees	Every Month	Understand the relevant quality, health, safety, and environmental knowledge within the company's industry and business scope.	QHSE Manual	Office / Online

Employee's Compliance Training (ECT)	All Employees	Every Month	Understand the compliance knowledge related to the industry in which the company operates, the business scope involved, and the suppliers we cooperate with	Compliance Manual	Office / Online
Employee's Transfer Training (ETT)	Transfer employees	Before transfer	Prepare for job rotation, transfer and promotion	1. Basic situation of new positions 2. New job skills and essentials	Office / Online
Manager's Career Training (MCT)	Managers	Any Time	It refers to compulsory training for all manager's level and above to improve their business skills and management capabilities. Managers or above must participate in at least one professional training outside the company every year and obtain a certificate before they are eligible for promotion and salary increase. External training should be qualified and approved by the company, the charge will be afforded by the company.	1. Professional skills 2. Job skills 3. Leadership 4. Sales skills 5. Project management etc.	Join in certified training organization on weekend or off time online learning

Department training	Department staff	Irregular	For actual work needs, small-scale, flexible and practical training for employees	1. Departmental workflow 2. Department case sharing	Operating Guide
Self-education	All employees	Irregular	Develop the habit of self-learning, continue self-education, improve one's own literacy, but also enrich one's spiritual life	Related industry knowledge, skills, personal cultivation, religious beliefs, art, philosophy, etc.	Self-Learn

#### 13.4 Responsibility for Arranging Lecturers and Training Materials:

The Human Resources Department is responsible for arranging internal or hiring external lecturers. They are also responsible for sorting out relevant lecturers and training materials to be used by trainers during the training sessions.

#### 13.5 Training Obligation of Department Heads and Managers:

All department heads or managers at every level have the obligation and responsibility to conduct training for their respective employees.

#### 13.6 Reimbursement for In-house Lecturers:

In-house lecturers have the option to apply for reimbursement for a certain amount of book or online training link fees. However, they must seek approval from the Human Resources Department before making the purchases.

#### 13.7 Cost of Hiring External Lecturers:

The cost of hiring external lecturers is determined based on the actual situation and the training budget. Additionally, the company will evaluate the training effect before deciding whether to continue hiring the same external lecturers for future sessions.

#### 13.8 Archiving of Training Materials:

Training materials used by the trainers are organized and archived by the training instructor. These materials are stored in the Human Resources Department after the training is completed, and they are also saved in the Learning Sky platform within the company's WeDrive system.

### 13.9 Acquisition of Internal Training Materials:

Internal training materials can be acquired through various methods, including:

#### 13.9.1 Summary and Sharing of Experiences:

Employees can share their experiences and lessons learned from their work processes, which can serve as valuable training materials for others.

#### 13.9.2 Company Incidents as Case Studies:

Major incidents or notable events within the company can be used as case studies during training sessions, providing practical examples for employees to learn from.

#### 13.9.3 Training Lecturer's Collection:

The training lecturer can personally collect relevant training materials from various sources, such as industry-specific resources, research papers, or reputable publications.

#### 13.9.4 HR Department's Development:

The Human Resources Department is responsible for developing and creating training materials that cater to the specific needs of the company and its employees.

By combining these approaches, the company can compile a comprehensive set of internal training materials that enhance employee learning and development.

### 13.10 Training Demand Survey and Evaluation:

The HR department will regularly issue "training demand survey forms" to gather employees' preferences for training content. After the training is completed, a "training evaluation form" will be provided to assess the effectiveness of the training arrangement and the quality of the trainer's content.

### 13.11 Trainer's Training Summary and Evaluation:

Trainers are required to provide a summary of their training sessions and undergo a "Training Effect Evaluation and Assessment" conducted by the company.

### 13.12 Compulsory Training Attendance:

Certificates for compulsory employee training are exclusively awarded upon successful completion and passing of the associated tests. Different training modules have specific attendance requirements:

- **Employee's Orientation Training (EOT):** This training must be completed during the onboarding process. Failure to attend or obtain the certificate will result in the inability to pass the probationary period.
- **Employee's Manual Training (EMT), Employee's QHSE Training (EQHSET), Employee's Compliance Training (ECT):** These training sessions, conducted monthly by the Human Resources Department, require attendance and successful test completion to obtain a certificate. Unless there is a new version necessitating training, attending once and receiving a certificate suffices. The final

EMT/EQHSET/ECT session of the year is held in November. Failure to obtain these certificates will render employees ineligible for promotion or salary increases in that year.

- Employee's Transfer Training (ETT): Attendance and certificate acquisition for job transfer training are mandatory before transferring positions. Failing to do so will result in the rejection of the job transfer request.
- Manager's Career Training (MCT): Attendance at MCT is tracked by the institution, and the company requires actual attendance records and certificates. Managers and above who do not possess the MCT attendance certificate and certificate will not be considered for promotions or salary increases in that year.

#### 13.13 Application of Training Content:

Employees are obliged to apply the knowledge and skills learned during the training to their daily work tasks.

#### 13.14 Approval for Training Participation:

Employees planning to attend training sessions outside of the company must obtain prior approval from the Human Resources Department. After approval, they are allowed to take time off from their job for training. Upon their return to work, employees are required to organize the knowledge acquired during the training and submit training results, completion certificates, and related materials to the Human Resources Department for archiving.

#### 13.15 Establishment of Training Files:

The Human Resources Department is responsible for establishing and maintaining training-related files, including the training sign-in form, training lecturer records, training evaluation and assessment forms, and employee training feedback, among others.

#### 13.16 Training service period

When an employee accepts extra training paid by the company, the employee must sign a "Training agreement" with the company and agree a service period according to the regulations; in accordance with the total training cost, sign a training gift agreement.

13.16.1 The training agreement is a significant component of the employee's labor contract. It comes into effect when signed, either at the start of the service period or during the performance period of the labor contract. If the labor contract expires before the service period stated in the training agreement is completed, the contract period will be extended to the expiration of the service period mentioned in the training agreement.

13.16.2 If the employee breaches the terms of the service period agreement, they will be liable to pay the company liquidated damages as specified in the agreement. Liquidated damages are predetermined and agreed-upon amounts that serve as compensation for the company in case of a breach of contract by the employee.



13.16.3 For specific terms and conditions related to the training agreement, employees should refer to the "Training Grant Agreement.

## Chapter 14 Disciplinary Management

### 14.1 Types of Disciplinary Actions

Types of Disciplinary Actions	Valid period
Verbal warning	12Months
Written warning	12Months
Final written warning	12Months
Dismiss the labor contract	

#### 14.1.1 Verbal warning

14.1.1.1: When an employee exhibits inappropriate behavior, the supervisor may give the employee a verbal warning based on the situation.

14.1.1.2: If an employee is late for work for more than or equal to half a day and less than 1 day, without informing the line manager, a verbal warning will be given.

#### 14.1.2 Written warning

Violations of company rules and regulations that cause minor losses or minor disciplinary violations can result in a written warning.

14.1.2.1: If an employee receives a verbal warning twice within six months, a written warning will be issued.

14.1.2.2: Absenteeism of greater than or equal to 1 day and less than or equal to 3 days will result in a written warning.

14.1.2.3: Minor disciplinary violations or actions that cause minor losses will lead to a written warning.

14.1.2.4: Employees who have received a written warning cannot apply for points within the next 3 months and will be excluded from participating in promotions and salary increases for that year.

### 14.1.3 Final Written Warning

A Final Written Warning is issued in response to more serious violations of company rules and regulations. This serves as a strong indication of the need for immediate improvement in conduct and adherence to policies. The Final Written Warning is administered based on the following criteria:

14.1.3.1 Valid Period - One Written Warning Plus One Verbal Warning: If an employee receives one written warning and one verbal warning during the valid period, and there are no signs of improvement in conduct, a Final Written Warning may be issued.

14.1.3.2 Absenteeism of 3 to 7 Days: If an employee is absent from work for a period of 3 to 7 consecutive days without valid reasons or proper communication, it may lead to the issuance of a Final Written Warning.

14.1.3.3 Repeated Violation Despite Warnings: If an employee continues to violate company regulations despite having received written warnings within the validity period, a Final Written Warning may be administered.

14.1.3.4 Disciplinary Violations with Serious Consequences: More serious disciplinary violations that lead to significant losses or disruptions to the company's operations may also result in a Final Written Warning.

14.1.3.5 Termination of Labor Contract: If an employee receives a Final Written Warning and there are no substantial improvements in behavior or compliance, the company reserves the right to terminate the labor contract.

A Final Written Warning serves as a critical last chance for an employee to rectify their actions and adhere to company policies. Failure to demonstrate immediate improvements may lead to further disciplinary actions or termination of employment. The company values compliance, professionalism, and a positive work environment, and we expect all employees to uphold these principles.

### 14.1.4 Termination of Labor Contract

Termination of the labor contract is a serious consequence that may result from severe violations of company rules and regulations, as well as causing significant losses or disruptions to the organization. The termination is implemented based on the following situations:

14.1.4.1 Valid Period - Repeated Violations Despite Final Written Warning: If an employee, within the valid period of 12 months, has received a Final Written Warning and continues to violate company rules and regulations, the company may proceed with the termination of the labor contract.

14.1.4.2 Serious Disciplinary Violations or Significant Losses: In cases of serious disciplinary violations that have a detrimental impact on the company's operations, reputation, or financial stability, the termination of the labor contract may be warranted.

Termination of the labor contract is an action taken as a last resort, considering the severity and persistence of the violations. The company strives to maintain a professional and ethical work environment, and employees are expected to adhere to all company policies and regulations at all times.

### 14.2 Degree of Violation and Definition of Impact

To provide clarity and consistency in assessing violations of company rules and regulations, the degree of violation and its impact are defined as follows:

14.2.1 Minor Losses: Minor losses are characterized by financial losses of less than 10,000 (units are based on the country where the company is located) or work delays of less than 4 hours resulting from violations of discipline.

14.2.2 Heavier Losses: Heavier losses are characterized by financial losses exceeding 10,000 (units are based on the country where the company is located) but less than 50,000 (units based on the country where the company is located), or work delays exceeding 4 hours (including) due to violations of discipline or leakage of confidential information.

14.2.3 Serious Losses: Serious losses are characterized by financial losses exceeding 50,000 (units are based on the country where the company is located) or the leakage of important or special confidential information.

14.2.4 Minor Circumstances: Minor circumstances imply that the violation of discipline has minimal impact, limited to a small area within the team or company.

14.2.5 More Serious Circumstances: More serious circumstances refer to violations of discipline that have a certain impact on the team or company, but the impact is localized and confined to a specific area.

14.2.6 Serious Circumstances: Serious circumstances encompass violations of discipline that have a profound impact on the entire company or disrupt the implementation of company policies, or when violations are maliciously and deliberately carried out.

By establishing clear definitions for the degree of violation and its impact, the company aims to ensure fairness and consistency in addressing disciplinary matters. We take a serious approach to maintaining a compliant and ethical work environment, and it is essential for all employees to be aware of the potential consequences of their actions.

### 14.3 Disciplinary Violations

#### 14.3.1 Verbal Warnings

Verbal warnings may be issued for various instances of misconduct or inappropriate behavior in the workplace. The following examples are included, but not limited to:

14.3.1.1 Dozing Off During Working Hours: Falling asleep or being inattentive while on duty, which negatively impacts productivity and work performance.

14.3.1.2 Lack of Commitment to Work Attitude: Displaying a nonchalant or indifferent attitude towards work responsibilities and not taking tasks seriously.

14.3.1.3 Engaging in Non-Work Related Activities During Working Hours: Engaging in activities not related to work, such as excessive phone chatting, playing games, reading unrelated materials, or engaging in unrelated discussions during designated working hours.

14.3.1.4 Conflicts with Colleagues and Refusal to Resolve: Engaging in conflicts or disputes with colleagues and demonstrating an unwillingness to resolve differences in a constructive manner.

14.3.1.5 Failure to Follow Assigned Tasks or Procedures: Not adhering to the tasks or procedures assigned by superiors, leading to disruptions in the workflow and hindering efficient completion of work.

These are some examples of behaviors that may result in verbal warnings. It is important for all employees to understand that the company values professionalism, commitment, and a positive work environment.

Adherence to company policies and regulations is essential in maintaining a harmonious and productive workplace for everyone.

#### 14.4 Written Warnings

Written warnings may be issued for various serious instances of misconduct or violations of company policies. The following examples are included, but not limited to:

14.4.1 Failure to Submit Work Report or Absence from Work: Failure to submit work reports for one consecutive month or being absent from work for more than 3-7 days without proper justification.

14.4.2 Deliberate Delay in Required Declarations: Deliberately delaying the submission of required declarations requested by the company, resulting in minor circumstances and no significant loss.

14.4.3 Negligent Acts with Minor Impact: Engaging in negligent acts with minor consequences or causing minor losses to the company.

1.4.4 Failure to Report Lost Company Property in a Timely Manner: Failing to report the loss of company property promptly, leading to slight losses for the company.

14.4.5 Misconduct and Disruption of Company Order: Engaging in misconduct that disrupts the normal functioning and order of the company.

14.4.6 Unauthorized Use of Bulletin Board or Notices: Posting or moving notices on the company bulletin board without permission, or tearing down posted content without authorization.

14.4.7 Violation of the Company's "Information Technology Use Policy": Engaging in actions that violate the company's information technology use policy, such as unauthorized access to sensitive information, misuse of company systems, or engaging in activities that compromise data security.

14.4.8 Disobedience to Reasonable Work Arrangements Repeatedly: Repeatedly disobeying or disregarding reasonable work arrangements set by supervisors, which may disrupt work efficiency and impact team performance.

14.4.9 Negligence Causing Damage to Company Property: Negligently causing damage to the company's machinery, equipment, articles, seals, books, etc., resulting in minor losses to the company.

14.4.10 Failure to Hand in or Return Valuables Found: Failing to promptly hand in or return valuables found in the company, indicating a breach of honesty and integrity.

14.4.11 Instigating or Assisting Others in Violating Company Policies: Instigating, encouraging, or assisting others in engaging in any of the aforementioned acts that breach company policies.

14.4.12 Failure to Report Accidents or Concealing Them: Neglecting to report personal injury, infection, or other accidents promptly, or attempting to conceal such incidents from company management.

These violations are serious in nature and may have adverse consequences for the employee and the company as a whole. A written warning underscores the severity of the violation and emphasizes the need for immediate rectification.

## 14.5 Final Written Warning

The final written warning may be issued for serious and repeated violations of company policies. The following examples are included, but not limited to:

14.5.1 Failure to Submit Work Report or Prolonged Absence: Inability to submit work reports for three consecutive months or being absent from work for more than 7 days without proper justification.

14.5.2 Repeated Disobedience to Reasonable Work Arrangements: Persistently disobeying reasonable work arrangements set by superiors, engaging in passive sabotage, and failing to comply despite repeated instructions.

14.5.3 Failure to Report Loss of Company Property Promptly: Failing to report the loss of company property in a timely manner, resulting in significant losses to the company.

14.5.4 Unauthorized Use of Company Vehicles or Equipment: Unauthorized use of company vehicles or equipment, leading to financial losses.

14.5.5 Accepting Commissions for Supplying by Individuals: Receiving commissions from customers for supply, without the company's knowledge, and upon verification, found to be true.

14.5.6 Violation of Company's Confidentiality System: Breaching the company's confidentiality system, resulting in severe financial losses.

14.5.7 Misuse of Company Resources for Personal Gain: Using company resources for personal gain, reported by a colleague, and found to be true.

14.5.8 Negligence Causing Significant Damage to Company Property: Causing significant damage to the company's machinery, equipment, articles, seals, accounts, etc., due to negligence, leading to substantial financial losses.

14.5.9 Unreasonable Behavior Towards Employees or Customers: Engaging in unreasonable behavior, including public insults or slandering of other employees or customers of the company.

14.5.10 Interference with Other Employees' Work: Using improper means to hinder the work of other employees.

14.5.11 Acts Damaging the Company's Reputation: Engaging in acts or deeds that damage the company's reputation.

14.5.12 Abetting, Inciting, or Assisting Others in Violating Company Policies: Abetting, inciting, or assisting others to engage in any of the aforementioned acts.

The final written warning serves as a formal notification of the gravity of the violations and the potential consequences of further misconduct. Employees receiving a final written warning must immediately address their behavior and demonstrate a strong commitment to compliance with company policies.

## 14.6 Immediate Termination of Labor Contract

The following actions may lead to the immediate termination of the labor contract. Please note that this list is not exhaustive:

14.6.1 Absence from Work: Absent from work for 30 consecutive days or more without proper justification.

14.6.2 Falsification and Deception: Falsifying records, expenses, financial vouchers, certificates, entry materials, or unauthorized use of company seals to deceive the company.

14.6.3 Theft and Vandalism: Intentionally damaging, stealing, or illegally occupying the property of customers, the company, or other employees.

14.6.4 Unauthorized Solicitation of Gifts: Taking advantage of the position to request or accept money and material gifts from customers or suppliers without proper approval.

14.6.5 Severe Damage to Company Property: Causing severe damage to the company's machinery, equipment, articles, seals, accounts, etc., due to negligence, resulting in significant financial losses.

14.6.6 Violence and Intimidation: Engaging in violence, intimidation, or threats against company employees and their families.

14.6.7 Gambling within Company Premises: Engaging in gambling activities within the company's premises.

14.6.8 Physical Altercations within Company Premises: Gathering crowds to make trouble, beating, or fighting within the company's jurisdiction.

14.6.9 Sabotage and Rumor Spreading: Gathering people to sabotage work, spread rumors, and cause disruptions, negatively impacting the company's normal working order and causing losses.

14.6.10 Major Work Accidents: Non-compliance with work procedures leading to major work injuries, equipment accidents, or product quality accidents.

14.6.11 Failure to Report Serious Accidents: Failing to report serious accidents, including those resulting in fatalities, in a timely manner, causing significant losses to the company.

14.6.12 Violation of Laws and Regulations: Any situation in which the labor contract can be rescinded according to laws and regulations may result in immediate termination. If the employee voluntarily admits the error, cooperates with relevant investigations, and takes corrective actions, they may receive lighter consequences. However, if the circumstances are severe, the employee may face legal responsibilities and economic compensation.

14.6.13 Impact of Prior Warnings: Written warnings and final written warnings issued within the validity period may result in the cancellation of bonuses, point benefits, and may serve as a basis for demotion, salary reduction, or termination of the labor contract.

Employees are expected to adhere to the company's policies, procedures, and code of conduct. Violation of these rules may have severe consequences, including immediate termination of employment.

## Chapter 15: Employee Relations

Employee relationship management is a vital task to enhance employee satisfaction and foster a positive work environment. The company places great emphasis on promoting good, harmonious, and straightforward interpersonal relationships. We encourage open communication and cooperation between individuals and the organization, as well as among employees. It is our belief that through collaborative work, employees will develop sincere friendships.

### 15.1 Communication

To ensure effective communication, the company adopts various methods to engage with employees. We regularly disseminate information, solicit suggestions and opinions, and demonstrate genuine care and respect for our workforce. Resolving employees' work and personal challenges is a priority for us. We strive to establish a fair, open, and just environment, contributing to the mutual development of employees and the company.

Communication Forms:

- **Announcements:** The company uses official announcements to relay important information to all employees, ensuring transparency and consistency.
- **Symposiums:** Periodic symposiums are held to provide employees with an opportunity to share their ideas, concerns, and feedback. These sessions encourage an open exchange of thoughts.
- **Suggestion Boxes:** We maintain suggestion boxes in accessible locations to encourage employees to offer constructive suggestions or share innovative ideas.

Apart from these formal communication channels, the company highly encourages employees to communicate directly with their supervisors or managers regarding any issues, concerns, or suggestions they may have. Such one-on-one interactions facilitate effective communication and problem-solving.

We firmly believe that fostering open and transparent communication is essential for building strong employee relations and promoting a positive work culture. As we continue to grow together, let us work hand-in-hand in making our workplace an environment of collaboration, mutual respect, and support.

### 15.2 Complaints and Appeals

The company values the voices of our employees and recognizes their right to raise complaints and appeals. We strive to maintain an environment where open communication and fairness are upheld. To ensure that complaints and appeals are handled properly, we have established the following guidelines:

Guidelines for Complaints and Appeals:

- Employees must present complaints and appeals based on factual information. They should refrain from making baseless allegations, seeking personal revenge, or engaging in malicious activities such as framing, slandering, or spreading false rumors about others.
- Complaints or appeals pertaining to this department should initially be reported to the direct leadership of the department. In the event that the complaint involves the direct supervisor, employees can escalate the matter to the higher-level supervisor or the Human Resources.



Department. If the issue involves other departments, employees may directly approach the Human Resources Department.

- Upon receiving complaints or appeals, relevant departments are committed to providing clear answers or explanations within a specified period.
- Employees are requested to submit written materials for complaints and appeals, ensuring proper verification and documentation. The company will maintain strict confidentiality concerning the identity of employees who file complaints or appeals.
- If an employee's complaint or appeal is verified to be valid, the necessary corrective actions will be taken. In such cases, a verbal warning may be issued.
- The investigation of employee complaints or appeals will be conducted objectively, fairly, and based on facts, laws, regulations, and company policies. Right and wrong will be accurately determined.

The company are dedicated to cultivating a culture of openness, trust, and accountability. Our commitment to addressing employee concerns in a fair and timely manner remains unwavering. By encouraging transparent communication and active employee participation, we aim to strengthen the bond between employees and the company.

## **Chapter 16 Business Code of Conduct**

### **16.1 Loyalty**

We highly value loyalty and commitment demonstrated by our employees. We firmly believe that loyal employees play a crucial role in the long-term success and growth of our company. As part of our commitment to fostering a culture of loyalty, we adhere to the following principles:

**16.1.1 Job Security for Loyal Employees:** JLX acknowledges the significance of loyalty and dedication displayed by our employees. While we may have to make difficult decisions regarding staffing from time to time, we assure you that loyal employees will be regarded as valuable assets and shall not be dismissed solely based on their loyalty to the company.

**16.1.2 Encouraging Employee Advocacy:** We encourage our employees to proactively consider matters from the perspective of their superiors. By empathizing with their supervisors' viewpoints, employees can contribute to a more productive and harmonious work environment.

**16.1.3 Open Communication and Idea Sharing:** We believe in fostering an atmosphere of open communication where employees feel comfortable sharing their thoughts and ideas with their superiors. This exchange of ideas helps in promoting innovation and collaboration within the company.

**16.1.4 Commitment to Company Profit:** Loyal employees are dedicated to safeguarding the company's profits at all times. By taking ownership of their responsibilities and demonstrating financial prudence, they contribute significantly to the company's success.



**16.1.5 Resourcefulness and Profit Generation:** Loyal employees are encouraged to be resourceful, seeking opportunities to save costs and generate profits for the company. Such initiatives contribute to the overall growth and prosperity of JLX.

At JLX, we consider our employees to be an integral part of our family. We are committed to nurturing long-lasting relationships with our loyal staff members. As a loyal employee, your dedication and commitment will be recognized and rewarded, and we will strive to provide you with ample opportunities for professional growth and advancement within the company.

## 16.2 Dedicate Yourself to Work

We believe that dedication and commitment to our work are essential qualities that define our success as individuals and as a company. In this fast-paced and competitive world, we recognize that professional skills are vital, but it is the dedication and passion for our work that truly sets us apart.

**16.2.1 Purpose Beyond Money:** Understand that the purpose of work extends beyond monetary rewards. Find meaning and fulfillment in the impact your work has on the company, clients, and society.

**16.2.2 Exceeding Expectations:** Go above and beyond in providing exceptional services and efforts that exceed the expectations of your role. Embrace challenges and strive for excellence in everything you do.

**16.2.3 Commitment to Sacrifice:** Be willing to sacrifice personal interests and comfort for the betterment of the company and the team. Demonstrating selflessness in your dedication is a hallmark of a true professional.

**16.2.4 Flexible Work Hours:** Be adaptable with your work hours, and when required, be willing to invest extra time to ensure that tasks are completed efficiently and effectively.

**16.2.5 Attention to Detail:** Recognize the importance of every detail in your work. Paying attention to the finer points demonstrates your commitment to delivering quality outcomes.

## 16.3 Be Proactive - Take Initiative and Excel

We value individuals who take initiative and demonstrate a proactive approach to their work. Being proactive not only showcases your leadership potential but also contributes to the growth and success of our company. Embracing a proactive mindset can lead to exciting opportunities for personal and professional development.

**16.3.1 From "I Have to" to "I Want to":** Shift your mindset from feeling obligated to do tasks to a genuine desire to take on new challenges and responsibilities.

**16.3.2 Beyond Your Duty:** Step up and take on tasks that go beyond your designated role. Volunteering for additional responsibilities shows your dedication to the success of the team.

**16.3.3 Surpass Expectations:** Aim to complete tasks ahead of schedule. Surprise your boss and colleagues with your efficiency and dedication to delivering quality work.

**16.3.4 Self-Recommendation:** Don't shy away from showcasing your achievements and contributions. Advocate for yourself when discussing your accomplishments with your superiors.

16.3.5 Exceeding Requirements: Set high standards for yourself and strive to exceed expectations. Seek opportunities to improve and deliver results beyond what is expected.

16.3.6 Authentic Initiative: Be genuine in your actions and avoid seeking recognition solely for the sake of recognition. Demonstrate initiative with sincerity and dedication.

Being proactive empowers you to take control of your career and professional growth. It helps you stand out as a valuable asset to the company and positions you for greater opportunities.

Remember that being proactive is not about seeking personal gain but contributing to the collective success of our organization. When each member of our team embraces proactivity, we create a dynamic work environment that fosters innovation and continuous improvement.

## 16.4 Be Responsible - Take Ownership and Deliver Results

We firmly believe that a strong sense of responsibility is the foundation of personal and professional growth. Taking ownership of your work and delivering on your commitments are essential qualities that contribute to a successful and reliable team.

16.4.1 Sense of Responsibility: The core of responsibility lies in having a deep sense of ownership and accountability for your work and its outcomes.

16.4.2 Attention to Detail: Pay attention to every aspect of your tasks, no matter how small or seemingly insignificant. Completing each detail with diligence ensures overall success.

16.4.3 Keeping Promises: Honor your commitments and promises made to your team, superiors, and clients. Being reliable and consistent builds trust in your abilities.

16.4.4 No Excuses: Refrain from making excuses for any mistakes or failures. Instead, focus on finding solutions and learning from the experience.

16.4.5 Problem Solver: Embrace challenges and tackle issues head-on. Take the initiative to resolve problems and don't hesitate to seek help or guidance when needed.

16.4.6 Avoiding Carelessness: Always be attentive and cautious in your work to prevent making significant mistakes due to carelessness.

Being responsible sets the stage for personal growth and fosters a positive work culture. It establishes a foundation of trust among team members and superiors, which is essential for effective collaboration.

Remember, being responsible is not about perfection but about demonstrating a commitment to excellence and a willingness to learn and improve. By taking ownership of our tasks and actions, we contribute to the collective success of JLX.

## 16.5 Concentrate on Efficiency - Embrace Productivity and Time Management

We recognize the importance of efficiency and productivity in achieving our individual and collective goals. Embracing efficient work habits contributes to our success and sets us apart as a high-performing team.

16.5.1 Purposeful Work: Bid farewell to aimless activities and prioritize tasks with clear objectives and plans.

16.5.2 Focused Work Environment: Create a distraction-free environment that allows you to fully concentrate on your tasks.

16.5.3 Quantification and Refinement: Measure and evaluate your daily work, seeking ways to optimize processes and improve outcomes.

16.5.4 Timeliness Matters: Procrastination can hinder progress and success. Avoid delays and address tasks promptly.

Efficient work habits allow us to accomplish more in less time, providing opportunities for growth, innovation, and work-life balance. By quantifying our efforts and continually refining our approach, we unlock our potential for excellence.

Remember, efficiency is not about rushing through tasks but about working smartly and strategically. We can achieve remarkable results by optimizing our time and resources.

## 16.6 Result-Oriented - Achieving Excellence through Effective Solutions

We believe in achieving outstanding results through efficiency and effectiveness. Being result-oriented means focusing on delivering excellent outcomes rather than simply putting in hard work. We recognize and value the contributions of employees who consistently perform and excel in their roles.

16.6.1 Strategic Planning: Start by analyzing and strategizing on how to accomplish your tasks efficiently and effectively.

16.6.2 Solution-Focused: Approach challenges with a solutions-oriented mindset, seeking opportunities amidst difficulties.

16.6.3 Work Smart: It's not just about putting in long hours; prioritize effectiveness and make the most of your efforts.

16.6.4 Resourcefulness: If the ideal conditions are not available, strive to create the necessary conditions for success.

16.6.5 Exceed Expectations: Aim to surpass expectations by delivering exceptional results.

Focusing on results allows us to achieve our goals and contribute meaningfully to the growth and success of the company. Our dedication to excellence and resourcefulness sets us apart, creating a strong foundation for our collective achievements.

## 16.7 Good Communication - Building Trust and Progress

Effective communication is the foundation of a successful and harmonious workplace. It enables us to work together, understand each other's perspectives, and find solutions collaboratively. We value open and respectful communication to foster a supportive and productive environment.

16.7.1 No Gossip: Avoid engaging in gossip or spreading rumors. Focus on constructive conversations that contribute positively to the workplace.

16.7.2 Balance in Communication: Strike a balance in communication - neither being overly talkative nor remaining silent when you should speak up.

16.7.3 Timely and Face-to-Face Communication: Whenever possible, address issues face to face and in a timely manner to resolve misunderstandings and find solutions effectively.

16.7.4 Emotional Intelligence: Cultivate emotional intelligence to be receptive to constructive criticism and use it as an opportunity for growth.

16.7.5 Report Truthfully: Always keep the bigger picture in mind and report both good and bad news truthfully to ensure transparency.

Effective communication enhances collaboration, trust, and understanding among team members. It fosters an environment where ideas are freely exchanged, problems are resolved efficiently, and collective progress is made.

## 16.8: Cooperation - Putting Team First

The strength of the company lies in the collective effort and cooperation of each and every team member. As we move forward together, it is essential to prioritize the team's success over individual accomplishments.

16.8.1 Team Above All: Just as a water drop becomes part of the vast sea, individuals find their purpose within the team. Embrace the power of collaboration to achieve remarkable results.

16.8.2 Follow Collective Arrangements: Comply with the collective arrangements set by the team and the company. A well-coordinated team ensures a higher level of efficiency and productivity.

16.8.3 Adhere to Rules: Respect and follow the established rules and guidelines that govern our work. It ensures the team's fighting capacity and fosters a positive working environment.

16.8.4 Elevate the Team: Avoid actions that may lower the overall level of the team. If you identify areas for improvement, take the initiative to enhance your skills and support others.

16.8.5 Show Consideration: Be considerate of your fellow team members. Encourage and support their growth, fostering a culture of mutual respect and camaraderie.

16.8.6 Prioritize Team Interests: In times of conflict between individual and collective interests, choose the team's well-being as the priority. Together, we can overcome challenges and achieve greatness.

By prioritizing teamwork, we create a supportive and cohesive environment where every member thrives, and the company excels. Together, we can accomplish far more than any individual achievement.

## 16.9: Be Positive and Aspirant - Embrace Progress and Growth

In the ever-changing landscape of business, both individuals and the company must keep pace with the dynamic market. As participants in this journey, we must maintain a positive and aspirant attitude to drive ourselves and the company towards success.

16.9.1 Embrace a Learning Attitude: Approach every opportunity as an "empty cup" ready to learn and absorb knowledge. Continuous learning is vital for personal and professional growth.

16.9.2 Temperament and Credibility: Maintain composure and avoid losing temper frequently. Instead, strive to build a reputation of trust and credibility through your actions and behavior.

16.9.3 Continuous Adaptation: Embrace change and avoid getting trapped in past experiences. Be willing to adapt and innovate to meet the demands of the future.

16.9.4 Invest in Personal Growth: Set aside time to enhance your skills and knowledge. Invest in your personal development to stay relevant and valuable.

16.9.5 Build Your Competitive Edge: Identify and cultivate your "comparative advantages." Leverage your unique strengths to excel in your role and contribute to the company's growth.

16.9.6 Challenge Yourself: Take on new challenges and venture outside your comfort zone. Adequate preparation will empower you to seize future opportunities.

We believe that progress is an ongoing journey. By maintaining a positive and aspirant mindset, we create an environment of growth, opportunity, and success for both individuals and the company.

## 16.10: Keep a Low Profile - Humility and Respect

In the pursuit of success, it is crucial to remember that humility and respect are virtues that define true professionals. Regardless of talent or achievement, let us maintain a low profile, showing modesty and appreciation for our collective efforts.

16.10.1 Sharing without Seeking Credit: Focus on contributing without seeking personal recognition or rewards for your achievements. The success of the team takes precedence over individual accolades.

16.10.2 Embrace Every Role: Avoid underestimating any role or considering yourself "overqualified" for certain tasks. Every job contributes to the success of the organization.

16.10.3 Modesty in Position: Refrain from flaunting your position or authority. Instead, lead by example and inspire through actions.

16.10.4 Respect for All: Treat every individual with respect and kindness, regardless of their position or background.

16.10.5 Continuous Growth: Strive to enhance your skills and knowledge to match the responsibilities of your position. Continuous improvement is essential for personal and professional development.

16.10.6 Honor as Motivation: While recognition is appreciated, do not let it be the sole motivation for your work. Let the pursuit of excellence and the desire to contribute to the team be your primary driving force.

We believe that humility lays the foundation for strong relationships and fosters a harmonious work environment. By keeping a low profile, we celebrate each other's successes and build a culture of mutual respect and collaboration.

#### 16.11: Be Thrifty - Valuing Company Resources

Thrift is not about being stingy but a virtue that underpins responsible and sustainable practices. Let us never overlook the value of the company's resources and work collectively to maximize efficiency and profitability.

16.11.1 Honest Reimbursements: When applying for reimbursements, be honest and transparent in your claims, ensuring accuracy and compliance with company policies.

16.11.2 Avoid Greed: Refrain from seeking unnecessary advantages or indulging in frivolous expenses. Greed undermines our ability to make sound financial decisions.

16.11.3 Value Every Resource: From a simple piece of paper to any other company resource, cherish and utilize them judiciously to avoid wastage.

16.11.4 Time Appreciation: Recognize the value of time and make the most of every minute spent on work, driving productivity and effectiveness.

16.11.5 Cost-Effectiveness: Strive to maximize benefits and minimize costs in every aspect of our work, contributing to the company's overall profitability.

16.11.6 Saving is Earning: Remember, the money we save contributes directly to the company's profits, which, in turn, benefits us all.

Practicing thrift is not only about financial gains but also about fostering a culture of responsibility, sustainability, and ethical conduct. By being mindful of our resource usage, we collectively contribute to the long-term success and growth of our company.

#### 16.12: Be Grateful - Recognizing Help and Support

Gratitude is a quality that strengthens our bond as a team and reminds us of the support we receive on our journey to success. Let us remember that our achievements are not solely our own; they are the result of the collective efforts and assistance of many individuals.

16.12.1 Boss's Trust: We are grateful for the opportunities provided by our bosses, allowing us to grow and contribute to the company's success.

16.12.2 Job Growth: Our job not only offers remuneration but also presents opportunities to learn and develop professionally.

16.12.3 Colleagues' Cooperation: The support and collaboration of our colleagues are crucial to achieving our goals and overcoming challenges.

16.12.4 Valued Clients: Clients play a pivotal role in our work achievements, and we appreciate their trust and partnership.

16.12.5 Learning from Competitors: Our competitors challenge us and inspire us to strive for continuous improvement.

16.12.6 Benefit from Critics: We value constructive criticism, as it encourages us to refine our skills and grow as individuals.

We recognize the significance of gratitude in fostering a positive and supportive work environment. Let us always remember to express our appreciation for the contributions of others and acknowledge that our achievements are the result of collective effort.

## **Chapter 17 Information Management**

Effective information management is crucial for our company's success and security. To ensure efficient communication and protect sensitive data, we have implemented guidelines for the proper use of our information resources.

### **17.1 Information Management**

#### **17.1.1 Enterprise WeChat (WeCom) Application**

Enterprise WeChat is the designated communication platform within the company, facilitating timely information sharing, voice and video calls, meetings, data entry, payment applications, approvals, and more. It can also be used to establish groups with external customers or suppliers, enabling effective communication and improved work efficiency.

##### **17.1.1.2 WeDrive**

WeDrive serves as the primary storage and sharing space for all employees. All work-related documents should be created and updated within WeDrive from the first day of employment. This ensures that work-related content is securely stored within the company.

##### **17.1.2 Email**

Email is an essential channel for communication with external parties and official communication within the company. Upon entry, each employee will receive a dedicated mailbox with an initial password, which can be changed after the first login. Please safeguard your email password and contact the mailbox administrator promptly if assistance is needed.

##### **17.1.2.1 Email Signature Setting:**

Your Name (Chinese Name)

Your Position (Chinese Position) - JLX International

Address: Company Address according to your work location

Mobile: Your cellphone number | Office: Company landline | Fax: Company Fax number

Email: Your Email Address | Website: [www.jlx-international.com](http://www.jlx-international.com)

LinkedIn: [www.linkedin.com/company/jlx-international](http://www.linkedin.com/company/jlx-international)

LOGO (The latest version)



#### 17.1.2.2 Automatic Email Reply Setting:

To ensure continuous communication with clients during vacations, job transfers, resignations, or mailbox changes, please set up automatic email replies with specific contacts, phone numbers, and email addresses for these situations.

#### 17.1.2.3 Language Selection of Mail:

When communicating with recipients of different nationalities, primarily use English. If the main recipient is mainly Chinese/English-speaking, you can choose to reply in Chinese/English.

#### 17.1.3 Confidentiality and Responsible Conduct

Both WeChat/WeDrive and our corporate mailbox contain sensitive and proprietary data exclusive to the company. It is essential that we handle this information responsibly and not forward internal information or materials to individuals or companies outside our organization. Breaches of confidentiality can have severe consequences for our business and relationships.

When resigning from the company, please act professionally and ethically during your transition. Deleting vital information or documents maliciously from WeChat/WeDrive or our mailboxes is strictly prohibited and may lead to significant losses for the company.

Any breach of confidentiality, whether by current or former employees, will be taken seriously. Malicious behavior may result in the withholding of end-of-service settlements and legal actions for related compensation and damages.

## **Chapter 18 Administrative Management**

Effective administrative management is essential for the smooth functioning of our company. To streamline processes and maintain proper control, we have implemented the following guidelines:

### 18.1 Stamp Management

The company's official stamp is a crucial tool for legal and official documentation. It is only to be used by authorized personnel designated by the company. Any requests for new stamps or changes to existing stamps must be submitted to the GM's office for approval. The authorized personnel will be responsible for the official stamp and ensuring its proper usage on relevant documents.

### 18.2 Office Supplies Requisition

At the end of each month, each department is required to fill out the "Office Supplies Application Form" to request the necessary office supplies for the following month. The administrative staff will consolidate and submit unified purchase requests based on the department's requisitions. All purchased office supplies will be registered and stored in the warehouse. To maintain proper inventory management, a comprehensive inspection of office supplies will be conducted at the beginning of each quarter. Each department must fill in the "Registration of Office Supplies" form based on actual needs and usage.



### 18.3 Year Book

At the beginning of each year, a comprehensive compilation of the company's achievements and milestones from the previous year will be documented in the "Year Book." This publication serves as a memoir of our progress and successes. Additionally, company newsletters will be compiled and printed to facilitate internal and external communication, promoting transparency and engagement within the organization.

### 18.4 File Encoding Management

Effective file encoding management is crucial for the organization and accessibility of our documents and materials. To ensure systematic and scientific management, we have established the following rules for document numbering:

#### 18.4.2 Document Numbering Rules:

18.4.2.1 The document number will be composed of the following components:

- Customer code: This will be based on the external codes commonly used by the customer.
- Department code: This code will identify the specific department responsible for the document.
- Supplier code: For documents related to suppliers, this code will be used to identify the supplier.
- Date: The date of the document's creation or issuance.
- Document sequence number: A unique three-digit number ranging from 0000 to 9999.
- Document version number: If the document undergoes modifications, this version number will be added.

18.4.2.2 The file sequence number (document sequence number) will range from 0000 to 9999.

18.4.2.3 For invoices that undergo modifications, the modification code will be denoted as "R," and the number of modifications will be represented as "R + number of modifications."

18.4.2.4 For items with the same quotation number, the code will be denoted as "A," and the number of changes will be represented as "A + number of changes."

#### 18.4.3 Numbering Method

To maintain consistency and clarity in our document numbering, we have established the following method for different document types:

Quotation Number Setting:

- Purchasing Department: QUO-YY/customer code/MMDD/sequence number
- Logistics Department: QUO-LG-YY/customer code/MMDD/sequence number
- Invoice Category: INV-YY/customer code/MMDD/sequence number

- Purchase Order: PO-YY/supplier code/MMDD/sequence number/year

#### 18.4.4 Usage of Document Code

The document code will primarily be used in the marketing, finance, and procurement departments.

By adhering to this standardized numbering method, we can ensure effective management and easy retrieval of documents across various departments.

### 18.5 Use of Company Vehicles and Parking Spaces

As part of our administrative management, please take note of the following guidelines regarding the use of company vehicles and parking spaces:

18.5.1 Formal employees may apply for the use of company vehicles when it is necessary for work purposes.

18.5.2 Employees using company vehicles must provide a scanned copy of their valid driver's license to the personnel department for record-keeping.

18.5.3 Advance application is required for the use of company vehicles. Approval will be granted based on the availability of the vehicle. In case of any conflict in car use, the decision of the administrative staff shall be final.

18.5.4 If a fine is incurred due to the personal use of a company vehicle, the individual responsible shall bear the corresponding expenses. For accidents involving company vehicles during personal use, the insurance company will handle the procedures, and the parties involved will be responsible for completing the necessary formalities.

18.5.5 If any documents, car keys, or parking cards are lost within the company vehicle, the responsible individual must handle the matter and bear the related expenses.

#### 18.5.6 Refueling and Gas Cards:

Each company vehicle will be issued a corresponding refueling card or an electronic account based on its license plate number. This card can be used for refueling at designated gas stations or for direct charges to the vehicle's electronic account. If you use a gas rechargeable card for consumption, please retain the bill and submit it to the administrative front desk for monitoring the balance of the gas savings card.

#### 18.5.7 Parking Spaces Allocation:

If the company provides parking spaces, they will be allocated to departments based on their needs. In case of surplus spaces, they will be allocated to employees. The specific allocation details will be communicated through a notice issued by the administrative staff.

### 18.6 Conference Management

As part of our conference management process, please be aware of the following meeting schedules and guidelines:

#### 18.6.1 Day Meeting (Departmental Meeting):

- Organized by the department head and includes relevant staff from related departments.
- The purpose of this meeting is to discuss department-specific matters, progress updates, and any collaborative efforts required.

#### 18.6.2 Weekly Meeting (General Manager's Office Meeting):

- Takes place every Monday at 09:15 Dubai time.
- Organized by the General Manager (GM) and attended by relevant members of the management team.
- The focus of this meeting is to discuss overall company operations, review progress, address any pressing issues, and provide updates from different departments.

#### 18.6.3 Quarterly Business Analysis Meeting:

- Conducted after the end of each quarter.
- Organized by the GM's office and attended by key responsible personnel from each branch.
- The meeting aims to analyze and summarize the achievements of quarterly goals, share success stories and experiences, and identify areas for improvement.
- The shared content from this meeting will be incorporated into induction training and job transfer training materials.

#### 18.6.4 Annual Meeting:

- Held in January of the following year.
- Organized by the GM's office and attended by members from all branches and departments.
- The annual meeting includes a comprehensive review of the past year's work, announcements of future strategic planning, bonus distribution, and personnel arrangements.
- The meeting will be a combination of conferences and activities, including celebrations for the Chinese New Year.
- Please refer to the specific annual meeting announcement issued by the Dubai headquarters in December each year for detailed information.

#### 18.6.5 Conference Support

To ensure smooth and efficient conferences, the administrative department will provide the necessary support as outlined below:

##### 18.6.5.1 Meeting Organization and Recording:

- The administrative staff will take charge of organizing the meetings, recording relevant content and video footage, and summarizing the meeting outcomes.
- After the meeting, major decisions or proposals will be documented and reviewed by the respective department heads before being distributed to all employees.

##### 18.6.5.2 Meeting Room Reservation:

- If an important customer visit requires a meeting, the meeting organizer must submit a meeting room reservation application in advance to the Administration Department.

- This proactive step ensures that the required meeting room is booked and available for the designated time.

#### 18.6.5.3 Meeting Logistics:

- The administrative department, along with IT personnel, will cater to the meeting's needs.
- They will proactively purchase and prepare refreshments such as tea and drinks ahead of time.
- Office supplies and chairs will be arranged appropriately, and meeting equipment will be tested in advance to ensure seamless communication during the event.

#### 18.6.6 Certificate Management

For all certificate and letter-related inquiries requiring company letterhead and stamp, employees should send their requests to the appropriate email address based on their employment contract:

- [hr@jlx-international.com](mailto:hr@jlx-international.com), CC Vice President's Email [christian.tian@jlx-international.com](mailto:christian.tian@jlx-international.com), and [hrassistant@jlx-international.com](mailto:hrassistant@jlx-international.com).

Please provide complete details, reason, and purpose for the request. Certificate processing occurs every Friday.

It's important to note that the HR Department will only release requested certificates and letters upon receiving an email request. Verbal communication, chat, or SMS requests will not be accepted.

To ensure the confidentiality of both company and employees' information, as well as to prevent the misuse of official documents, no one besides the HR Department is authorized to release certificates and letters.

For on-site employees who don't have access to email, their site manager or supervisor may send the request on their behalf.

## Chapter 19 Company Accommodation Regulations

### 19.1 Regulations on the Use of Company Apartments:

#### 19.1.1 Housing Allowances:

Housing allowances are provided either as a cash allowance or in the form of company-provided accommodation, depending on the area's availability and policies.

#### 19.1.2 Company-Provided Apartments:

The company offers company apartments to employees who require housing. The rooms and beds are arranged uniformly. In cases of limited availability, priority is given to employees with lower salaries, subject to the final approval of the supervisor. Employees who are allocated company apartments will no longer receive housing cash subsidies.

### 19.1.3 Eligibility for Company Apartments:

Company apartments are exclusively available to single employees.

### 19.1.4 Responsibilities for Expenses:

Employees residing in the company dormitory are responsible for paying monthly living expenses such as water, electricity, internet, and air conditioning. The utility bills will be paid by the company in advance, and the expenses will be evenly divided among the occupants by the personnel department. The corresponding amount will be deducted from the employees' monthly salary without any objection. However, if the company accommodation is integrated with the office, employees do not need to bear any personal expenses related to the accommodation.

### 19.1.5 Maintenance of Company Apartments:

#### 19.1.5.1 Hygiene and Safety:

Employees are expected to uphold good social ethics and hygiene habits, consciously maintain the safety of the apartment, and ensure indoor cleanliness and tidiness.

#### 19.1.5.2 Care of Facilities:

Employees must take proper care of all apartment facilities and adhere to the structural layout of the house. Unauthorized changes or dismantling of any part of the apartment are strictly prohibited. In case of any damage, the responsible employee will be held accountable for compensation.

#### 19.1.5.3 Visitors and Outsiders:

Company apartments are for the use of employees only, and outsiders are not allowed to stay unless required for customer needs. Visiting hours for outsiders are limited to 10 am to 6 pm on rest days. Any unauthorized stay by outsiders may result in the termination of the employee's right to reside in the company apartment.

#### 19.1.5.4 Prohibited Activities:

Smoking, gambling, and alcohol abuse are strictly prohibited in the apartment premises. Any violation of these rules will result in the immediate termination of the employee's right to reside in the apartment.

#### 19.1.5.5 Maintenance Costs:

For apartment maintenance, employees can directly contact the relevant property personnel. The company will bear the maintenance costs caused by non-personal factors.

### 19.1.6 Accommodation Security Management:

#### 19.1.6.1 Key and Card Management:

Employees are responsible for keeping the door key, entrance card, and elevator card safe. If they are lost or damaged, the employee will be required to compensate according to the replacement cost.

#### 19.1.6.2 Security Measures:

When leaving the apartment, employees must lock the doors and windows to ensure security and safety of their personal belongings.

#### 19.1.6.3 Fire and Ventilation:

Employees are advised to pay attention to fire safety and proper ventilation in the apartment to ensure a safe living environment.

## **Chapter 20 Project Safety Regulations**

### 20.1 Project safety regulations

In order to make health, safety and effective development, employees are obliged to observe the following work guidelines:

20.1.1 Strictly abide by the company's safety rules and regulations, and do not conduct illegal operations or any behavior that violates safety regulations.

20.1.2 Use HSE provided according to job requirements.

20.1.3 Report all potential safety hazards that cause or may cause work injuries or accidents timely.

20.1.4 Actively cooperate with accident investigations to avoid similar accidents.

20.1.5 Injuries and illnesses caused by work must be reported immediately and handled in cooperation.

20.1.6 Give reasonable suggestions for safety system to improve work safety.

20.1.7 Strictly implement the operation and specifications of epidemic prevention.

20.1.8 The person in charge of the project needs to formulate the "Project Safety Instructions" and "Project Operation Manuals" before the project enabled, and conduct pre-job training and irregular training for relevant personnel.

## **Chapter 21: Confidential Policy**

In order to safeguard the company's trade secrets and prevent trade secret infringements, the following policy has been formulated in compliance with the relevant laws and regulations of the country where the company is located. All employees of the company are required to comply with this policy.

### **21.1 Trade Secrets**

For the purpose of this policy, trade secrets are defined as technical information and business information that meet the following criteria: they are not known to the public, they can bring economic benefits to the company, they are practical, and they are protected by the company.

### **21.2 Confidential Information**

Confidential Information refers to any data, information, or knowledge disclosed by the Company to its employees but is not publicly known. This includes, but is not limited to:

21.2.1 The company's business or operational plans or activities, existing or contemplated markets, strategic planning, methods of operation, products, or services;

21.2.2 The company's suppliers or logistics data;

21.2.3 The company's customer or supplier lists, cost of goods or services, profits and losses, budgeting, past or future sales, or financial information;

21.2.4 Information related to the company's management, affiliates, suppliers, customers, or third-party contractors;

21.2.5 The company's historical data, entity structure, accounts, or goodwill; the company's copyrights, trademarks, trade secrets, patents, trade names, moral rights, or any other tangible or intangible rights, whether registered or unregistered;

21.2.6 The company's technical systems, processes, methods, know-how, or trade secrets;

21.2.7 Information related to the company's employees, salaries, job-related functions, duties, or responsibilities; the company's written, auditory, or electronic communications;

21.2.8 Any information that, if disclosed, whether true or untrue, could harm the goodwill or reputation of the company or the company's management, affiliates, suppliers, customers, employees, third-party contractors, methods of operation, products, or services;

21.2.9 Any other information of any kind and nature that the company desires to maintain as confidential.

### **21.3 Management of Confidential Information**

To ensure the confidentiality of information, the following measures shall be implemented:

21.3.1 Limit the access to confidential information to only those individuals who need to know its content for their specific roles and responsibilities.

21.3.2 Apply encryption, watermarking, and other confidentiality measures to confidential information carriers such as materials, drawings, data, etc.

21.3.3 Clearly mark the company name or employee name on the carriers of confidential information.

21.3.4 Relevant employees must sign a confirmation indicating that they are aware of and will abide by the confidentiality policy.

## 21.4 Obligation to Maintain Confidentiality

All relevant departments, teams, and employees of the company are obligated to keep confidential any relevant trade secrets that they become aware of, understand, or accumulate during the course of their work. It is strictly prohibited to disclose, use, or allow others to use trade secrets for personal gain or on behalf of third parties outside the company. Similarly, employees from other departments shall not disclose, use, or allow others to use any trade secrets they come across in their work for the benefit of themselves or third parties outside the company.

## 21.5 Prohibition of Unauthorized Use

Employees of the company are strictly prohibited from copying, modifying, possessing, or destroying the company's trade secrets without proper authorization.

## 21.6 Reporting of Unauthorized Disclosure

If any employee becomes aware of or suspects that an unrelated person outside the company has gained access to, disclosed, used, or allowed others to use the company's trade secrets through improper means, they must immediately report it to the company. If the report is confirmed to be true, the company may provide appropriate rewards.

## 21.7 Ensuring Protection of Trade Secrets

All employees of the company should maintain a sense of protection for trade secrets in the process of conducting business, participating in meetings, bidding, internal management, and using customer-related information. All materials used in these activities should be properly filed and handled with confidentiality.

## 21.8 Compliance and Consequences

All employees of the company must adhere to the provisions of this policy. Failure to comply may result in legal liabilities, such as compensation and mitigating the impact, in accordance with this policy and relevant laws and regulations. In serious cases, individuals may be subject to investigation of criminal responsibility by judicial authorities.

## 21.9 Effective Date

This policy shall take effect from the date of issuance, and any previously released confidentiality systems by the company will continue to remain in effect.



By following this Confidential Policy, we can safeguard our valuable trade secrets and protect the interests of the company and its stakeholders. Every employee is responsible for upholding the confidentiality of sensitive information and contributing to the company's success.

## **Chapter 22 Other Provisions**

### **22.1 Effective Time:**

This Employee Manual will take effect on October 03, 2023. From this date forward, all employees are expected to adhere to the policies and guidelines outlined in this manual.

### **22.2 Execution Conditions:**

While this manual is in effect, if any conflicts arise between the policies stated herein and the current national policies and regulations, employees are obligated to abide by the relevant national laws and regulations. In such cases, the applicable national laws and regulations will take precedence.

### **22.3 Right of Interpretation:**

The interpretation of this Employee Manual and its provisions falls under the purview of the company's HR Department. In case of any ambiguity or dispute related to the manual's content, the HR Department has the authority to provide the final interpretation.

By signing the acknowledgment of receipt, employees demonstrate their understanding and commitment to comply with the policies and guidelines mentioned in this manual. It is essential for every employee to familiarize themselves with this manual and follow its provisions to ensure a harmonious and productive work environment.

I acknowledge that I have received, read, and fully understand all the provisions mentioned in JLX's Manual. I understand that as an employee of the company, it is imperative that I adhere to the spirit and provisions of the above policy and apply them to my work.

Let the problem and issue stop by you;

By signing this acknowledgment, I commit to upholding the rules and regulations outlined in the JLX Employee Manual and to act responsibly and professionally in my role within the company. I will do my best to contribute to the success and growth of the company while maintaining the highest standards of conduct and confidentiality.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_