

Townhall 2022

30-Sep-2022



Human Resource Department



Agenda

- Employee Handbook Updates
- Panel Clinics (*Exceptional for staff based in Outstation*)
- Clock In & Out Paybun
- Posting on Social Media
- Q & A

Employee Handbook Updates- Reference

- For your information, we are on the midst of reviewing and updating a company Employee Handbook.
- Staff to refer Employment Contract / Letter Offer **OR** Employee Handbook? – For the terms and conditions has stated in your Employment Contract / Letter Offer, then you can refer to that. If not stated, you may refer to Employee Handbook and also can check with HR.



Employee Handbook Updates – Friday Prayer Time



✓ Friday Prayer Time

- For Muslims who are going to mosque, revised from 12.30pm to 2.30pm, **OR** follow site Friday Prayer time. **Duration should not be more than 2 hours.**
- If not going to mosque, only 1 hour as per usual lunch hour.
- Please make sure no more lateness issue, since extended 30 minutes already. Update in the group honestly.

Employee Handbook Updates – Public Holiday



✓ Public Holiday

- Klang Valley – Refer to Paybun schedule at all times
- Outstation sites- If full time at site, refer to Site PH days.
From now onwards, HR will issue a list of holidays for outstation staff to refer to, before the project starts.



Employee Handbook Updates – Annual Leave

✓ Annual Leave

- For Permanent staff (Manager & Executive), total Annual Leave will be added 2 days for years of service more than 5 years **starting January 2023**.

YEARS OF SERVICE	MANAGER	EXECUTIVE
< = 5 year	14 days	14 days
>5 to <= 10 years	16 days	16 days
>10 to <= 20 years	18 days	18 days
>20 years	20 days	20 days

18 days

20 days

22 days

Management has decided to add another 2 days for years of service above 5 years for Manager & Executive (Permanent Staff)



Employee Handbook Updates – Carry Forward Leave

✓ Carry Forward Leave (Annual Leave)

- For carry forward of annual leave from one year calendar to another is limited to **4 days only**.
- Carry forward leave must be utilised by 30th April of the following year
- **Any unutilised leave after 30th April will be forfeited**
- Please plan and arrange now for leave clearance. No need to wait until end of the year (especially for Project Team)
- Form HR-F-014 R0 : Carry Forward Leave Form

Employee Handbook Updates – Carry Forward Leave



✓ Carry Forward Leave (Replacement Leave)

- For carry forward of replacement leave from one year calendar to another is limited to **6 days only**.
- Carry forward leave must be utilised by 30th April of the following year
- **Any unutilised leave after 30th April will be forfeited**
- Accumulated replacement leave can be **utilized or will be paid** by the following year
- Please plan and arrange now for leave clearance. No need to wait until end of the year (especially for Project Team)
- Form HR-F-014 R0 : Carry Forward Leave Form

Employee Handbook Updates – Paternity Leave



✓ Paternity Leave

- Paternity leave only eligible for:
 - a. Confirmed employees and/or
 - b. Contract employees completed minimum 3 months of continuous service.
- Paternity leave up to **maximum of 5 consecutive days**
- **Maximum to 5 kids only, after that not eligible**
- Regardless number of spouses



Employee Handbook Updates – Laundry Claim

✓ Laundry Claim

- Only applicable for Overseas trip and no laundry express at the area
- Laundry claim must be submitted with original receipts or bills
- If laundry express are available, laundry claim will be not applicable

Panel Clinics

- Staff still **not clear** about Panel Clinic. Eg :

1. Still didn't know Lufter/Beluften under which panel

Answer : Oasis Klinik – under Panel Local Clinic
Alam Medic – under Panel Alam Medic

2. Still not aware instead of Oasis Klinik, we also have clinics under Alam Medic

Answer : Please refer Memo in the company website (L-HR-L-08-60)

MEMO

- L-HR-L-08-61 Revise Friday Prayer Lunch Break
- L-HR-L-08-60 Company Panel Clinics
- L-HR-L-08-52 Updates for Good Documentation



reminder

Panel Clinics – cont.

3. Didn't notify Clinic that you under panel

Answer : When you go to clinic, please notify them you are under panel. If not, clinic will not aware and you need to pay bill to the Clinic.

Reminder : After this HR would **NOT ACCEPT** any claim for medical clinic (**EXCEPTION** for medical fee from government clinic / hospital and for staff based in outstation)

Klinik Oasis :

No	Clinic	Location
1	Klinik Oasis Ara Damansara	A-G-03, Block A, No.2, Oasis Square, Jln PJU 1A/7, Ara Damansara, 47301 Petaling Jaya, Selangor.
2	Klinik Oasis Jalan Othman PJ	36, Jalan Gasing, Seksyen 1, 46000 Petaling Jaya, Selangor
3	Klinik Oasis Skyawani Sentul	G-10 Residensi Awani, No. 27 Jalan Sentul Perdana Sentul, 51100 Kuala Lumpur

} Panel
Local
Clinic

Panel Clinics – cont.

Klinik Alam Medic (Kuala Lumpur) :

No	Clinic	Location
1	Klinik Alam Medic	5-G Jalan Prima 1, Pusat Niaga Metro Prima, 52100 Metro Prima, Kepong
2	Klinik Raja 	28, Jalan Daya 7, Taman Daya Kepong 51200 Taman Daya Kepong
3	Klinik Alam Medic	No. 11, Jalan Medan Midah, Taman Midah 56000 Taman Midah Cheras
4	Klinik Damai Perdana 	No. 8 Jalan Damai Perdana 1/9A, Bandar Damai Perdana 56000 Bandar, Damai Perdana, Cheras
5	Poliklinik Miharja 	No. 23, Jalan 3/93, Taman Miharja, Batu 2 1/2, Off Jalan Cheras 55200 Taman Miharja, Cheras
6	Klinik Murni 	No. 56-G Jalan 2/23A, Off Jalan Genting Klang, Danau Kota 53300 Danau Kota, Kuala Lumpur

Klinik Alam Medic (Selangor):

Shah Alam :

No	Clinic	Location
1	GK Klinik 	I-Suite, B-UG-23A2, Persiaran Multimedia i-City Seksyen 7 40000 Seksyen 7, Shah Alam
2	Klinik Alam Medic	3, Jalan Kristal K 7/K, Seksyen 7, 40000 Seksyen 7, Shah Alam
3	Klinik Alam Medic	4, Jalan Sungai Burung AA32/AA, Bukit Rimau 40460 Bukit Rimau, Shah Alam
4	Klinik Alam Medic	No. 23, Jalan B/34B, Section 34, 40470 Section 34, Shah Alam
5	Klinik Bunga Raya 	No. 19-1 Jalan Elektronik J U16/J, Seksyen 16 Denai Alam 40160 Denai Alam, Shah Alam
6	Klinik Glenmarie Sdn Bhd 	No. 27 Jalan Peniaga U1/34 Seksyen U1 Hicom Glenmarie Industrial Park 40150 Glenmarie, Shah Alam



Even though the clinic's name **without stated “Alam Medic”** but these clinic registered under Panel Alam Medic

Panel
Alam
Medic



• Passion With Perfection • Engineers With Dreams •

Clock-In & Out Paybun

- Staff **MUST** clock-in & out paybun **everyday** for record purposes even though you not claim for OT/Food Allowance

Correct Sample

☐	Date	Shift	F. In	L. Out
☐	01/09	Workday	09:06	18:15
☐	02/09	Workday	08:21	18:33
☐	03/09 Sat	Rest Day		
☐	04/09 Sun	Rest Day		
☐	05/09	Workday	08:52	18:04
☐	06/09	Workday	08:39	18:14
☐	07/09	Workday	08:51	18:04
☐	08/09	Workday	08:43	18:31
☐	09/09	Workday	08:14	18:03
☐	10/09 Sat	Rest Day		
☐	11/09 Sun	Rest Day		

Last out
recorded in
paybun

Wrong Sample

☐	Date	Shift	F. In	L. Out
☐	01/09	Workday	08:55	
☐	02/09	Workday	09:12	
☐	03/09 Sat	Rest Day		
☐	04/09 Sun	Rest Day		
☐	05/09	Workday	08:28	
☐	06/09	Workday	09:10	
☐	07/09	Workday	08:46	
☐	08/09	Workday	08:50	
☐	09/09	Workday	08:39	
☐	10/09 Sat	Rest Day		
☐	11/09 Sun	Rest Day		

Last out not
recorded in
paybun

Posting on Social Media

- If staff wish to post anything in your own social media which is related to the Company projects, **you MUST GET a permission from the client / project / location** before tagging them on the posting / updates.
- If you didn't get their permission, they can sue us due to breaking of the confidentiality.
- **Please be aware before posting anything!!**



Q & A – Panel Clinics

1. **Staff A** go to panel clinic but he/she didn't notify to clinic that he/she under panel

Answer : Clinic will not aware and staff need to pay the bill to clinic

2. **Staff B** go to panel clinic. He/She get MC but he/she pay bill to the clinic

Answer : MC is acceptable but he/she have to pay as own cost. Cannot claim

3. **Staff C** go to non-panel clinic and take a medicine

Answer : He/She have to pay as own cost. Cannot claim

4. **Staff D** go to non-panel clinic and get MC

Answer : MC is not acceptable and will be treated as Unpaid Leave. He/She also cannot claim to the Company (*Unpaid leave will be recorded and monitor from time to time*) – subject to the *reference letter from the Doctor*



Q & A

5. **Staff E** go to panel clinic, he/she notify clinic under panel and take a medicine

Answer : He/She can take a medicine and no need to pay to the clinic

6. **Staff F** go to government clinic / hospital and get MC

Answer : His/Her MC is acceptable and he/she can claim the medical fee to the Company

7. Klinik Oasis under which panel?

Answer : Panel Local clinic

8. Klinik Alam Medic under which panel?

Answer : Panel Alam Medic



Q & A

9. Do you need to pay if you go to Panel Clinic?

Answer : No need to pay **unless your bill exceeded** RM100.00 limit per visit

10. What document needed when you go to Panel Clinic?

Answer : Just bring your IC



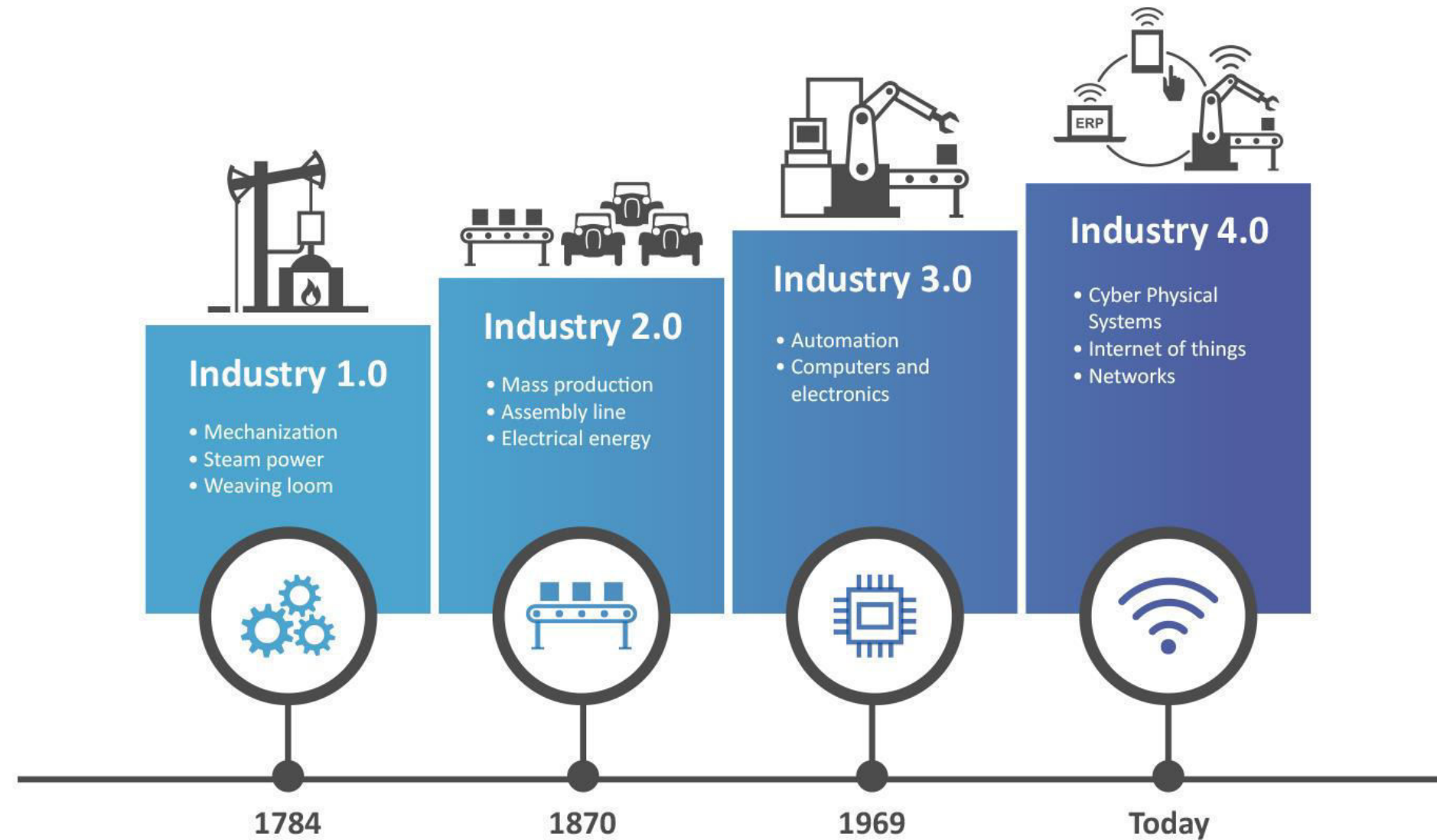


Company Townhall 0922



To share an overview of ERP- Epicor
To share organizational changes

THE REVOLUTION OF INDUSTRY



INDUSTRY 4.0



SPEED OF ADOPTION



ERP



ENTERPRISE RESOURCE PLANNING

Systems and software packages used by organizations of all sizes to manage day-to-day business activities, such as Human Resource, accounting, procurement, project management.



ERP

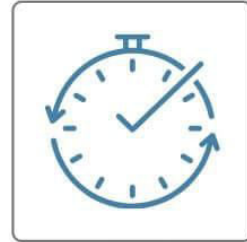


ForceIntellect
adding value, enabling growth

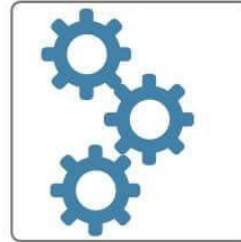
Benefits of ERP



Transparency



Real-Time
Accurate Data



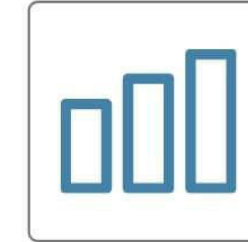
Digitized
Automated
Processes



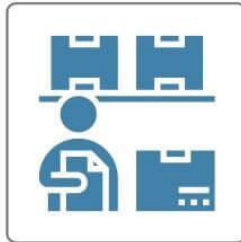
Standard
Business
Processes



Improved
Collaboration



Increased
Productivity



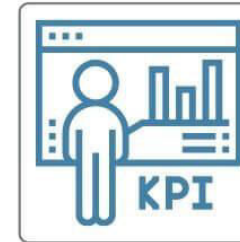
Inventory
Control



Improved
Supply Chain



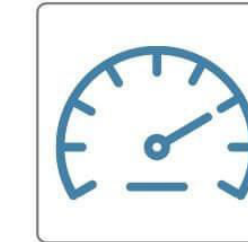
Easy
Business
Reporting



KPIs
Measure
Performance



Reduced
Operating
Costs



Speed &
Competitive
Edge

www.forceintellect.com

EPICOR

Epicor at a Glance

50 years

Founded in 1972,
we've nearly 50 years
of experience

150

With customers in more than
150 countries we understand
variations across markets and
think globally

\$1 billion

With \$1 billion annual revenue,
we have the size and scale to take
you wherever you want your
business to go

95%

We're proud of our 95%
customer satisfaction rate,
proving that size and personal
customer care can go hand
in hand

27,000

More than 27,000 customers
around the world rely on Epicor
to keep their businesses
winning, every single day

3,800

Our 3,800 employees are
uniquely passionate about the
industries we work with and
they are driven to deliver the
best for our customers

120,000

More than 120,000 cloud users
with the freedom to choose
enterprise grade IaaS and PaaS, a
modern user experience,
extensibility, and more.

80%

SaaS business growth in 2020
with 6,000+ cloud customers
estimated as of January 2021.



EPICOR

DISTRIBUTOR

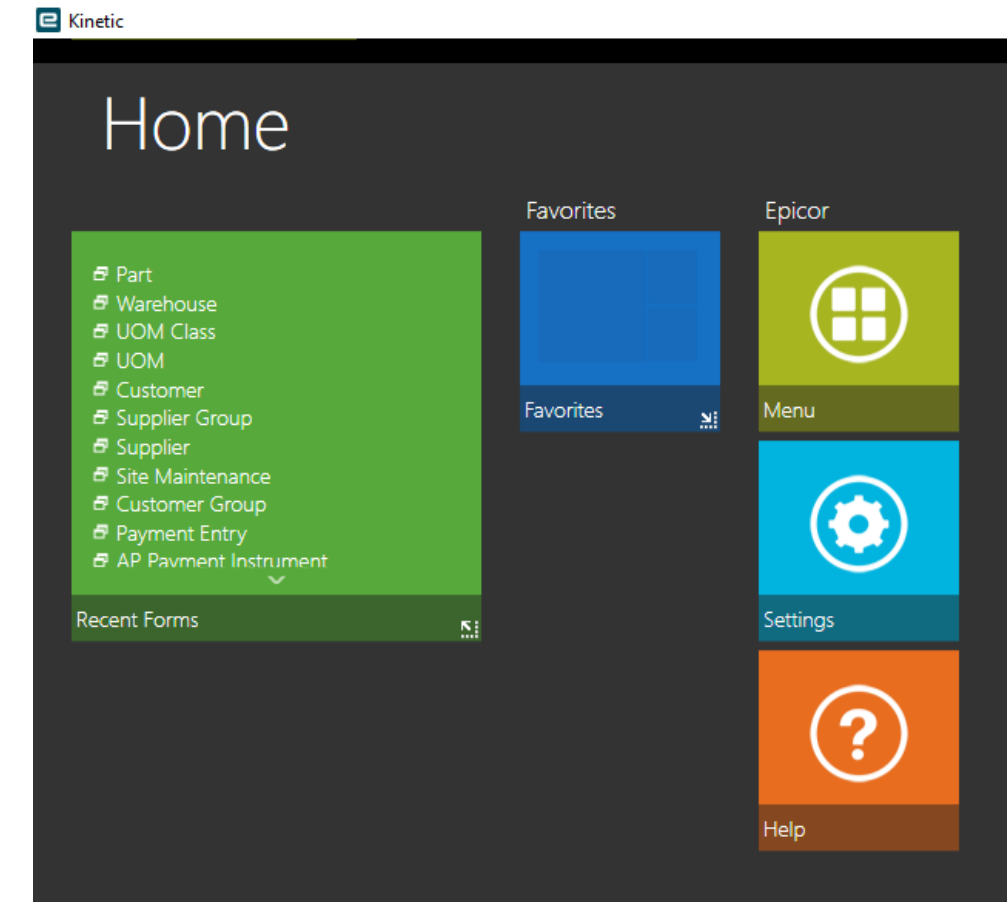
STELLAR DYNAMICS (8 YRS)

SYSTEM PRO:

1. Commitment- All investment to develop Epicor alone
2. Customizable to Organization's Processes, Reports
3. Support hub- in PJ, if SD is no longer around

SYSTEM CONS:

1. May Be Overwhelming For First-time Users
2. No mobile app at the moment



Kinetic vs SAP Business ByDesign vs Infor SyteLine

Features



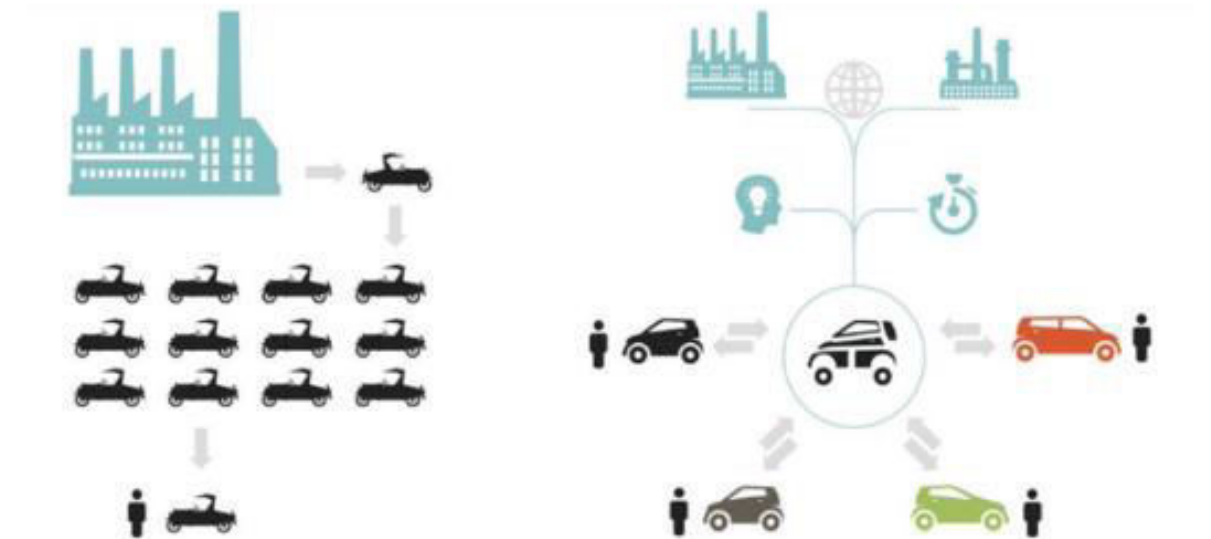
Customer Relationship Management (CRM)	✓	✓ Advantage	✓
Marketing Management	✓ Advantage	✓	✓
Sales Management	✓	✓	✓ Advantage
Human Resource Management	✓	✓ Advantage	✓
Project Management	✓	✓	✓ Advantage
Demand and Sales Forecasting	✓ Advantage	✓	✓
Purchase Management	✓ Advantage	✓	✓
Cash Flow Management	✓	✓ Advantage	✓
Order Management	✓ Advantage	✗	✓
Multi-currency Management	✓	✓	✓ Advantage
Procurement	✓	✓ Advantage	✓
Supply Chain Management (SCM)	✓	✓ Advantage	✓
Integrations	✓ Advantage	✓	✓
Data Analysis	✓	✓ Advantage	✓
Taxation	✓ Advantage	✗	✓
Reporting	✓ Advantage	✓	✓



GO-LIVE IN NOV '22

WHAT TO EXPECT:

1. **Lag time**- Takes **time & practice** to get used to new things/ system
Plan! Send in requests earlier as lag time is expected.
2. System= structure= standardized process = expect **no flexibility**
New ways of doing things, more structured, organized, less errors and eventually faster.
3. System is a **tool** for us to use. It cannot replace a function that a person has to do.



ORGANIZATIONAL CHANGES

EMBRACING INDUSTRY 4.0- DIGITALIZATION AND AUTOMATION

Outlook, Teams, (HR) Paybun, (ERP) Epicor, Performance Review, Project management, Claims submissions, etc.

PERFORMANCE REVIEW

Target revamp for all departments in 2023

TALENT UPSKILL AND GROWTH

Talents are identified in the company for further development

TALENT RETENTION

Contract and Permanent staff salary and benefits adjustments

COMPANY ACTIVITIES

Townhall- birthday celebrations, Annual Dinner, Trips/ Retreats, Family Day



ORGANIZATIONAL CHANGES

MOVE TO NEW OFFICE & STORE IN 2023!

BIM Team

Design Team

Engineering Team

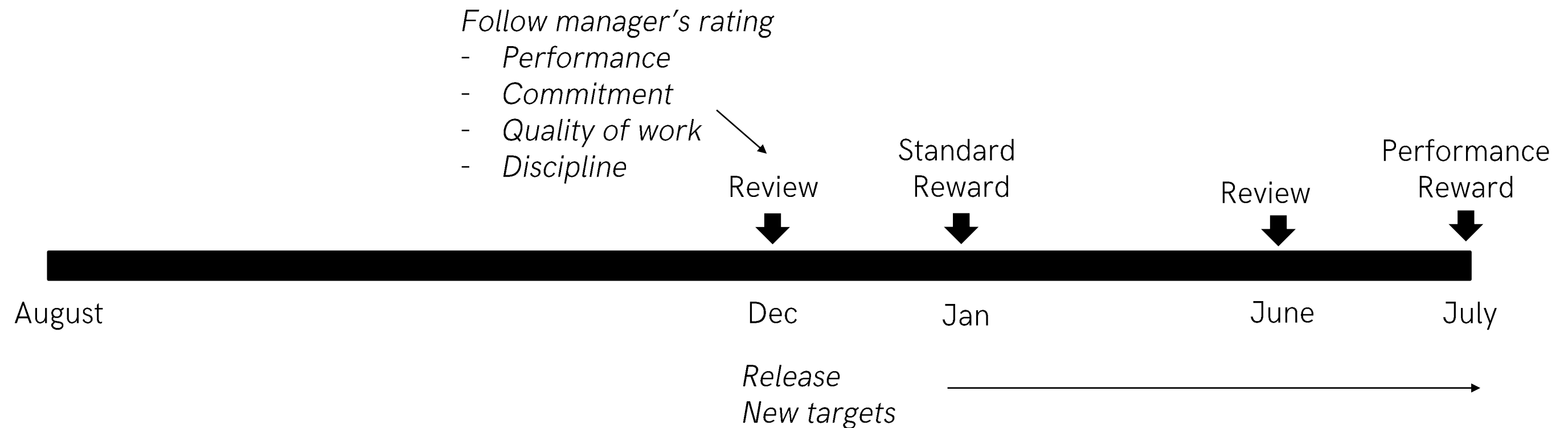


PERFORMANCE REVIEW



PERFORMANCE REVIEW

- Follow financial year (August 2022- July 2022)
- 2 times (Mid-Year and Year-End)



TALENT RETENTION



SALARY & BENEFITS ADJUSTMENTS

- For SOME permanent staff, there will be a salary adjustment in the coming January 2023 increment.
- For Contract staff, some are identified to retain. Salary packages will change.

For Engineer graduates,

Project Executive (fresh grad)
Junior Engineer (>1 yr in Lufter)
Project Engineer (Has work experience as Engineer)
Senior Project Engineer
Assistant Project Manager
Project Manager

For Experienced supervisors/coordinators/Diploma holders,

Project Supervisor
Project Coordinator
Project Executive
Senior Project Executive
Assistant Project Manager
Project Manager

TALENT RETENTION



WHAT TO EXPECT?

- Annual Leave (HR will announce later)
 - Paternity Leave (HR will announce later)
 - Maternity Leave (in 2023)
 - Food Allowance/ Overtime (in 2023)
 - Other benefits
 - Contract Staff Packages
-
- HR will announce new benefits from time to time during townhalls, please pay attention to the changes. It will replace current terms in Handbook.

COMPANY ACTIVITIES



TOWNHALLS AND MONTHLY BIRTHDAY CELEBRATIONS

- Will be hybrid (Physical and virtual) from next month onwards

ANNUAL DINNER

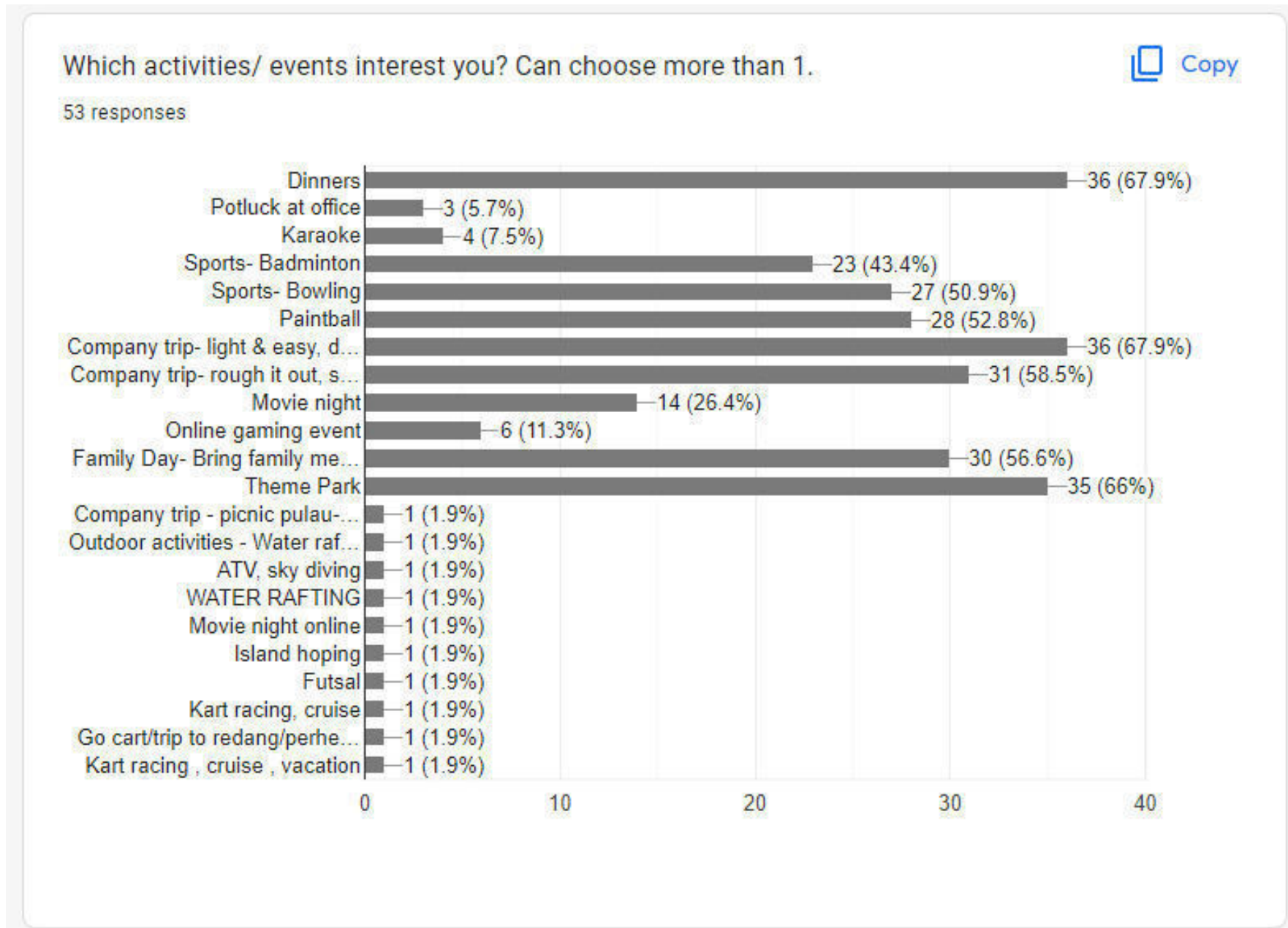
- Will organize once Dexcom team mobilizes back to Selangor i.e. Dec/Jan

COMPANY ACTIVITIES

- Will start once Dexcom team mobilizes back to Selangor i.e. Dec/Jan
- Include : Sports Competition, Day Trip, Family Day



YOUR OPINION MATTERS



REFER A TALENT!



REFERRAL FEE

- Pass this name card (from HR)/ QR code to talents you know which could fill the list of positions we have, regardless of vacancy at the moment.
- If suitable, we will interview and standby for when we have any vacancy.
- If your contact is hired, and passed performance review after 3 months, you'll receive a referral fee of RM 250



CURRENT VACANCY

- Driver

WEBSITE

www.lufter.com.my

EMAIL

simonloh@lufter.com.my

CONTACT NUMBER

+6012-3313120

ADDRESS 1

C-5-05, Capital 3, Oasis Square,
No.2, Jalan PJU 1A/7A,
Ara Damansara,
47301 Petaling Jaya, Selangor

ADDRESS 2

No.11A & 15, Jalan PJU 1A/5A,
Ara Damansara,
47301 Petaling Jaya,
Selangor, Malaysia



Quality & Risk Management Department



Agenda

- Updates on Quality Objective FY2023
- Reminder: Updates on Form and Format

Update on Quality Objective FY2023

Category	Quality Objectives	Analysis Frequency	Analysis Responsibility	Analysis Method	Resources Required
The degree of customer satisfaction	Customer Satisfaction for Project Department To achieve over <u>80%</u> of customer satisfaction positive feedback.	Yearly	Quality Department	Satisfaction Index & Percentage	Competent Project Team, Project Assistant, Engineering Coordinator, QA Personnel
	Customer Satisfaction for Engineering Department To achieve over <u>80%</u> of customer satisfaction positive feedback.				
Performance and effectiveness of QMS	Internal Audit To achieve <u>no repeated NC</u> in the internal audit.	Yearly	Quality Department	Table	Competent Internal Auditor, QMR, QA Personnel
Performance of external providers	Vendor Performances To achieve over <u>70%</u> of vendor performance satisfaction level.	Yearly	Purchasing Department	Percentage	Competent Project Managers
Conformity of services	Nonconformity Detected After Delivery To control <u>less than 2 warranty claims</u> on room parameter system per project during Defect Liability Period (DLP)	Yearly	Quality Department	Table	Competent Project Team
	Non-conforming work To achieve <u>less than 3 NC</u> from client and Quality Team during each project life cycle.	Yearly	Quality Department	Table	Competent QE and QA Personnel
Implementation effectiveness of planning	On-time Project Handover To achieve more than <u>90%</u> on-time project handover.	Yearly	Quality Department	Table	Competent Project Managers

Update on Quality Objective FY2023

Customer Satisfaction

To achieve over 80% of customer satisfaction positive feedback.



Customer Satisfaction for Project Department

Customer Satisfaction for Engineering Department

Internal Audit

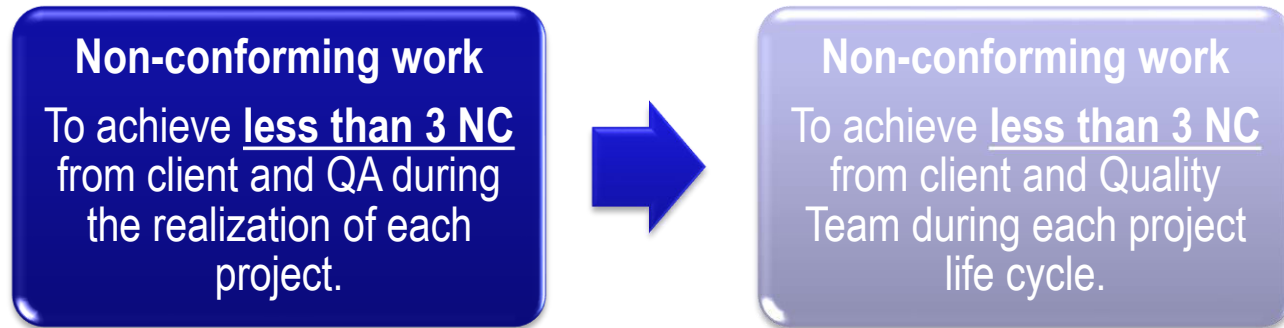
To achieve an overall of less than 7 NC in the internal audit



Internal Audit

To achieve no repeated NC in the internal audit.

Update on Quality Objective FY2023



Reminder: Updates on Form and Format

- Whole document use **font** "Arial Narrow".
 - The usage of font "Cambria" and "Calibri" are obsolete.
- Main title **font size** is 16, section title is 12, body content is 11.
- All of the **table size** in Portrait orientation is 17.5 cm table width, 26.2 cm for landscape orientation with centered alignment, exception can be made for special cases like long wording or many columns.
- **Margins** for all documents should follow below standard:
 - 2.54 cm for top and bottom
 - 1.9 cm for left
 - 1.5 cm for right

Updated documents on Lufter Website

Departments

Lufter Beluften

> Document List

✓ Formats

GENERAL

- [FOR-001 Minutes of Meeting](#)
- [FOR-002 Presentation to Client](#)
- [FOR-003 Engineering Quotation Template](#)
- [FOR-004 Lufter Project BOQ Template](#)
- [FOR-004 Lufter Project BOQ Template \(Sample\)](#)
- [FOR-005 Sample Format for Lufter Form](#)
- [FOR-006 Sample Format for Lufter Guidelines](#)
- [FOR-007 Lufter Project Quotation Template](#)

LUFTER®
 • Passion With Perfection • Engineers With Dreams •

Column Width: 6.73cm 2.00cm 3.75cm 2.00cm 3.27cm

Form Name	Form No.	XXX-X-XX	Effective Date	DD-Mmm-YYYY
	Rev. No.	XX	Total Page(s)	1 of 2

Name:		Asset No.:	
Project Code:		Location:	
Date:		Asset No:	
		Signature:	

No	Description	Status		Remarks
		Received	Approved	
1.	Check all component name plate, model & spec. as per approved SIT.			
2.	Check location, elevation and orientation of heat recovery wheel correct according to approved shop drawing.			
3.	All access doors are not blocked from any obstacle and have adequate maintenance space.			

1.0 EXECUTIVE SUMMARY

Project BOLEH scope consists of installation of 3 new machines for compression and encapsulation line which are Fette 2020 and Fette 3090 and Zanasi 70C.

2.0 INTRODUCTION

2.1 Description

GSK has been operating for over 60 years in Malaysia having started its first operations back in October 1958. In last 6 decades, GSK Malaysia has grown substantially both in its infrastructure, business operations as well as talent base. Currently operating with over 1000 employees spread across its four business entities – Pharmaceuticals.

1) Non-Conformances		2) Re-Inspection	
3) Comments			
Checked By (Lufter's Rep.): _____ Name: Designation: Company: Date:		Verified By (Client's Rep.): _____ Name: Designation: Company: Date:	
		Approved By (Client): _____ Name: Designation: Company: Date:	

Diagram illustrating the dimensions of the LUFTER logo and the table structure:

- Logo Dimensions: H: 140mm, W: 155mm
- Table Dimensions: ALL table Width (portrait): 17.5cm and Center Arial Narrow, Font Size 5
- Table Column Widths: 6.25cm, 1.91cm, 3.39cm, 2.61cm, 2.23cm
- Table Content: Guidelines Name, Doc. No., Effective Date, DD-Mmm-YYYY

GUIDELINES NAME

XXX-GD-XX

Revision No: XX

REVISION HISTORY

[illegible]

APPROVAL

DESIGNATION		SIGNATURE	DATE
Reviewed By:	QMR		DD-Mmm-YYYY
Approved By:	MD		DD-Mmm-YYYY



End of Presentation

