

Townhall 2024

24-May-2024



AGENDA

- Human Resources
 - New staff introduction
 - Best Employee Award
 - Anti-Bribery And Anti-Corruption
 - Sexual Harassment
- Admin
 - Daily Task
 - Office opening procedure
 - Office closing procedure
- CTD
 - Internal and External Audit
- Document Control - Where to find LUFTER documents?
 - Company Policy
 - Vision, Mission, Quality Objective
 - Company CIDB & ISO Cert

HUMAN RESOURCE DEPARTMENT

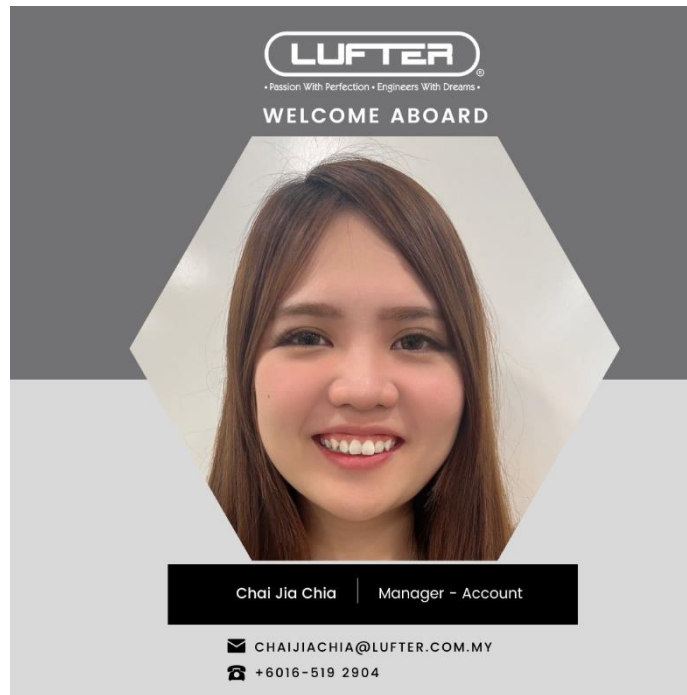




NEW STAFF INTRODUCTION

New staff join May-24:

- *Chai Jia Chia : Manager – Account
(will be on-board on 27-May-2024)*



BEST EMPLOYEE AWARD



Personal update:

- Join Luftra Sdn Bhd as Project Supervisor on Apr-2018.
- On Feb-2023 has been promoted to Project Executive and on Nov-2023 promoted to Assistant Engineer.
- His Manager (Koh) comments:
 - Able to work independently with minimal supervision and solving site issue.

BEST EMPLOYEE AWARD



Personal update:

- Join Lufter Sdn Bhd as BIM Modeller on Aug-2022.
- On Oct-2023 has been promoted Team Lead – BIM
- His Manager (Koay) comments:
 - Responsible and committed to his work

BEST EMPLOYEE AWARD



Personal update:

- Join Luffer Sdn Bhd as Senior HR & Admin Executive on Dec-2021.
- Her Manager (Angie) comments:
 - She has shown improvement in her work. Aside from that, she is willing to try and learn despite rejecting the task immediately. Also, she is hardworking and even working during her maternity leaves as well as medical leave. We appreciate and grateful to have committed employee like Eliana. Keep up the good work!



ANTI-BRIBERY AND ANTI-CORRUPTION

What is Bribery and Corruption?

Bribery:

- Offering, giving, soliciting, or receiving of any item of value as a means of influencing the actions of an individual holding a public or legal duty.

Corruption:

- Dishonest or fraudulent conduct by those in power, typically involving in bribery.





ANTI-BRIBERY AND ANTI-CORRUPTION (CONT.)

Examples of Bribery in the workplace:

1. Bribing a Senior member of staff to hire a certain candidate / family members.
2. Cover-up an employee or business mistake by offering gifts or money.
3. Bribing a member of staff of higher authority to gain a pay rise or extra company benefits
4. Paying procurement staff to get a Company decision and choose them as a vendor / supplier

What is the affect at the workplace?

Employees know that they are working for an unethical company, where bribery is tolerated and practiced, are more likely to be unmotivated and disinterested in their work. This negatively affects performance, output and overall staff morale. This can lead to high staff turnover.



ANTI-BRIBERY AND ANTI-CORRUPTION (CONT.)

How to deal with bribery in the workplace?

1. When you are offered a bribe directly, assess the situation first. Someone attempting to bribe you may apply a great deal of pressure on you to accept it...
2. Maintain presence of mind...
3. Be sure to notify your superior immediately and provide a full account of what took place.



ANTI-BRIBERY AND ANTI-CORRUPTION (CONT.)

Examples of Corruption in the workplace:

1. Falsifying or misleading claims, financial report
2. Procurement fraud
3. Embezzlement
4. Money laundry

What is the affect at the workplace?

Corruption also erodes the trust in the Company. This situation can makes an employees feels unstable and/or no trust to works at the company for a long term. This also can lead to high turnover rate.





SEXUAL HARASSMENT

Sexual Harassment defines as any unwanted conduct of a sexual nature, whether verbal, non-verbal, visual, gestural or physical, directed at a person which is offensive or humiliating or is a threat to his well-being, arising out of and in the course of his employment.

Examples :

1. Physical conduct:

- Touching someone without their consent
- Physical assault, such as hitting, punching, or pushing.
- Stalking or following someone in a way that is threatening or intimidating

2. Verbal conduct:

- Making inappropriate jokes, remarks, teasing, or asking sexually related questions
- Gossiping about someone and spreading lies about them
- Making inappropriate sounds such as kissing sounds, whistling, or smacking lips
- Sending someone sexual emails, notes, or letters



SEXUAL HARASSMENT (CONT.)

3. Non-Verbal conduct:

- Looking a person up and down (elevator eyes)
- Following or stalking someone
- Making sexual gestures with the hands or through body movements
- Using facial expressions such as winking, throwing kisses, or licking lips

4. Visual conduct:

- Unwanted letters, telephone calls, or materials of a sexual nature
- Emails, text messages, lewd wallpapers or screen savers on computers, nude calendars
- Obscene or unwanted sexual looks or gestures



ADMIN



DAILY TASKS

Daily Tasks				
Monday	Tuesday	Wednesday	Thursday	Friday
Office SOP	Office SOP	Office SOP	Office SOP	Office SOP
Pantry	Pantry	Pantry	Pantry	Pantry
Fumigate	-	Fumigate	-	Fumigate

Office SOP

- ✓ Collect and throw all of the rubbish from the office.
- ✓ Every day, replace the pantry trash bag (black color) to a new one to prevent food odors.
- ✓ Replace the work area plastic bag (blue color) should the plastic got torn or food/drink waste are visible.

Pantry

- ✓ Disinfect pantry cabinet and counter.
- ✓ Remove waste from the sink's strainer.
- ✓ Clean any visible food/drink stains.
- ✓ Store away all the utensils in dish drainer at their cabinet.
- ✓ To clear fridge so no food/drinks stay over the weekend.

Fumigate

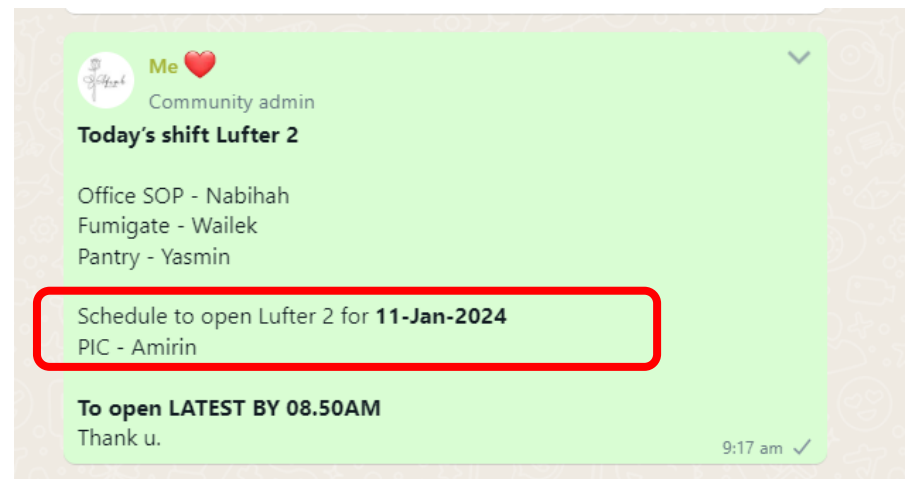
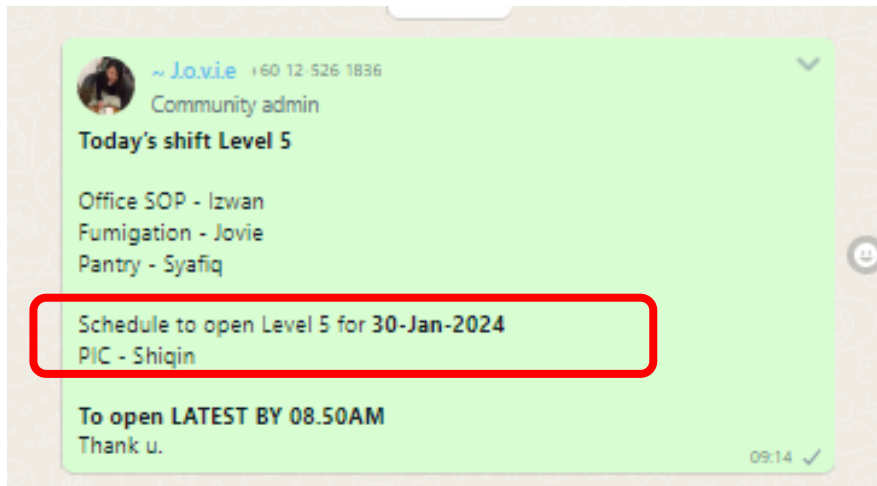
- ✓ Fumigate at each area.



DAILY TASKS

PIC to Open Office

- ☐ To open latest by 08.50am.
- ☐ Please get the key from Admin in charge the day before.
- ☐ To switch on all the lights, AC's and air purifiers.



OFFICE OPENING PROCEDURE



NEW SECURITY SERVICE PROVIDER

**New Security
Provider:**

SECOM Smart
Malaysia Sdn. Bhd.

**Start Date of
Transition :**

15-May-2024

Transition Period :

15-May-2024 to 31-
May-2024

*During the transition
period, please let us
know if you encounter
any problem to open or
close the office.*

LUFTER 2 UNLOCK MAIN DOOR



1. Deactivate the first alarm using the remote. Unlock the main door using the keys.



2. Scan your face at the Facial Recognition System and Enter.



3. Deactivate the SECOM alarm by inserting the 4-digit code & 'Disarm' button.



A – Top
B – Bottom



**4 Digit Code: 0213
To Disarm:**



OFFICE LEVEL 5 UNLOCK MAIN DOOR



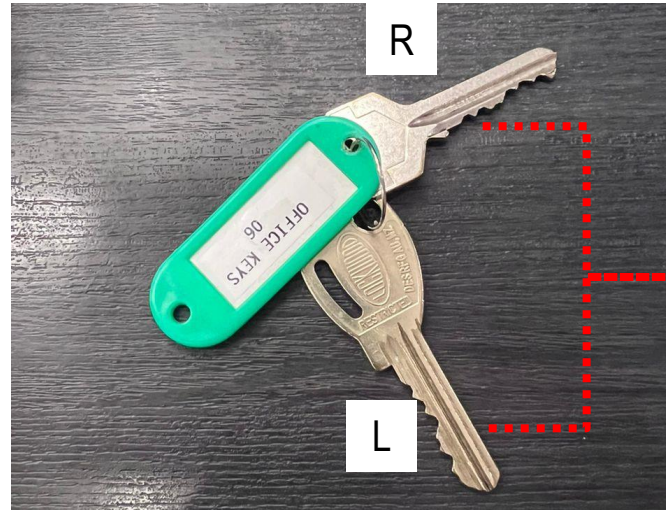
1. PIC to unlock the main wooden door using the 2 keys.



2. Scan your face at the Facial Recognition System and Enter.



3. Deactivate the alarm by pressing 0218# at the switchboard area.



1. L: Left Wooden Door
2. R: Right Wooden Door



OFFICE LEVEL 5 UNLOCK MAIN DOOR



Push the trolley out over the red line & hang the chains to both sides

SWITCH ON THE LIGHTS

Lifter 2

- Manager's Room
- Design & BIM Area
- Rajesh Meeting Room (Only when in use)
- Howard Meeting Room (Only when in use)
- Discussion Area (Only when in use)
- Toilet & Prayer Room Area
- Staff areas in the cabinet beside pantry

Office

- Cabinet beside office entrance
- Outside Finance Manager's Room
- Finance Manager's Room
- Outside Store Room Area
- Leonard Meeting Room (Only when in use)
- Sheldon Meeting Room (Only when in use)
- Pantry
- Toilet
- Prayer Room (Only when in use)

SWITCH ON AIRCONDITIONERS

Lufter 2

- Manager's Room
- Design & BIM Area
- Howard Meeting Room (Only when in use)
- Rajesh Meeting Room (Only when in use)
- Staff area AC Controller in Cabinet beside Pantry.
- Discussion Area (Only when in use)

Office

- Cabinet beside office entrance
- Outside Finance Manager's Room
- Finance Manager's Room
- Outside Store Room Area
- Leonard Meeting Room (Only when in use)
- Sheldon Meeting Room (Only when in use)

SWITCH ON AIR PURIFIERS

Luffer 2

- Manager's Room
- Engineering Area
- Design & BIM Area
- Discussion Area (Only when in use)
- Howard Meeting Room (Only when in use)
- Rajesh Meeting Room (Only when in use)
- CTD Area

Office

- MD's Room
- HOO's Room
- Account Manager's Room
- Finance Manager's Room
- Leonard Meeting Room (Only when in use)
- Sheldon Meeting Room (Only when in use)
- Pantry Area
- Photostat Area
- Store Room Area
- Project Areas
- Account Executive Area
- Project Manager's Area
- HR & Purchasing Area

OFFICE CLOSING PROCEDURE



SWITCH OFF THE LIGHTS

Lifter 2

- Manager's Room
- Design & BIM Area
- Rajesh Meeting Room (Only when in use)
- Howard Meeting Room (Only when in use)
- Discussion Area (Only when in use)
- Toilet & Prayer Room Area
- Staff areas in the cabinet beside pantry

Office

- Cabinet beside office entrance
- Outside Finance Manager's Room
- Finance Manager's Room
- Outside Store Room Area
- Leonard Meeting Room (Only when in use)
- Sheldon Meeting Room (Only when in use)
- Pantry
- Toilet
- Prayer Room (Only when in use)

SWITCH OFF AIRCONDITIONERS

Lifter 2

- Manager's Room
- Design & BIM Area
- Howard Meeting Room (Only when in use)
- Rajesh Meeting Room (Only when in use)
- Staff area AC Controller in Cabinet beside Pantry.
- Discussion Area (Only when in use)

Office

- Cabinet beside office entrance
- Outside Finance Manager's Room
- Finance Manager's Room
- Outside Store Room Area
- Leonard Meeting Room (Only when in use)
- Sheldon Meeting Room (Only when in use)
- *Please do not switch off server room AC.*

SWITCH OFF AIR PURIFIERS

Luffer 2

- Manager's Room
- Engineering Area
- Design & BIM Area
- Discussion Area (Only when in use)
- Howard Meeting Room (Only when in use)
- Rajesh Meeting Room (Only when in use)
- CTD Area

Office

- MD's Room
- HOO's Room
- Account Manager's Room
- Finance Manager's Room
- Leonard Meeting Room (Only when in use)
- Sheldon Meeting Room (Only when in use)
- Pantry Area
- Photostat Area
- Store Room Area
- Project Areas
- Account Executive Area
- Project Manager's Area
- HR & Purchasing Area

LUFTER 2 LOCK MAIN DOOR



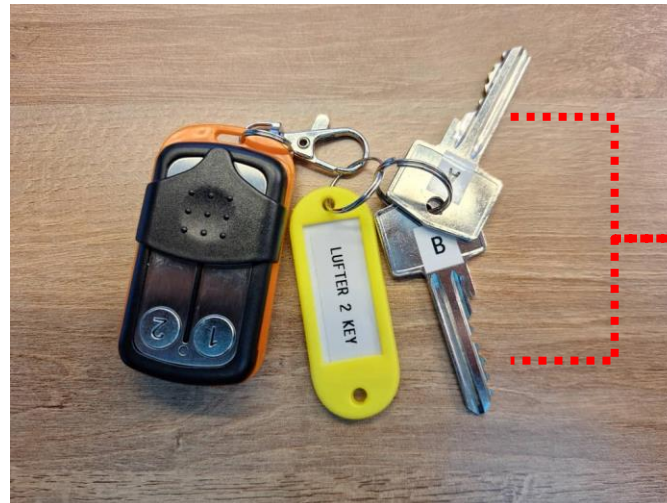
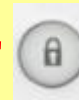
1. Activate the SECOM alarm by inserting the 4-digit code & 'Arm' button. Exit the building.



2. Lock the main door using the keys provided. Activate the second alarm.



**4 Digit Code: 0213
To Arm:**



A – Top
B – Bottom

OFFICE LEVEL 5 LOCK MAIN DOOR



Push the trolley back in the office area.

OFFICE LEVEL 5 LOCK MAIN DOOR



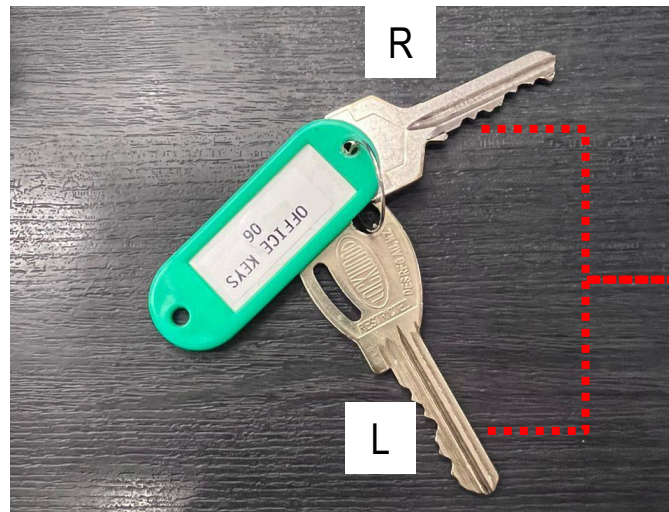
1. Activate the alarm by pressing 0218# at the switchboard area.



2. Lock the main wooden door using the 2 keys.



Please do not hesitate to contact Admins if you require further assistance on this matter. Thank you 😊



1. L: Left Wooden Door
2. R: Right Wooden Door

COMPLIANCE, TRAINING & DEVELOPMENT



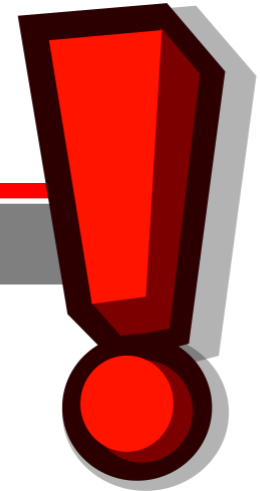
Updated Internal Audit Schedule

Date	Time	Procedures/ Processes	Auditee	Auditor
04-Jun-2024	10.00a.m-12.00p.m	Purchasing	Angie /Izwan /Syafiq	Eliana /Nabilah /Edwin
05-Jun-2024	9.30a.m-1.00p.m	PSSS01	Yuk Lun /Izzat /Hana /Nabilah	Angie /Suhaimi /Peng
	2.30p.m-4.00p.m	HR	Angie /Eliana	Peng
06-Jun-2024	10.00a.m-1.00p.m	PRSH01	Koh /Zaki /Hana /Nabilah	Angie /Suhaimi /Peng
	2.30p.m-4.30p.m	Design & Tender	Koay /Wai Lek /Jane	Hana /Afiah /Izwan (Trainee)

Updated Internal Audit Schedule

Date	Time	Procedures /Processes	Auditee	Auditor
07-Jun-2024	9.30a.m-12.30p.m	Engineering	Koh /Afiah /Ayu /Irham /Nabil	Na'im /Izwan (Trainee)
	3.00p.m-5.00p.m	Admin	Angie /Nabilah /Jovie /Izwan /Afiah /Ayu /Eliaana	Hana /Haris (Trainee)
10-Jun-2024	9.30a.m-11.00a.m	QMS	Peng /Hana	Shiqin /Bob
	11.30a.m-1.00p.m	Management	Angie	Afiah /Nabilah
	2.30p.m –3.30p.m	DCC	Nabilah	Shiqin /Haris (Trainee)

Previous Findings & Comment



1. Project Team

01 Drawings

Drawings that attached to T&C forms must highlight the area being installed / teste, then signed off by PIC that conduct inspection.

02 Project Master Costing

Shall be presented to Senior Management for approval before project start.

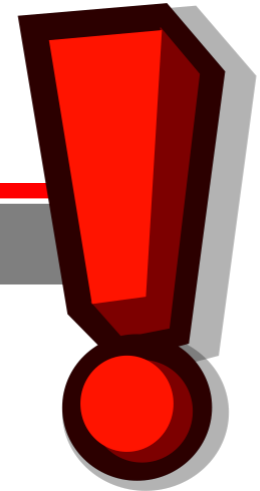
03 Material Delivery

If the delivered material to site is large in quantity, put remarks on the DO to indicate will check within 2 weeks from date of delivery.

04 Meeting with Sub-Con

- Coordination Meeting with Sub-con should continuously discussed and record in MOM
- Communicate with Sub-con on Lufter quality objective and policy during Kick Off meeting.

Previous Findings & Comment



1. Project Team

05 Calibration Certificate

Keep a copy of the Sub-con's testing instrument calibration certificate.

06 Material Storage

- Material to be keep above ground.
- Sub-con to have proper storage area.

07 Project Preparation Checklist & Demobilization Checklist

The control of equipment, hand tools during mobilization and de-mobilization need to properly recorded for future tracking.

08 Internal Punch List

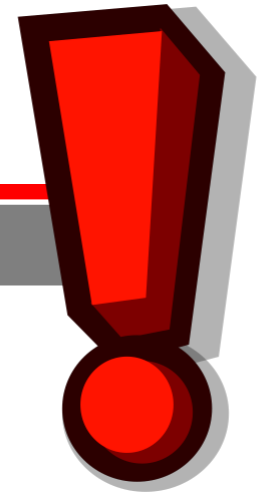
Record clearly the root cause and corrective action on handover inspection defect or snag list to determine the need for continual improvement.

Previous Findings & Comment

2. Engineering Team

01 Written Confirmation from Client

WhatsApp or Paybun is given by client when client is unable to provide the PO or Service Contract in time due to requested activity is urgent.



02 Examination / Assessment

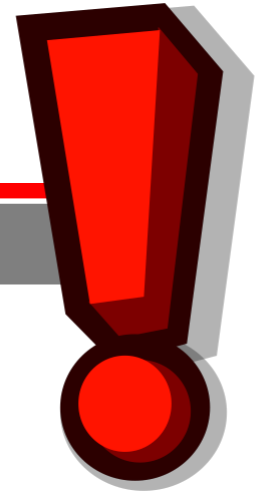
Examination or assessment must done for new employees or existing team members to assess their competency, which was spelled out in the SOP.



03 Service Chit

To state clearly the needs of Service Chit for the work activity attend/ client complaint and include current system (Paybun) used in the SOP.

Previous Findings & Comment



3. Design & Tender Team

01 Quotation / Tender Success rate



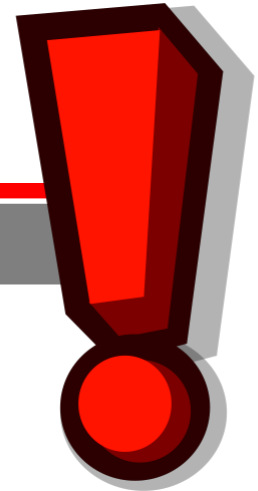
02 Tender Process

The SOP need to clearly state the level of preparation, review and approval.

03 Update

- To add more information relating to the impact towards cost and schedule as part of the monitoring for design changes.
- External document (regulation) is regularly updated and the date of update is clearly indicated.

Previous Findings & Comment



4. Purchasing Team

01 Vendor Performance

No communication to vendor for performance improvement.

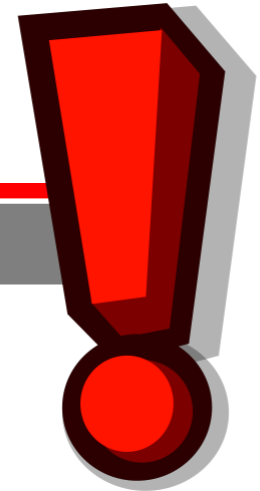
02 Obsolete List

To provide an obsolete list of vendor that has been terminated for future reference.

03 Vendor Interview

Checklist/criteria for the Vendor interview.

Previous Findings & Comment



5. HR & Admin Team

01 Training Master Plan

02 Infrastructure List

Infrastructure list included laptop, printer, company car must be updated and send to senior management for review

03 Store Management

To justify clearly why there are differences between equipment at Lufter 2 and at office on the management of material.

04 Testing Instrument List

Status for calibration for instruments need to be stated clearly. E.g. Calibrated, Not Calibrated, Obsolete, Not in Use, Send to Vendor for Calibration or Quarantine.

05 Storage and Handling

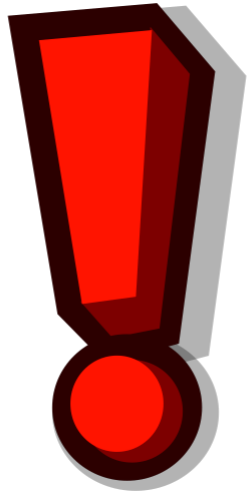
- Segregate and label for equipments / tools that obsolete and out of specs.
- Segregate of calibrated equipments that not necessary for calibration equipments.

06 OJT & JD

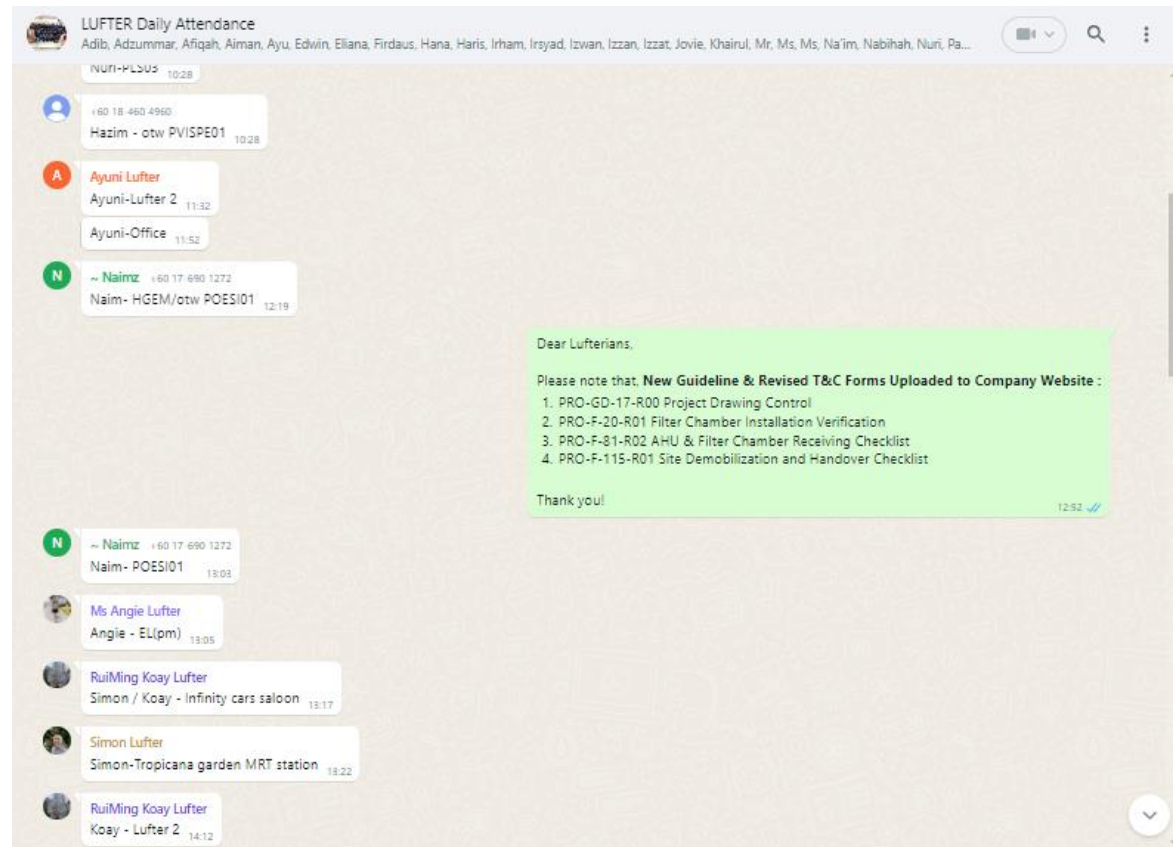
DOCUMENT CONTROL



WHERE TO FIND LUFTER DOCUMENTS?



Announcement of
New and Revised
Documents !

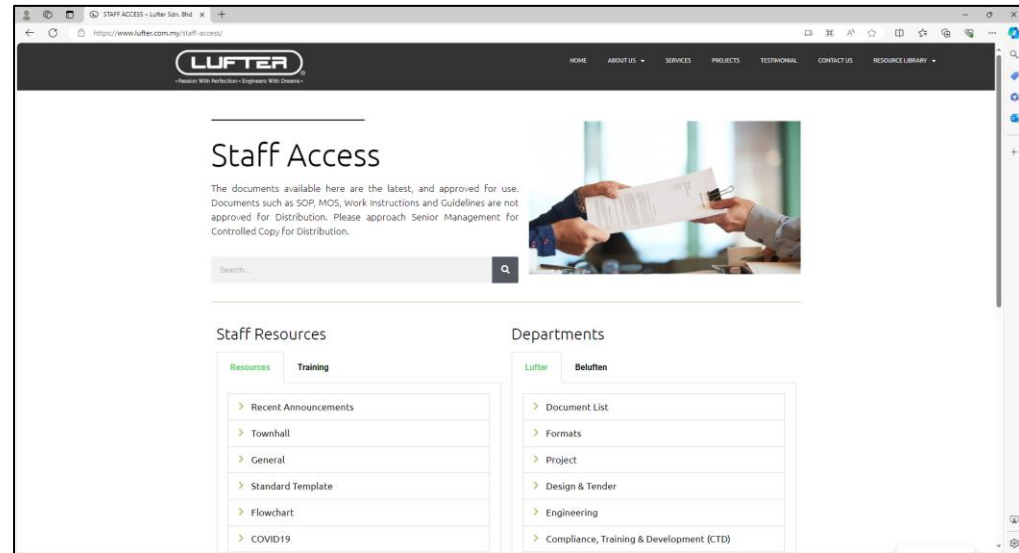


WHERE TO FIND LUFTER DOCUMENTS?

1. LUFTER Website

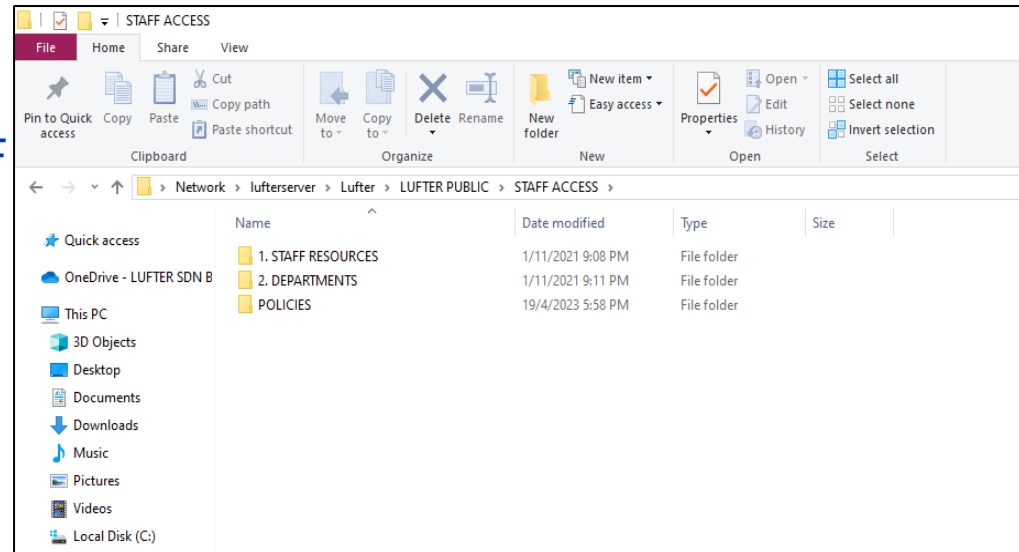
<https://www.lufter.com.my/staff-access/>

Password : 21Lufter@0213

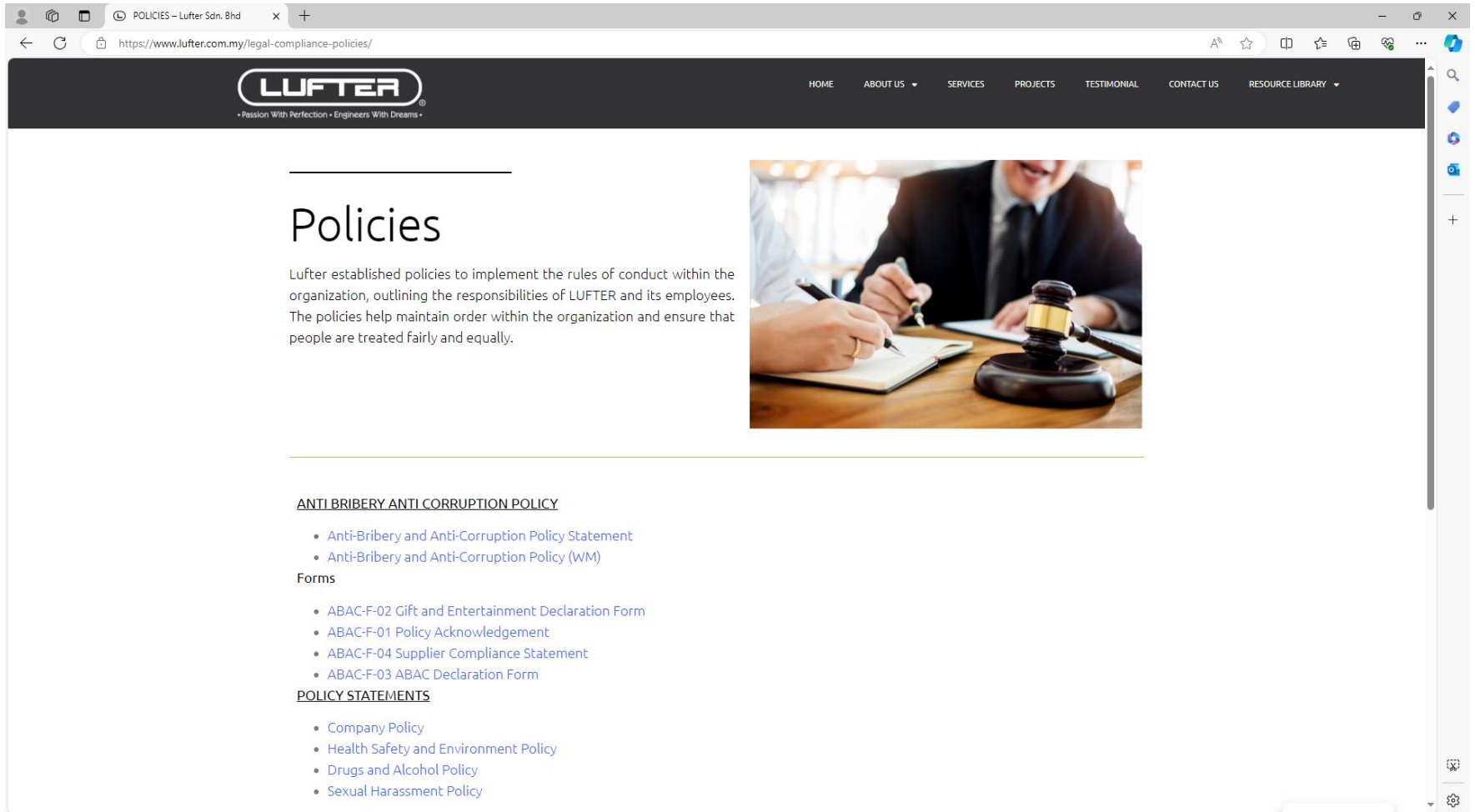


2. Server Access

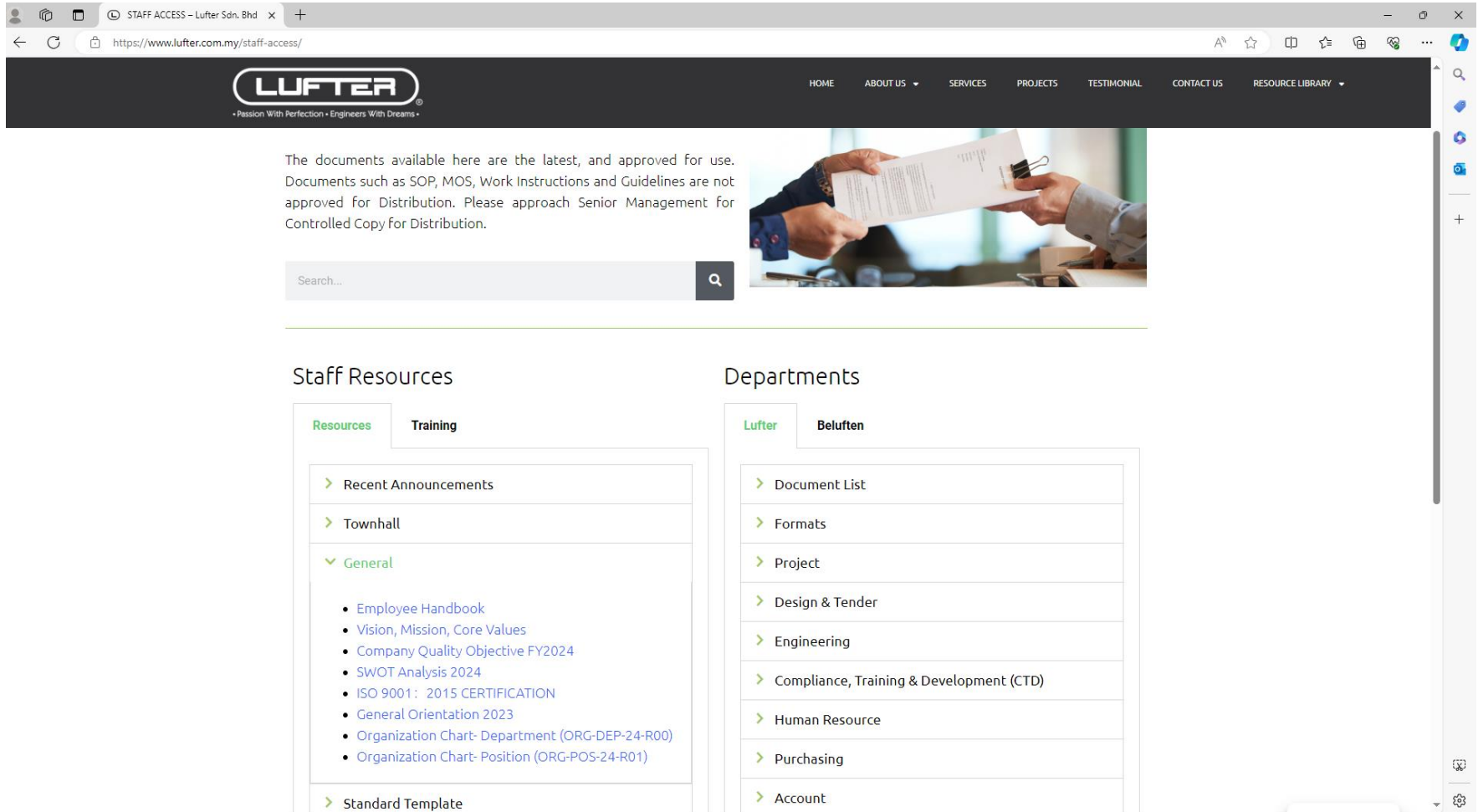
\\lufterserver\Lufter\LUFTER PUBLIC\STAFF ACCESS



LUFTER WEBSITE – POLICY



LUFTER WEBSITE – VISION, MISSION, QUALITY OBJECTIVE



STAFF ACCESS – Lufter Sdn. Bhd. x +

https://www.lufter.com.my/staff-access/

LUFTER
• Passion With Perfection • Engineers With Dreams •

HOME ABOUT US SERVICES PROJECTS TESTIMONIAL CONTACT US RESOURCE LIBRARY

The documents available here are the latest, and approved for use. Documents such as SOP, MOS, Work Instructions and Guidelines are not approved for Distribution. Please approach Senior Management for Controlled Copy for Distribution.

Search...

Staff Resources

Resources Training

- > Recent Announcements
- > Townhall
- > General
 - Employee Handbook
 - Vision, Mission, Core Values
 - Company Quality Objective FY2024
 - SWOT Analysis 2024
 - ISO 9001 : 2015 CERTIFICATION
 - General Orientation 2023
 - Organization Chart- Department (ORG-DEP-24-R00)
 - Organization Chart- Position (ORG-POS-24-R01)
- > Standard Template

Departments

Lufter Beluften

- > Document List
- > Formats
- > Project
- > Design & Tender
- > Engineering
- > Compliance, Training & Development (CTD)
- > Human Resource
- > Purchasing
- > Account

SERVER ACCESS – VISION, MISSION, QUALITY OBJECTIVE

File Explorer interface showing the path: Network > lufterserver > Lufter > LUFTER PUBLIC > STAFF ACCESS > 1. STAFF RESOURCES > 1. RESOURCES > 3. GENERAL >

Left sidebar (Navigation pane):

- Quick access
- OneDrive - LUFTER SDN B
- This PC
 - 3D Objects
 - Desktop
 - Documents
 - Downloads
 - Music
 - Pictures
 - Videos
 - Local Disk (C:)
- Network

Main pane (Table view):

Name	Date modified	Type	Size
1. EMPLOYEE HANDBOOK	22/2/2023 10:30 AM	File folder	
2. VISION, MISSION, CORE VALUES	1/8/2021 4:58 PM	File folder	
3. COMPANY QUALITY OBJECTIVE 2024	5/3/2024 9:27 AM	File folder	
4. SWOT Analysis 2024	5/3/2024 9:27 AM	File folder	
5. ISO 9001: 2015 CERTIFICATION	19/9/2022 6:04 PM	File folder	
6. GENERAL ORIENTATION 2023	16/6/2023 11:31 AM	File folder	
7. ORGANIZATION CHART- DEPARTMENT	15/3/2024 3:41 PM	File folder	
8. ORGANIZATION CHART- POSITION	15/3/2024 3:41 PM	File folder	

COMPANY CIDB AND ISO CERT

CERTIFICATION - Lufter Sdn. Bhd. x

https://www.lufter.com.my/certification/

LUFTER
• Passion With Perfection • Engineers With Dreams •

HOME ABOUT US SERVICES PROJECTS TESTIMONIAL CONTACT US RESOURCE LIBRARY

Certification - TUV ISO 9001:2015, CIDB



TUV ISO 9001:2015

Certificate

Standard ISO 9001:2015

End of Presentation

