





# Table of Contents

<b>Introduction</b>	<b>5</b>
Company Background	5
Company Vision	5
Core Values	5
Beliefs	5
Purpose	5
Appointment	6
Workplace	6
Working Hours	6
Policy	6
Organisation Chart	6
Employment Offer	6
Non-Disclosure and Confidentiality Undertaking	7
Notification and Updating	7
Probation Period	7
Probation	7
Confirmation	7
Resignation and Termination of Employment	7
Resignation/Termination	7
Dismissal	8
Surrender of Company Properties	8
Retirement & Re-Employment	8
<b>Remuneration</b>	<b>9</b>
Compensation	9
Salary Administration	9
Overtime Payment	9
Central Provident Fund Contribution (CPF)	9
Income Tax	9
Salary Confidentiality	9
Employees Performance Review and Rewards	9
Employee Appraisal System	9
Salary Increment/Bonus	9
Company Rights	9



<b>Leave Benefits</b>	<b>11</b>
Leave Scheme	11
Public Holidays	11
Leave Eligibility	11
Annual Leave Entitlement	11
Birthday Off Entitlement	11
Leave Application	11
Accumulation of Leave	11
Consumption of Next Calendar Year’s Annual Leave Entitlement	12
Annual Leave on Resignation	12
Medical Leave	12
Dental Health	13
Maternity Leave (Applicable for Female Employees)	13
Paternity Leave (Applicable for Male Employees only)	14
Childcare Leave	15
Extended Childcare Leave	16
Shared Parental Leave	16
Adoption Leave	17
Unpaid Infant Care Leave	17
Marriage Leave	17
Compassionate Leave	17
Reservist Leave	17
Unpaid Leave	17
Long Term Illness	17
Off-in-lieu	18
<b>Employee Benefits</b>	<b>19</b>
Out-Patient Treatment	19
Complimentary Subscription	19
Family Discount	19
Team-Bonding Quarterly Budget	19
Professional Membership Subscriptions	20
Transport Claims	20
<b>Personal Data &amp; Privacy</b>	<b>21</b>
Compliance with the Personal Data Protection Act	21



Purposes of Use of Personal Data	21
<b>Employee Conduct</b>	<b>22</b>
Conduct and Responsibilities	22
Working Hours	22
Attire	22
Damage and Loss of Equipment and Properties	22
Misconduct	22
Obligations to the Company	22
Involvement in Outside Companies	22
Confidential/ Proprietary Information	23
<b>Obligations to the Company after Separation</b>	<b>24</b>
Non-Competition	24
Non-Solicitation	24
Inventions	24
Certain Remedies	24
<b>E-Policy</b>	<b>25</b>
E-mail usage	25
Unsolicited E-mail	25
Social Media Policy	25
Professional Use of Social Media	25
Private / Personal Use of Social Media	25
Violation of E-Policy	25



# 1. Introduction

## 1.1. Company Background

Our founders started as private tuition teachers, passionate about helping students improve their grades. They had one aim – to bring on smiles to the faces of parents by rewarding them with their returns on fee investment. We believe that every child has the potential to excel if they had a starting point to measure the progress and we believe that technology should be harnessed to increase the efficiency of learning.

## 1.2. Company Vision

### 1.2.1. Core Values

We did not create our values, we simply discovered what is authentic to us and what we feel strongly about. Values are how we decide our priorities when we have to choose. We are sometimes put into positions to choose between our values. In which case, the order of the values will decide which one we prioritise. We will prioritise these values over those that are not on this list.



#### 1. Accelerate

We execute with efficiency and clarity to expedite success.



#### 2. Trust

We communicate openly and support each other as one united team.



#### 3. Grow

We continuously strive to surpass our personal best, growing together to achieve common goals.



#### 4. Innovate

We seek meaningful ways to make a profound impact on the success of students and parents, as well as the team we build the future with.



#### 5. Overdeliver

We go above and beyond, setting new standards in pursuit of excellence.

### 1.2.2. Beliefs

We believe every student can access a world-class education that is personalised to them. However, most education systems cannot cater to individual needs. As a result, students are marginalised. They lose confidence in their own abilities and stop believing in themselves.

We are changing that.

We will provide students with the most effective personalised learning pedagogy with advanced technologies to help students exceed their own potentials faster. In turn, they will become confident contributors to society.

### 1.2.3. Purpose

From our core values and beliefs, our purpose emerges naturally. In many ways, our core purpose is similar to our core values: it is fundamental to Geniebook and it is deeply held and unchanging. Our purpose is like our heartbeat or soul - our *raison d'être*, that is, the reason for our existence. Also, since we want to help students to improve limitlessly, our purpose is like a guiding star on the horizon — forever pursued but never reached.

**Purpose - To accelerate students' learning 1000x faster, with personalisation and innovations so**

they can become confident contributors to the society.

## 1.3. Appointment

### 1.3.1. Workplace

The Company's official workplace is located at 3 Ang Mo Kio Street 62, #01-30, #01-48 and #05-30, Link@AMK, Singapore 569139.

Employees may also be stationed at the various Branches or may be required to travel from Branch to Branch in Singapore over the course of their work.

### 1.3.2. Working Hours

The Company's standard working week consists of five (5) days and working hours are as follows:

Weekdays: 9.00am - 6.00pm or 10.00am - 7.00pm or 12.00pm - 9.00pm or 12.30pm - 8.30pm

Weekends: 10.00am - 7.00pm or 11.00am - 9.00pm

Lunch or dinner break is limited to one (1) hour per day.

The exact working hours and days are subject to departmental and operational needs, which might include weekends.

You may be required to work outside your stated working hours when the need arises.

The Company reserves the right to change any work schedule to conform to operating requirements at any time.

### 1.3.3. Policy

The Employment Contract shall supersede the Employee Handbook if the terms and conditions stated in the Employment Contract differs from the Employee Handbook.

### 1.3.4. Organisation Chart

Refer to "GB Organisation Chart" here:

[https://drive.google.com/file/d/1-rmNHv4NJOESKvfY5Or4UyaoXvSYIN7M/view?usp=drive\\_link](https://drive.google.com/file/d/1-rmNHv4NJOESKvfY5Or4UyaoXvSYIN7M/view?usp=drive_link)

### 1.3.5. Employment Offer

It is the policy of the Company to hire individuals who are qualified or trainable for employment as determined by our standards of education, experience, aptitude, and character.

All decisions regarding the recruitment, selection, and placement of employees are to be made solely based on job-related criteria. Every effort will be made to hire employees for positions which best utilise their abilities.

Qualified candidates will be given a Letter of Employment with key employment terms and access to this Employee Handbook.

An offer of employment is subject to the following conditions:

- i. The candidate must declare the following personal information to the Company: -
  - a. Documentary Proof of no conviction of past criminal offence(s) / Any criminal records
  - b. Any medical conditions
  - c. Bankruptcy status
- ii. Non-citizens can only start their employment after approval of an Employment Pass, S-Pass or a Work Permit by the relevant authorities.

- iii. Prospective employees must acknowledge and abide by the following in this Employee Handbook:
  - a. non-disclosure and confidentiality undertaking in the next section
  - b. employee conduct
  - c. obligation to the Company on separation
  - d. e-Policy

### **1.3.6. Non-Disclosure and Confidentiality Undertaking**

It is mandatory that you do not, either during or after the termination of your employment, divulge or communicate to any unauthorised person(s) any information which may be deemed to be commercially sensitive, confidential, or secret. Such information includes the working of any process or invention which is being carried out or used by the Company. This undertaking will continue indefinitely even after cessation of employment by this company. Any breach of this undertaking may cause you to be liable of its consequences.

### **1.3.7. Notification and Updating**

If there are changes in your personal information (including Financial Situations and Criminal records), you are required to notify the Department Head and the Human Resource Department immediately. This enables the Company to maintain an updated record so that the best possible assistance can be rendered when the need arises.

Provision of false personal records, whether in the application for employment or during service, is a serious breach of contract and is liable to immediate dismissal without compensation or notice.

## **1.4. Probation Period**

### **1.4.1. Probation**

All new employees will serve a probationary period of three (3) months and all Key Appointment Holders will serve a probationary period of six (6) months from the date of commencement of employment.

The probation period may be extended by up to another three (3) months if required. During the probationary period, either party can terminate the Employment Contract by giving due notice or salary in lieu of notice as specified in the Employment Contract.

### **1.4.2. Confirmation**

Confirmation of appointment is subject to satisfactory job performance during the period of probation. Employees will receive a Letter of Confirmation upon successful completion of the probationary period.

## **1.5. Resignation and Termination of Employment**

### **1.5.1. Resignation/Termination**

For all employment terminations, the party initiating the termination must either serve the notice period stipulated in the Letter of Employment or pay the other party the equivalent salary in lieu of notice.

If an employee is placed on a Performance Improvement Plan (PIP) and does not meet the required performance standards by the end of the specified period in the PIP letter, employment

may be terminated immediately without the standard notice or payment in lieu of notice stipulated in the Employment Contract. Similarly, should you choose to resign during the PIP period, the standard notice stipulated in the Employment Contract will not apply, and no additional notice will be required.

During your notice period, you shall handover all documents and materials relating to your work and ensure a smooth transition of your duties and responsibilities. If you fail to complete the handover, the Company will be entitled to require and compel you to stay an additional two (2) weeks after the end of the notice period to complete the handover.

### **1.5.2. Dismissal**

If an employee is dismissed due to misconduct (refer to misconduct in later section) or breach of the employment terms, the notice period is not applicable. Under such circumstances, the employee will not be entitled to payment in lieu of the notice period.

### **1.5.3. Surrender of Company Properties**

When an employee is terminated, he/she is required to surrender all company property to the Company on the last day of employment. In the event of loss of any company property, the Company is entitled to the recoverable cost of the loss.

## **1.6. Retirement & Re-Employment**

We will follow retirement and re-employment guidelines in accordance with the Retirement and Re-employment Act (RRA).

## 2. Remuneration

### 2.1. Compensation

#### 2.1.1. Salary Administration

Employees shall be paid salary on a monthly basis which will be credited to their personal bank accounts by the last day of the month.

Employees are to notify the Human Resources Department immediately of any changes to their Bank Accounts so that salary payments will not be hindered.

#### 2.1.2. Overtime Payment

Overtime is not expected of employees and hence no provision will be made for time-off or overtime pay.

#### 2.1.3. Central Provident Fund Contribution (CPF)

For Singaporeans and Permanent Residents.

Under the CPF Act, both the Company and employee are required to make monthly contributions based on current legislated rates to the employee's CPF account, a compulsory savings fund set up by the Government for the social and economic benefits of all employees.

#### 2.1.4. Income Tax

Employees will be responsible for the full amount of personal income tax due and payable as a result of their employment with the Company.

#### 2.1.5. Salary Confidentiality

All salary information is confidential and should not be disclosed for any reason, other than as required for appropriate financial reporting purposes.

The company requests that all employees keep their wages, benefits, bonuses and any other form of compensation confidential, and avoid providing or otherwise broadcasting this information with other employees, or with any third-party that does not have a bona fide need to know.

Any unauthorised disclosure of confidential information by employees may impede our ability to effectively compete for talent, may create unnecessary conflict and disputes, and could lead to disciplinary action up to and including termination of employment.

## **2.2. Employees Performance Review and Rewards**

### **2.2.1. Employee Appraisal System**

After confirmation, employees' performance will be reviewed on a 6 months and 12 months basis, subject to Company's Performance Review Policy.

### **2.2.2. Company Rights**

The Company reserves the right to deny salary increments/bonus to any or all employees without providing any reason whatsoever. The salary increments/bonus may be reviewed or cancelled at any point in time.

The salary increments/bonus will be paid only if the Company achieves the profit target.

Employees who have resigned, before or after the qualifying period, will not be awarded the salary increments/bonus.

The salary increments/bonus is a special privilege (not an entitlement) accorded to deserving team members only. In any or all cases, the decision of the Company as an employer will be final and no correspondence or discussions will be entertained.

## 3. Leave Benefits

### 3.1. Leave Scheme

#### 3.1.1. Public Holidays

All employees are entitled to eleven (11) paid gazetted public holidays a year in accordance with the Employment Act. If the holiday falls on a rest day or if employees are required to work on a public holiday, the company will grant off-in-lieu.

PH replacement leave must be approved by the manager through e-mail and cc. HR.support. PH replacement leave to be used before Annual Leave, and cannot be carried forward to the next calendar year. There will strictly be no encashment and it must be utilised within 1 month from the PH date.

#### 3.1.2. Leave Eligibility

Employees are entitled to paid annual leave if they have worked for the Company for at least three (3) months, this applies even if the employee is still on probation.

#### 3.1.3. Annual Leave Entitlement

Employees are entitled to fifteen (15) days paid annual leave. Leave will be prorated based on the number of full months the employee has worked. Annual leave taken even on a half-working day is considered one (1) day's leave, unless otherwise stated in the employment contract.

One (1) additional leave will be credited for every year of service completed as of 1st January.

- i. Leaves will be capped at 21 days.
- ii. No backdating of service.

Statutory annual leave entitlement will be forfeited if the employee is:

- absent from work without permission or reasonable excuse for more than 20% of the working days in the months or year.
- did not use annual leave within twelve (12) months after the end of twelve (12) months of continuous service.
- dismissed on the grounds of misconduct.

#### 3.1.4. Birthday Off Entitlement

Employees can claim one day off in their birthday month. It will be forfeited if not utilised within the birthday month.

#### 3.1.5. Leave Application

All leave applications must be submitted in eHR at least fourteen (14) days in advance and approval shall be at the absolute discretion of the Company. Leaves must be approved by your direct supervisor before commencement of leaves. Failure to comply will result in annual leave(s) being treated as unpaid without prior notification from HR.

#### Sick Leave

Inform your manager and HR of your absence, through e-mail, within the first 4 hours before the working day. On the day itself or within two (2) working days of your return from your sick leave, apply and attach your medical certificate (MC) in eHR. You do not need to submit physical copies. Failure to comply will result in sick leave(s) being treated as unpaid leave without prior notification from HR.

Sales team refer to the latest Playbook for their Sick Leave policy.

### 3.1.6. Accumulation of Leave

In accordance with the Employment Act, statutory annual leave entitlements are to be used within twelve (12) months or carried forward to the next year.

Leaves allowed to be carried forward depends on how many years of service an employee has with the company. The year of service begins from the day the employee starts work with the company.

Year of Service	Days of Leave
1 <sup>st</sup>	7
2 <sup>nd</sup>	8
3 <sup>rd</sup>	9
4 <sup>th</sup>	10
5 <sup>th</sup>	11
6 <sup>th</sup>	12
7 <sup>th</sup>	13
8 <sup>th</sup> and thereafter	14

All carried forward leave must be utilised by 31 December of the same year; any unused balance will be forfeited with no exception. There will strictly be no encashment of leaves.

### 3.1.7. Consumption of Next Calendar Year's Annual Leave Entitlement

Employees are not allowed to consume the next calendar year's annual leave entitlement within the current calendar year.

### 3.1.8. Annual Leave on Resignation

- Annual  
Using leave to offset notice period in exchange for bringing forward the last day of employment is allowed. In this case, the employee would be paid up to the last day of employment. There will strictly be no encashment of leaves.
- Unpaid  
Unpaid leave is granted at the Company's discretion. If you apply for unpaid leave while serving notice, the Company can extend the notice period.
- Sick leave  
If you take sick leave (paid or unpaid) during the notice period, it is treated as part of the notice period.
- Reservist  
Reservist training is not considered as part of the notice period. If you go for one (1) week of reservist training while serving notice, your notice period will be extended by one (1) week.

### 3.1.9. Medical Leave

Employees are entitled to paid sick and hospitalisation leave if they have worked for the Company for at least three (3) months, this applies even if the employee is still on probation.

To qualify for paid sick leave, employees must be certified to be unfit for work by doctors and dentists from approved medical institutions.

For hospitalisation leave, they must be certified by approved hospitals or national centres. If employees are certified so, they are eligible for hospitalisation leave, regardless of whether they recuperate in an acute hospital, community hospital or at home.

Employees are entitled to fourteen (14) days paid outpatient sick leave and sixty (60) days for paid hospitalisation leave. The sixty (60) days of hospitalisation leave includes the fourteen (14) sick leave entitlement. Employees are entitled to full entitlement if they have worked for 6 months or more. Between 3 and 6 months of service, entitlement is pro-rated as follows:

No. of months of service completed	Paid outpatient non-hospitalisation leave (days)	Paid hospitalisation leave (days)
3	5	15
4	8	30
5	11	45
6 and thereafter	14	60

### 3.1.10. Dental Health

Absence from work arising from dental illness or treatment are considered normal sick leave upon certification by a registered dental surgeon or Government dental officer. On the day itself or within two (2) working days of your return from your sick leave, apply and attach your medical certificate (MC) in eHR. You do not need to submit physical copies. Failure to comply will result in sick leave(s) being treated as unpaid leave without prior notification from HR.

### 3.1.11. Maternity Leave (Applicable for Female Employees)

Inform your manager and HR of your Maternity Leave, via email. Employees are entitled to sixteen (16) weeks of paid maternity leave if:

- the child is a Singapore Citizen;
- they are lawfully married to the child's father;
- they have served the Company for at least 3 months before the child's birth; and
- they have given the Company at least one (1) weeks' notice before going on maternity leave and informed the Company as soon as possible of their delivery. Otherwise, they are only entitled to half the payment during maternity leave, unless there is a good reason for not giving the notice.

The Company will pay the employee's usual monthly salary during the leave period.

If the child is not a Singapore Citizen, employees are entitled to twelve (12) weeks of maternity leave if they meet the following requirements:

- they are covered by the Employment Act; and

- they have served the company for a continuous period of at least three (3) months immediately before the birth of their child.

The Company will pay the usual monthly salary for the first 8 weeks of leave if the employee:

- has worked for at least three (3) continuous months before the birth;
- have fewer than 2 living children of their own at the time of delivery. In the case of multiple births (e.g. twins, triplets, etc.) during the first pregnancy, the company is still required to pay eight (8) weeks of maternity leave for the next pregnancy; and
- have given the Company at least one (1) weeks' notice before going on maternity leave and informed the Company as soon as possible of their delivery. Otherwise, they are only entitled to half the payment during maternity leave, unless there is a good reason for not giving the notice.

The last four (4) weeks of maternity leave are unpaid.

### 3.1.12. Paternity Leave (Applicable for Male Employees only)

As a working father, employees are entitled to Government-Paid Paternity Leave (GPPL) of four (4) weeks for all births if employees meet the following requirements:

- the child is a Singapore Citizen;
- they are or had been lawfully married to the child's mother between conception and birth; and
- they have served the Company for a continuous period of at least 3 months.

Each week of GPPL is capped at \$2,500.00 including CPF contribution.

Leave can be taken as follows:

Arrangement	Four (4) weeks GPPL
Default, without any mutual agreement	Take 4 continuous weeks 16 weeks from child's date of birth (inclusive of date of birth)
Flexibly, by mutual agreement	Take 2 continuous weeks any time within 12 months after the birth of the child. Split the 2 weeks into working days and take them in any combination within 12 months after the birth of the child.
Calculating working days	4 weeks X the number of working days in the week. Capped at 5 working days per week.

#### Important Note:

Please provide your employer with 4 weeks' notice before going on leave, unless your employer is agreeable to a shorter notice period.

GPPL cannot be used to offset the notice period when you leave your job.

You will not be eligible for the unconsumed portion of your GPPL upon the termination of your employment, and for any payment from your employer in lieu of that leave. Unconsumed GPPL cannot be brought forward to your next employment as well.

### 3.1.13. Childcare Leave

Employees are entitled to six (6) days paid childcare leave per year if:

- the child (including legally adopted children or stepchildren) is below 7 years of age;
- the child is a Singapore Citizen; and
- the employee has worked for the company for at least three (3) months.

Childcare leave will be calculated based on the months of service as outlined by MOM.

- If you are a new hire and entitled to 6 days of childcare leave per year, the Company may pro-rate your childcare leave based on the duration of your employment, subject to a minimum of 2 days.

Completed Months of Service	Eligible Days of Childcare Leave
0 to 2	Not Eligible
3 - 4	2
5 - 6	3
7 - 8	4
9 - 10	5
11 - 12	6

- If you have worked for the Company for **at least 3 months** before leaving, your childcare leave will be prorated based on your completed months of service in the year of your resignation or termination.

Completed Months of Service in the year of resignation or termination	Eligible Days of Childcare Leave
0 to 2	2 (assuming you have worked for the Company for at least 3 months before leaving)
3 - 4	2
5 - 6	3
7 - 8	4
9 - 10	5
11 - 12	6

The employee will get six (6) days per year of childcare leave until the year their child turns 7 years old, regardless of the number of children they have. Childcare leave will be prorated based on completed months of service, subject to a minimum of two (2) days.

Employee's leave is paid as follows:

- 1<sup>st</sup> three (3) days will be paid by the Company.
- The remaining three (3) days will be paid by the Govt.
- Payments are capped at \$500 per day, including CPF contributions.

Childcare leave must be taken as a full day application, no half day application is allowed. It must be consumed by the end of that year and cannot be carried forward.

Employees must forward a copy of the birth certificate (s) of their child/children to the HR Department and upload it to eHR.

Employees are not allowed to use the Childcare Leave to offset the notice period for termination of employment.

If the child is not a Singapore citizen, the employee is entitled to two (2) days if:

- the child (including legally adopted children or stepchildren) is below 7 years old; and
- the employee has worked for the Company for a continuous period of at least three (3) months.

The childcare leave is capped at two (2) days per year regardless of the number of children who qualify. The Company will pay for the two (2) days of childcare leave.

### **3.1.14. Extended Childcare Leave**

Employees are eligible for two (2) days of extended childcare leave per year if they meet the following requirements:

- the youngest child is between 7 and 12 years old (inclusive);
- the child is a Singapore citizen; and
- they have served the Company for a continuous period of at least three (3) months.

These two (2) days will be paid for by the Government, capped at \$500 per day, including CPF contributions.

For parents with children in both age groups (i.e. below 7 years as well as between 7 and 12 years), the total paid childcare leave for each parent is a maximum of 6 days per year.

Employees must forward a copy of the birth certificate (s) of their child/children to the HR Department and upload it to eHR.

Employees are not allowed to use the Extended Childcare Leave to offset the notice period for termination of employment.

### **3.1.15. Shared Parental Leave**

Male employees can apply to share up to six (6) weeks to be shared between parents and taken within 12 months from child's date of birth (inclusive of date of birth)

- from 1 April 2025: 6 weeks of SPL
- from 1 April 2026: 10 weeks of SPL

SPL should be taken only after your employee has completed their maternity or paternity leave.

Submit your SPL sharing arrangement on LifeSG:

- Allocate sharing arrangement in [LifeSG](#) during birth registration, or continue with the default sharing arrangement of 3 weeks for each parent.
- Parents can change sharing arrangement in [LifeSG](#) freely within 4 weeks of child's birth.

Employees are entitled to shared parental leave if they meet the following requirements:

- a) the child is a Singapore Citizen;
- b) the child's mother qualifies for Government-Paid Maternity Leave (GPML); and
- c) the employee is lawfully married to the child's mother.

Payment is capped at \$2,500 per week, including CPF. The shared parental leave is allocated in blocks of full weeks.

Arrangement	Up to Six (6) weeks
Default, without any mutual agreement	Take in a continuous stretch within 12 months from child's date of birth (inclusive of date of birth)
Flexibly, by mutual agreement	Take in blocks of weeks,, in any combination within 12 months from child's date of birth (inclusive of date of birth)
Calculating working days	Number of weeks x the number of working days in the week. Capped at 5 working days per week.

Employees are not allowed to use the Shared Parental Leave to offset the notice period for termination of employment.

### 3.1.16. Adoption Leave

Mothers who have worked for a continuous period of at least three (3) months with the Company, will be entitled to Government-Paid adoption leave. Please refer to the Child Development Co-Savings Act.

### 3.1.17. Unpaid Infant Care Leave

Employees are eligible for 6 days of unpaid infant care leave regardless of the number of children if they meet all the following requirements:

- the child is below 2 years of age. This includes legally adopted children or stepchildren.
- the child is a Singapore citizen.
- they have served the Company for a continuous period of at least 3 months.

### 3.1.18. Marriage Leave

Confirmed employees will be granted three (3) days of marriage leave for their first legal marriage. Employees are required to forward a copy of their marriage certificate to the HR Department as documentary proof. Marriage leave must be utilised within six (6) months from the date of marriage.

### 3.1.19. Compassionate Leave

All employees are entitled to three (3) working days of paid compassionate leave and such leave shall commence the day of the demise of any one of the following:

- a) Death of legal parent, spouse, or child.
- b) Death of grandparent, parent-in-law.
- c) Death of siblings.

For death occurring on a Rest Day / Public Holiday, the leave shall commence on the next working day. For an employee who is required to work on a Saturday and the death occurs on a Saturday, the leave will commence on the day itself and counted as one day compassionate leave.

The employee shall produce documentary evidence such as a death certificate upon returning to work. Apply and attach the death certificate in eHR. You do not need to submit a physical copy.

### 3.1.20. Reservist Leave

Employees who are required to undergo reservist training must inform and submit all supporting documents to the HR Department on receipt of notice from the relevant Authority, at least fourteen (14) days before commencement of reservist.

Reservist Leave application must be submitted in eHR at least fourteen (14) days in advance. All NS claims will be made by the Company.

### 3.1.21. Study / Exam Leave

- Each staff is entitled to maximum 3 days of paid Study/Exam Leave every calendar year
- Staff will have to apply for Annual Leave if they require more than 3 days
- Unused leave will be forfeited and cannot be brought forward or encashed
- Only full-time employees who have passed probation is eligible
- The study/exam must be relevant and/or related to their field of work
- Each leave application must be submitted at least 2 weeks before study/exam commencement, supported with the following:
  - Email approval from immediate Manager/Supervisor
  - Confirmation of study/exam registration
  - Lesson/exam schedule that tally with the dates of leaves applied

### 3.1.22. Unpaid Leave

Employees can apply for unpaid leave (also known as no-pay leave) if they are not eligible for paid annual leave or have used up their paid annual leave. Unpaid leave is subject to approval from your immediate supervisor.

If the employee takes more paid annual leave than they are entitled to, the excess leave is treated as unpaid leave, and the Company can deduct their salary accordingly.

### 3.1.23. Long Term Illness

If an employee is sick but has used up all their sick leave, the Company will:

- allow the employee to go on extended no-pay leave for an agreed period.
- make other working arrangements that are acceptable to both parties, such as re-assigning duties.
- obtain a medical assessment of whether the employee can continue working.

If a doctor certifies that the employee is unfit to continue working, the Company can terminate their services after giving due notice or pay in lieu of notice.

### 3.1.24. Off-in-lieu

If the employee is requested by the manager to work on a rest day/ outside of working hours, he/she will be entitled for off-in-lieu as follows:

Number of Hours Worked	Time off
Less than 3 hours	None
Less than 6 hours but more than 3 hours	Half-day
6 or more hours	Full day

Off-in-lieu claims must be approved by the manager through e-mail and cc. HR. Off-in-lieu to be used before Annual Leave, and cannot be carried forward after 6 months or to the next calendar year. There will strictly be no encashment of Off-in-lieu.

Sales teams refer to the Sales Playbook for their Off-in-lieu policies.



## 4. Employee Benefits

### 4.1. Out-Patient Treatment

Employees are entitled to AIA medical insurance for outpatient visits or dental visits. All non-panel Out-Patient claims should be submitted through the AIA eBenefits App.

The user guide for AIA eBenefits App is available at:

[https://drive.google.com/drive/folders/1vD1GI20PeI4itDHnpXBg1y8IB-X\\_rJO6?usp=sharing](https://drive.google.com/drive/folders/1vD1GI20PeI4itDHnpXBg1y8IB-X_rJO6?usp=sharing)

### 4.2. Complimentary Subscription

Refer to Global Benefits Policy Point No. 3:

[https://docs.google.com/document/d/1EJKC6ddgg\\_4K3QKBAeitOb-YS7Ie3E2q/edit?usp=sharing&ouid=115640550698641918262&rtpof=true&sd=true](https://docs.google.com/document/d/1EJKC6ddgg_4K3QKBAeitOb-YS7Ie3E2q/edit?usp=sharing&ouid=115640550698641918262&rtpof=true&sd=true)

### 4.3. Family Discount

Refer to Global Benefits Policy Point No. 4:

[https://docs.google.com/document/d/1EJKC6ddgg\\_4K3QKBAeitOb-YS7Ie3E2q/edit?usp=sharing&ouid=115640550698641918262&rtpof=true&sd=true](https://docs.google.com/document/d/1EJKC6ddgg_4K3QKBAeitOb-YS7Ie3E2q/edit?usp=sharing&ouid=115640550698641918262&rtpof=true&sd=true)

### 4.4. Team-Bonding Quarterly Budget

All departments are entitled to a quarterly team-bonding budget of \$40 per pax.

Applicants will be required to submit a [Team-Bonding Request Form](#) to your HOD for budget approval before the commencement of the event. You may refer to Global Benefits Policy Point No. 5:

[https://docs.google.com/document/d/1EJKC6ddgg\\_4K3QKBAeitOb-YS7Ie3E2q/edit?usp=sharing&ouid=104844259440168244865&rtpof=true&sd=true](https://docs.google.com/document/d/1EJKC6ddgg_4K3QKBAeitOb-YS7Ie3E2q/edit?usp=sharing&ouid=104844259440168244865&rtpof=true&sd=true)

After the event, Applicant will submit the food/event receipt for reimbursement and attach the Team-Bonding Request Form approval to claim in eHR.

### 4.5. Professional Membership Subscriptions

Employees can claim for their Professional Membership, up to a maximum of \$1,000 per calendar year. This will be subjected to the approval of the management.

### 4.6. Transport Claims

Employees can claim transport if they have worked a minimum overtime of two (2) hours or for official business. Sales teams refer to the Sales Playbook for their transportation policies.

For a corporate public transport account, please email to [gbadmin@geniebook.com](mailto:gbadmin@geniebook.com).

## 5. Personal Data & Privacy

### 5.1. Compliance with the Personal Data Protection Act

The Company respects the privacy of its employees and shall collect and handle personal data of employees in compliance with the requirements of the Personal Data Protection Act 2012 of Singapore and its regulation(s) ["PDPA" Protection Act (PDPA)].

### 5.2. Purposes of Use of Personal Data

By providing personal data to the Company, you have deemed consent that the personal data collected for the purpose of employment and during employment shall be used or disclosed for the following purposes necessary for managing or terminating the employment relation including: -

- a. Evaluative purpose to include other companies within the same Group, amongst others, assessment of an individual's suitability for a job, for promotion, transfer, retirement or for removal from office.
- b. Using employee's bank account details to disburse salaries and other arrears payments.
- c. Monitoring the employee's use of company computer network resources including internet communications such as web and email traffic into and out of its domains.
- d. Disclosing the employee's data to the Inland Revenue Authority of Singapore, Central Provident Fund Board, and other relevant authorities for the purposes of settling tax and CPF payment issues, necessary in the national interest or as required by Laws.
- e. Disclosing to authorized employees and third parties for administrative purposes of arranging employee insurances, employee/door access passes, company newsletters, external auditing, training, office security and other business or employment related purposes.
- f. Responding to an emergency threatening the life, health or safety of an employee.

## 6. Employee Conduct

### 6.1. Conduct and Responsibilities

#### 6.1.1. Working Hours

Employees are to abide by the working hours stipulated by the Company.

#### 6.1.2. Attire

All employees should use discretion in wearing attire that is appropriate for the office and customer interaction. All employees' appearance should be neat and suitable for conducting business, particularly employees who need to meet up with customers and business partners. Employees are also expected to be well mannered in all dealings with fellow colleagues and customers alike.

These dress code rules always apply:

- a. All employees must be clean and well-groomed. Grooming styles dictated by religion and ethnicity are not restricted.
- b. All clothes must be work-appropriate and must project professionalism.
- c. Employees must avoid clothes with stamps that are offensive or inappropriate.

#### 6.1.3. Damage and Loss of Equipment and Properties

The Employee shall ensure that all equipment and properties in his/her possession provided by the Company during work are handled with care. In the event there is damage to or loss of equipment/property, the full replacement costs of these properties shall be borne by the Employee.

Replacement/repair costs may be waived with valid reasons, subject to approval from management. Employees must have the damage assessments done at professional repair shops.

#### 6.1.4. Misconduct

Misconduct is the failure to fulfill the conditions of employment in the contract of service. Examples include smoking / vaping inside the office, theft, dishonesty, disorderly or immoral conduct at work, and insubordination.

If an employee has committed an act of misconduct, the Company will conduct an inquiry before deciding whether to dismiss an employee or to take other forms of disciplinary action.

In accordance with the Employment Act, the Company may suspend the employee from work during an inquiry. The suspension period will not exceed one (1) week and the employee will be paid at least half their salary during the suspension.

If the inquiry establishes a case of misconduct, the Company may do one of the following:

- Instantly downgrade the employee.
- Instantly suspend the employee from work without pay, for not more than 1 week.
- Terminate employment without notice, and no salary in lieu of notice will be paid.

If no misconduct is found, the Company will restore the full amount of any salary that was withheld during the suspension period.

## **6.2. Obligations to the Company**

### **6.2.1. Involvement in Outside Companies**

During the period of employment, employees are not allowed to engage in any work or employment by any other company whatsoever unless they have received written approval from the Company.

### **6.2.2. Confidential/ Proprietary Information**

Employees must not release any confidential information (such as student data), offer comments relating to Company business or the affairs of the customers and other employees to external parties during and after their employment with the Company.

## 7. Obligations to the Company after Separation

### 7.1. Non-Competition

You shall not, without prior written consent of the Company, directly or indirectly own, manage, operate, or be employed by or affiliated with a “competing business” in any manner, whether you are compensated or not. This shall apply for the length of your employment and for one (1) year thereafter.

### 7.2. Non-Solicitation

You shall not, without prior written consent of the Company, attempt to solicit or entice:

- Any member of the Company or its affiliates who is, or was, employed by or consulting with Geniebook Pte Ltd; and/or
- Any person or entity who is or was a customer or client (or reasonably anticipated to become a customer or client) of any member of Geniebook Pte Ltd directly, indirectly or through and other party to solicit business or to join a competing Company/business.

### 7.3. Inventions

- Any and all inventions, specifications, reports and information or data prepared, developed, obtained or assembled during your employment shall become the property of the Company.
- Inventions shall include any and all intellectual property rights associated with the Work Product and all documents and instruments evidencing or relating to such rights.

### 7.4. Certain Remedies

In the event of any such breach of any of the conditions in this Handbook which may result in material and irreparable injury to the Company or its affiliates the Company and its affiliates shall be entitled to seek a temporary restraining order or a preliminary or permanent injunction, or both, in addition to any and all legal remedies available to the Company in accordance with the laws of the Republic of Singapore.

## 8. E-Policy

### 8.1. E-mail usage

The use of e-mail services for purposes constituting a clear conflict of the interests of the Company is expressly prohibited. Confidential or Company proprietary information shall not be sent by e-mail unless approval is obtained from the Company's Management in writing. All e-mails created and stored on the Company's computers or networks remain under the property of the Company and is not considered private. The Company reserves the right to access an employee's e-mail at any time. Messages can be monitored to ensure that the e-mail policy is being adhered to.

You may not utilise the Company's e-mail to participate in chain letters or "get-rich" schemes, flooding, or spamming. Sending and/or forwarding of e-mails with obscene, pornographic, threatening, or harassing material or tone is strictly prohibited. The use of e-mail to facilitate the conduct of a private commercial purpose is not permitted.

Violation of the e-mail usage policy will result in disciplinary action which could result in termination of employment.

### 8.2. Unsolicited E-mail

If you receive unsolicited e-mail, there are several general steps that you should follow:

- Send a reply to the originator requesting they (a) stop sending unsolicited material and (b) remove your name and address from their mailing list(s).
- If you continue to receive unsolicited e-mail, please seek assistance from HR.

### 8.3. Social Media Policy

The Company expects its employees to maintain a certain standard of behaviour when using social media for work or personal purposes.

For the purposes of this policy, the following definitions apply:

Social Media includes all internet-based publishing technologies. Most forms of social media are interactive, allowing authors, readers, and publishers to connect and interact with one another. The published material can often be accessed by anyone. Forms of social media include, but are not limited to, social or business networking sites (i.e. Facebook, LinkedIn), video and/or photo sharing websites (i.e. YouTube, Flickr), business/corporate and personal blogs, micro-blogs (i.e. Twitter), chat rooms and forums and/or Social Media.

#### 8.3.1. Professional Use of Social Media

This policy applies to all employees, contractors and sub-contractors of the Company who contribute to or perform duties such as:

- maintaining a profile page for the Company on any social or business networking site (including, but not limited to LinkedIn, Facebook or Twitter);
- making comments on such networking sites for and on behalf of the Company;
- writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of the Company; and/or
- posting comments for and on behalf of the Company on any public and/or private web-based forums or message boards or other internet sites.

No employee, contractor or sub-contractor of the Company is to engage in social media as a representative or on behalf of the Company unless they first obtain the Company's written approval.

If any employee, contractor, or sub-contractor of the Company is directed to contribute to or participate in any form of social media-related work, they are to always act in a professional manner and in the best interests of the Company.

All employees, contractors and sub-contractors of the Company must ensure they do not communicate any:

- Confidential Information relating to the Company or its clients, business partners or suppliers;
- material that violates the privacy or publicity rights of another party; and/or
- information, (regardless of whether it is confidential or public knowledge), about clients, business partners or suppliers of the Company without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.

Confidential Information includes any information in any form relating to the Company and related bodies, clients, or businesses, which is not in the public domain.

### **8.3.2. Private / Personal Use of Social Media**

The Company acknowledges its employees, contractors and sub-contractors have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by the Company. However, inappropriate behaviours on such sites have the potential to cause damage to the Company, as well as its employees, clients, business partners and/or suppliers.

For this reason, all employees, contractors, and sub-contractors of the Company must agree to not publish any material, in any form, which identifies themselves as being associated with the Company or its clients, business partners or suppliers.

All employees, contractors and sub-contractors of the Company must also refrain from posting, sending, forwarding, or using, in any way, any inappropriate material including but not limited to material which:

- is intended to (or could possibly) cause insult, offence, intimidation or humiliation to the Company or its clients, business partners or suppliers;
- is defamatory or could adversely affect the image, reputation, viability or profitability of the Company, or its clients, business partners or suppliers; and/or
- contains any form of Confidential Information relating to the Company, or its clients, business partners or suppliers.

All employees, contractors and sub-contractors of the Company must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of employment or (for contractors and sub-contractors) the termination or non-renewal of contractual arrangements.

Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the workplace and/or permanently or temporarily denying access to all or part of the Company's computer network.

## **8.4. Violation of E-Policy**

Violation of the terms contained within the E-Policy shall result in swift and severe disciplinary action, including, but not limited to, termination of employment. Some offences may be actionable in a court of law.