

EMPLOYEE HANDBOOK

Bright Diva International Limited



BRIGHTDIVA

*Leading
K- beauty Distributor*

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

TABLE OF CONTENT

SECTION A: EMPLOYEMENT

- A-1 On – Boarding and Documentation
- A-2 Work Hours and Attendance
- A-3 Probation Period

SECTION B: COMPENSATION & BENEFITS

- B-1 Compensation Package
- B-2 Leaves
- B-3 Buddy Referral

SECTION C: EMPLOYEE DEVELOPMENT

- C-1 Annual Performance Review
- C-2 Internal Transfer
- C-3 Professional Development

SECTION D: EMPLOYEE SERVICES

- D-1 Local Business Travel
- D-2 Entertainment Allowance
- D-3 Overseas Travel
- D-4 Other Expenses

SECTION E: EMPLOYEE SEPARATION

- E-1 Employee Resignation
- E-2 Employee Termination

SECTION F: WORK ENVIRONMENT

- F-1 Appearance
- F-2 Office Discipline
- F-3 IT Policy
- F-4 Disciplinary Action
- F-5 Sexual Harassment

SECTION G: EMPLOYEMENT TERMS

- G-1 Non-Disclosure and Confidentiality
- G-2 Employee Termination

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

INTRODUCTION

The objective of this booklet is to set out the main conditions of employment in respect of all employees whose service is governed hereby.

A copy of this booklet is given to every employee upon the first day of joining Bright Diva.

Clarification on any points which are not fully understood may be obtained by consulting the Human Resources Department.

The following words in this Handbook, unless otherwise specified, shall have the following meanings: -

The “Company” shall mean the Bright Diva International Limited (HK), the registered office of which is at Units 701 – 707, The Octagon, No. 6 Sha Tsui Road, Tsuen Wan, N.T. Hong Kong SAR

“Permanent Employee” shall mean an employee who has satisfactorily completed his/her probationary period on joining the Company and is confirmed of his/her appointment.

“Service” shall mean continuous service (as defined in the Employment Ordinance) within the Company.

The Company reserves the right to alter and/or amend the contents of this Handbook as circumstances may require.

Alterations and/or amendments will be distributed to all employees as and when such are issued.

SECTION A EMPLOYEMENT

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	On-Boarding & Documentation
Policy Number	A-1
Scope	All Employees
Policy Statement	<p>On - Boarding</p> <ul style="list-style-type: none"> ▪ Each applicant must complete Personal Information Form and submit it to the Human Resources Department. On - boarding is dependent on the applicant being interviewed and found suitably qualified for employment. ▪ Documents to be provided by a new employee upon joining Bright Diva: - <ol style="list-style-type: none"> 1. Personal Details Form 2. Hong Kong Identity Card (Copy) 3. Residential Address Proof (Copy) 4. Educational Certificates (Copy) 5. Last Company Contract letter, Salary Slip, Reference Letter 6. Bank Account Details for Auto Pay of Salary 7. Valid Visa (if applicable) ▪ In case, any of the above documents are missing the employee must inform the HR Department and submit the pending documents within 1 month from date of joining. ▪ Also we will be conducting Reference Check after obtaining the Consent from the employee. The Employee must provide the information regarding the Reporting Manager or HR Manager in the Last Company for the purpose of conducting the Reference Check. <p>Documentation</p> <ul style="list-style-type: none"> ▪ All data furnished by the employee during and after the engagement process are recorded for the purpose of employee's employment in the Company and in a personal file held in the Human Resources Department. ▪ The contents of this file are confidential and access thereto is restricted to the provisions of the Privacy Ordinance. ▪ The absence of false statement of any particulars concerning the employee and/or his dependents may render the employee disqualifying from entitlement of employment related benefits and in some cases liable to disciplinary action. ▪ In case there is any change of personal particulars, as detailed below, he/she must inform the Human Resources Department about such change <ol style="list-style-type: none"> 1. Change of employee's name 2. Change of employee's residential address and contact telephone number 3. Change of the Martial Status 4. Change of name, address and contact telephone number of person to be contacted in case of emergency 5. Obtaining additional educational/professional qualifications 6. Change of bank account number for auto payment of salaries <p>Supporting documents, where appropriate, should be submitted also.</p>
Procedure	Not Applicable
Policy Administration	HR Department
Associated Forms	Personal Detail Form, Employee Consent Form

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Work Hours and Attendance
Policy Number	A-2
Scope	All Employees
Policy Statement	<ul style="list-style-type: none"> • General Working Days: Monday through Friday & Alternate Saturday • General Working Hours: 9 hours a day (inclusive of 1 hour Lunch Break). <p>For All Departments: Monday to Friday: 9:30 AM to 6:30 PM Saturday: 9:30 AM to 1:30 PM</p> <p>For Accounts & Finance Department: Monday to Friday: 10:00 AM to 7:00 PM Saturday: 9:30 AM to 1:30 PM</p> <p>Lunch Break: 1:30 PM to 2:30 PM</p> <ul style="list-style-type: none"> ▪ If you wish to do breakfast after you reach office, it should be done in the pantry only. All the employees should start the work by (A) 9:45am and (B) 10:15am respectively, otherwise it will be marked as late. ▪ Employee working onsite/ travels (like sales) can inform their reporting manager & HR regarding their schedule. <p>Time Discipline:</p> <ol style="list-style-type: none"> 1. All employees MUST adhere to marking their check-in and checkout times through biometric scan provided at office. 2. Those employees who fail to record their time due to failure on their part will be marked as absent on that particular day. 3. In case, you are not reporting to duty on time or fail to inform your reporting manager or the HR Department than, you will be considered absent for that day. 4. The management considers 15 mins late on acceptable grounds, anyone who fails to do will be marked as late. 5. We expect all our employees to report on time. No laxity will be tolerated. The disciplinary action will be taken against those employees who do not follow office timings regularly. 6. If you are absent/late/leave early for/by one hour, 2 times in a month can be considered. 7. More than 2 times in a month will be considered as Annual Leave for that day. 8. HR department decision will be final in such cases. <p>Emergency Closings: At times, emergencies such as tropical cyclones (typhoons) and rainstorms or government mandates can disrupt company operations.</p> <p>In extreme cases, these circumstances may require the office to be shut down depending on the signal issued by the HK Observatory.</p>
Procedure	Not Applicable
Policy Administration	HR Department
Employee Forms	None

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Probation Period								
Policy Number	A-3								
Scope	Regular Full Time Employees								
Policy Statement	<p>The probation period is intended to give new employees an opportunity to demonstrate their ability to achieve expected level of performance and to determine whether the new position meets their expectations.</p> <p>All new employees shall undergo a probation period for 03 to 06 months depending on the position & role offered.</p> <p>Early Confirmations: Early confirmation may be recommended by Reporting Manager and approved by Head of Department if he/she finds that the probationer has met the expectations for the position.</p> <table border="1"> <thead> <tr> <th>Tenure</th><th>Notice Period</th></tr> </thead> <tbody> <tr> <td>Within 1st Month of Probation Period</td><td>1 working day</td></tr> <tr> <td>2nd month until Probation Period ends</td><td>7 working days</td></tr> <tr> <td>After Confirmation</td><td>One month</td></tr> </tbody> </table>	Tenure	Notice Period	Within 1 st Month of Probation Period	1 working day	2nd month until Probation Period ends	7 working days	After Confirmation	One month
Tenure	Notice Period								
Within 1 st Month of Probation Period	1 working day								
2nd month until Probation Period ends	7 working days								
After Confirmation	One month								
Procedure	<ul style="list-style-type: none"> HR will initiate the confirmation process, 5 days prior from the day of completion of probation period. In case of early confirmations, the Reporting Manager will request the HR to initiate the confirmation process. HR will initiate the process within 2 days from receiving such intimation. The Reporting Manager has to submit the Assessment Form with their ratings & comments to the HR Department. In case Reporting Manager rejects the confirmation, HR department will either provide probation extension or initiate the exit process depending upon the comments by the Reporting Manager. Please refer to the Exit Process for more details. The probation can be extended up to 03 months or more depending on the management decision. In either case Employees will be notified by HR department about the result of confirmation process within 10 working days of completion of probationary review. 								
Policy Administration	HR department in coordination with Reporting Manager and HOD								
Associated Forms	Assessment Form								

SECTION B

COMPENSATION & BENEFITS

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Compensation Package
Policy Number	B-1
Scope	Regular Full Time Employees
Policy Statement	<p>The company compensates and rewards based on employee's contributions to the company and with the company's business performance and success in the marketplace.</p> <p>Information pertaining to salary is deemed to be a confidential matter between employee and the company and it should not be discussed with or disclosed to anyone other than relevant authorities. If it is found guilty, then strict disciplinary action would be taken, which might include termination of services.</p> <p>Salary: The salary paid is on Monthly Basis and is credited to the employees Bank Account (As per the Personal Details Form) within last 5 working days of the month. The salary includes Basic Salary & Medical benefits (If eligible).</p> <p>If any employee joins on any date after 20th of a particular month; his/her current month salary will be carry forward to the next month salary.</p> <p>Basic Salary: The Basic Salary is the amount paid to an employee as specified in the Employment Contract for period from 1st to the end of month.</p> <p>Medical Benefits: Apart from the Basic Salary, the employees are also eligible for Medical Benefits every month. The management reserves the right to withdraw the above benefit by giving one month notice.</p> <p>If an employee joins on or before 15th of any month, then he/she is entitled for the full medical benefit for that month. If an employee joins on or after 16th of any month, then he/she is eligible for half medical benefit for that month.</p> <p>During the exit of an employee, the Medical Pay will be calculated on pro-rata depending on the last working day.</p> <p>The employee is eligible for the medical benefit after successful completion of probation period.</p> <p>Double Pay: The employee is also eligible for Double pay which is equivalent to one month basic salary (Excluding the Medical Pay) upon successful completion of first consecutive 12 months of service with the company. After that calendar year, the double pay will be calculated on pro-rata.</p> <p>The double pay is given to the employees together with January Salary.</p> <p>Performance Bonus: The employees will be entitled to Additional Performance Bonus. The payment of this performance bonus is solely up to company's discretion.</p> <p>MPF: The employee will be entitled to mandatory contribution towards MPF as per stipulated labor laws in Hong Kong.</p>
Procedure	Not Applicable
Policy Administration	HR Department
Associated Forms	None

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Leaves
Policy Number	B-2
Scope	All Confirmed Employees
Policy Statement	<p>Employees are entitled to avail Leave as mentioned below for every calendar year. Bright Diva's leave year runs from January to December inclusive.</p> <p>No Pay Leave: During probation period, the employee is not entitled for Leave but If an employee takes leave then, it is considered as No Pay Leave. In case, an employee takes excess leave compared to the Annual Leave Balance it will be considered as No Pay Leave.</p> <p>Annual Leave: All employees will be entitled to 14 days of Annual Leave for the calendar year i.e. 1st January to 31st December inclusive.</p> <p>Annual Leave will be credited to an employee on pro-rata depending on his/ her joining date. During your first year of employment with Bright Diva, the amount of annual leave you may take is limited to the amount of leave accrued at that time.</p> <p>All annual leave for the year must be taken within the calendar year, as you cannot carry forward the Annual Leave Balance to the next year. In case, you do not utilize your Annual leave Balance until 31st December, the leave will be forfeit and no leave encashment.</p> <p>You can apply for maximum of 7 consecutive days of Annual leave.</p> <p>Where there are conflicting annual leave requirements, priority will be given to the member of staff whose request was received first, subject to business needs.</p> <p>Sick Leave: In case you take sick leave, the leave application should be submitted along with appropriate Medical Certificate to the HR Department as soon as you join office back from your leave.</p> <p>The Sick leave pay will be calculated as per the HK Labor Law.</p> <p>Maternity/Paternity Leave: The Employees are entitled to Maternity/Paternity Leave as per the HK Labor Law.</p> <p>Funeral Leave: An employee is entitled to up to 3 workdays of funeral leave to make arrangements for or to attend the funeral of an immediate relative.</p> <p>Marriage Leave: Confirmed Employees are eligible for 3 days of Marriage Leave which is to be approved by their Reporting Manager in advance.</p>

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

	<p>Compensatory – off: The Comp Off policy entitles the Employee to get credit for an additional leave to compensate for the service on a Public holiday/Sunday. For this to happen, the Employee should have worked for at least 3 hours on the Public holiday/Sunday, with prior permission from his/her Reporting Manager.</p> <p>Un-availed comp off during the year will get lapsed. Also comp off's cannot be adjusted against the Notice Period.</p> <p>Vacation Blackout: Employees are not advised to apply for any long leave (more than 3days) during the Peak Season for the company i.e. from September to November and 10 working days before & after Chinese New Year.</p> <p>In case of emergencies or any urgent requirement the leave will be approved depending on Business requirement and the discretion of Management.</p>
Procedure	<ul style="list-style-type: none"> • In case of an un-planned leave, Employee must inform their Reporting Manager and the HR Manager before 9.30 AM; failing to do so may result in unauthorized absence (No Pay Leave). • Also once they are back from the unplanned Leave, they should submit the leave application form to the HR Department. • To request annual leave/sick leave, you must complete the Leave Application Form. • Your line manager will consider your application having regard to the needs of the Management. • HR Department may be consulted before a final decision is made. If your application for leave is refused, your line manager will notify you as soon as possible <p>Employee who wishes to apply Annual Leave for more than 03 days should follow the below mention process:</p> <ul style="list-style-type: none"> • The Employee need to submit the Leave Application Form first to the Head of Department. • Post the approval from the Head of Department you should submit the Leave Application to HR Department. • HR Department will submit the application to Mr. Anup for the final approval. <p>Annual leave requests more than 03 days must be applied 2 months in advance.</p>
Policy Administration	HR Department
Associated Forms	Leave Application Form

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Buddy Referral
Policy Number	B-3
Scope	All employees except in managerial grades and the HR Department
Policy Statement	<p>This is a great opportunity for all Bright Diva Employees to introduce their friends and make them part of our growing company.</p> <p>As an encouragement, the company shall pay the referral bonus to employee. This shall be done using the following guidelines:</p> <ul style="list-style-type: none">• Bonus Amount per referral: 1000 HKD• The referral bonus shall be payable to the employee after the referred employee successfully completes the probation period.• The referral bonus will not be offered to employees who are serving notice period.
Procedure	<ul style="list-style-type: none">• Employee can refer a candidate by sending his/her resume to hra@brightdiva.com• After the referred employee has successfully completed the probation period with the company, HR will initiate the process of paying referring employee the referral bonus along with the salary.
Policy Administration	HR Department, Finance Department
Associated Forms	None

SECTION C

EMPLOYEE DEVELOPMENT

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Annual Performance Review																		
Policy Number	C-1																		
Scope	All Confirmed Employees																		
Policy Statement	<p>The objective of Annual Performance Review is to identify / assess current skills or potential levels of respective employees and provide them feedback for their overall growth & development, which in turn would help the organization grow to meet its business objectives.</p> <p>Every confirmed employee will undergo Annual Performance Review once in a year</p> <p>The revised salary or designation (if applicable) will be effective from 1st February.</p> <p>Review and Evaluation will be done based on individual's job function during the entire Year.</p> <p>Ratings Table:</p> <table><tr><th>#</th><th>Ratings</th><th>Definition</th></tr><tr><td>1</td><td>1</td><td>Does Not Meet Expectations</td></tr><tr><td>2</td><td>2</td><td>Below Expectations</td></tr><tr><td>3</td><td>3</td><td>Meets Expectations</td></tr><tr><td>4</td><td>4</td><td>Exceeds Expectations</td></tr><tr><td>5</td><td>5</td><td>Exceptional</td></tr></table> <p>Who are not Eligible:</p> <ul style="list-style-type: none">Employees in probationEmployees on notice <p>Salary Appraisal and Promotions:</p> <p>All the scores of the Annual Review helps us determine:</p> <ul style="list-style-type: none">Increment in salary and the quantum of incrementPromotion to next grade.	#	Ratings	Definition	1	1	Does Not Meet Expectations	2	2	Below Expectations	3	3	Meets Expectations	4	4	Exceeds Expectations	5	5	Exceptional
#	Ratings	Definition																	
1	1	Does Not Meet Expectations																	
2	2	Below Expectations																	
3	3	Meets Expectations																	
4	4	Exceeds Expectations																	
5	5	Exceptional																	
Procedure	<ul style="list-style-type: none">HR Department will initiate the Annual Review Process in the month of DecemberThe review process is as under:<ul style="list-style-type: none">Self ratingReporting Manager assessmentHOD assessmentHR Department will close the Annual Review process.																		
Policy Administration	Reporting Manager, HOD, HR Department																		
Associated Forms	Annual Review Form																		

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Internal Transfer
Policy Number	C -2
Scope	All Confirmed Employees
Policy Statement	<p>Employees may be transferred from one department to another or from one job to another, on a temporary or permanent basis, as per the business requirement.</p> <p>Prior to such transfer, employees will be advised in advance of the arrangement and the reasons for the transfer. The decision for the transfer will be mutually agreed between the employee and the company.</p> <p>HR Department will issue the letter to the employee confirming the internal transfer details</p>
Procedure	<ul style="list-style-type: none">• HR Department will receive the details for the internal transfer of an employee from the management.• HR Department will initiate the discussion about transfer with the employee and the HOD• The final decision of the employee will be informed to the management and the HR department will accordingly issue letter to the employee within 10 working days
Policy Administration	HR Department, HOD, Management
Associated Forms	None

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Professional Development									
Policy Number	C-3									
Scope	All Employees									
Policy Statement	<p>The company encourages career advancement and achieving technical excellence through self-development.</p> <ul style="list-style-type: none">To qualify for reimbursement, the certification must be relevant to employee's role and job.An approval to the certification is at the discretion of the Management.The company will reimburse 100% of fees for the certification. This amount shall be reimbursed to employee only if they meet the below criteria. <table><tr><th>Sr.No</th><th>Reimbursement Amount</th><th>Criteria</th></tr><tr><td>1</td><td>50% of the total Fees</td><td>1. Successfully completing the Certificate and submitting to the HR Department 2. Associated with Bright Diva for the period of one year after receiving the certification.</td></tr><tr><td>2</td><td>Balance 50%</td><td>Associate with Bright Diva for a period of 3years after receiving the certification</td></tr></table> <ul style="list-style-type: none">If employee does not meet the above criteria and leaves the company after receiving the certification, the amount paid for certification will be deducted from his full and final settlement.Employee will be eligible for a paid leave on the day of certification examination. However, employees will not be entitled for any leaves for the preparation of examination. <p>This is at the discretion of the Management based on Business needs.</p>	Sr.No	Reimbursement Amount	Criteria	1	50% of the total Fees	1. Successfully completing the Certificate and submitting to the HR Department 2. Associated with Bright Diva for the period of one year after receiving the certification.	2	Balance 50%	Associate with Bright Diva for a period of 3years after receiving the certification
Sr.No	Reimbursement Amount	Criteria								
1	50% of the total Fees	1. Successfully completing the Certificate and submitting to the HR Department 2. Associated with Bright Diva for the period of one year after receiving the certification.								
2	Balance 50%	Associate with Bright Diva for a period of 3years after receiving the certification								
Procedure	<ul style="list-style-type: none">Employees desirous of acquiring a certification will send an e-mail to their Department Head with CC to HR Department for approval specifying the course details & course fees.Department Head will forward his/her approval to Management with CC to HROn successful completion of certification, employee will claim reimbursement by filling up the Expense Reimbursement Form along with the fee receipt and submitting the Certificate to the HR Department post approval from Department Head.									
Policy Administration	Employee, Department Head, HR Department and Management									
Associated Forms	Expense Reimbursement Form									

SECTION D

EMPLOYEE SERVICES

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Local Business Travel (Conveyance Expenses)												
Policy Number	D-1												
Scope	All Employees												
Policy Statement	<p>On any working day, the employee may be required to travel to different locations in HK for official visit other than their office of posting. In Such cases, employees are allowed to claim reimbursement</p> <ul style="list-style-type: none">All employees are recommended to use the public transport i.e. MTR/Mini Bus/BusThe Local Conveyance incurred would be reimbursed on actual.Please find below the details for the entitlement <table><tr><th>Designation</th><th>Entitlement</th><th>Limit</th></tr><tr><td>Head of Department</td><td>Taxi/Uber/Company Car</td><td>250HK\$/Trip</td></tr><tr><td>Manager & above</td><td>MTR/Taxi/Uber</td><td>100HK\$/Trip</td></tr><tr><td>Assistant Manager & below</td><td>MTR/Bus/Mini Bus</td><td>--</td></tr></table> <ul style="list-style-type: none">In case of urgency and requirement of work and taking into account the cost benefit ratio, the Head of Department can authorize the employee to travel by higher mode of transport to ensure operational efficiency.If an employee is required to come to office on public holiday/Sunday then, the employee is eligible to claim the Local Conveyance incurred for their travel from home to office and back.In case, an employee works in office beyond 10 PM on any working day then, the employee can claim the Travel Expense from office to home by taxi.	Designation	Entitlement	Limit	Head of Department	Taxi/Uber/Company Car	250HK\$/Trip	Manager & above	MTR/Taxi/Uber	100HK\$/Trip	Assistant Manager & below	MTR/Bus/Mini Bus	--
Designation	Entitlement	Limit											
Head of Department	Taxi/Uber/Company Car	250HK\$/Trip											
Manager & above	MTR/Taxi/Uber	100HK\$/Trip											
Assistant Manager & below	MTR/Bus/Mini Bus	--											
Procedure	<ul style="list-style-type: none">All the local conveyance claim form should be submitted along with receipt (if applicable) for further processing and no claim will be processed without the supporting documentThe Local Conveyance Claim Form must be completed with all necessary approval.Employee must submit the claim form to Finance Department as per below mentioned timelines. <table><tr><th>Designation</th><th>Submission Date</th><th>Release Payment</th></tr><tr><td>Head of Department</td><td>Twice a month (15th & 30th of the month)</td><td rowspan="3">Every Tuesday in the 2nd Half. Employees need to collect the payment from the Finance Department accordingly.</td></tr><tr><td>Manager & above</td><td>Twice a month (15th & 30th of the month)</td></tr><tr><td>Assistant Manager & below</td><td>Once a week (Every Friday)</td></tr></table> <ul style="list-style-type: none">Local Conveyance expenses will be reimbursed by cheque, if the claim amount is over 500HKD; if less then by cash.The incurred expenses will be valid only for one month	Designation	Submission Date	Release Payment	Head of Department	Twice a month (15 th & 30 th of the month)	Every Tuesday in the 2 nd Half. Employees need to collect the payment from the Finance Department accordingly.	Manager & above	Twice a month (15 th & 30 th of the month)	Assistant Manager & below	Once a week (Every Friday)		
Designation	Submission Date	Release Payment											
Head of Department	Twice a month (15 th & 30 th of the month)	Every Tuesday in the 2 nd Half. Employees need to collect the payment from the Finance Department accordingly.											
Manager & above	Twice a month (15 th & 30 th of the month)												
Assistant Manager & below	Once a week (Every Friday)												
Policy Administration	Employee, Reporting Manager, Department Head, HR Department, Finance Department												
Associated Forms	Local Conveyance Claim Form												

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Entertainment Allowance										
Policy Number	D-2										
Scope	All Employees										
Policy Statement	<p>The employees may be required to entertain their clients or customers. In such cases, employees are entitled to claim entertainment expenses.</p> <p>Business meals are defined as meals with Company customers, prospects, recruits or vendors during which substantial business discussions take place.</p> <p>Business meals with other employees are discouraged, unless clearly demonstrating sound operation judgment.</p> <p>The eligibility criteria for the entertainment expenses.</p> <table><tr><th>Designation</th><th>Limit – No Approval Needed</th></tr><tr><td>Head of Department</td><td>Up to 1000HK\$/ Per Meal</td></tr><tr><td>Manager & above</td><td>Up to 800HK\$/ Per Meal</td></tr><tr><td>Assistant Manager & below (Sales Department)</td><td>Up to 500HK\$/ Per Meal</td></tr></table> <p>In case, the expenses claim is above the defined limit, it should be approved by the management. The entertainment expenses can also be approved in advance by the management.</p> <p>Reimbursement will be made against actual bills.</p>	Designation	Limit – No Approval Needed	Head of Department	Up to 1000HK\$/ Per Meal	Manager & above	Up to 800HK\$/ Per Meal	Assistant Manager & below (Sales Department)	Up to 500HK\$/ Per Meal		
Designation	Limit – No Approval Needed										
Head of Department	Up to 1000HK\$/ Per Meal										
Manager & above	Up to 800HK\$/ Per Meal										
Assistant Manager & below (Sales Department)	Up to 500HK\$/ Per Meal										
Procedure	<ul style="list-style-type: none">The employee has to submit the Entertainment Expense Claim Form to the Account’s Department post all the necessary approval.The reimbursement claim must be submitted along with the supporting document.Employee must submit the claim form to Finance Department as per below mentioned timelines. <table><tr><th>Designation</th><th>Submission Date</th><th>Release Payment</th></tr><tr><td>Head of Department</td><td>Twice a month (15th & 30th of the month)</td><td rowspan="3">Every Tuesday in the 2nd Half. Employees need to collect the payment from the Finance Department accordingly.</td></tr><tr><td>Manager & above</td><td>Twice a month (15th & 30th of the month)</td></tr><tr><td>Assistant Manager & below (Sales Department)</td><td>Once a week (Every Friday)</td></tr></table> <ul style="list-style-type: none">All extraordinary (well beyond casual) entertainment expenses must be approved in advance by the Management.	Designation	Submission Date	Release Payment	Head of Department	Twice a month (15 th & 30 th of the month)	Every Tuesday in the 2 nd Half. Employees need to collect the payment from the Finance Department accordingly.	Manager & above	Twice a month (15 th & 30 th of the month)	Assistant Manager & below (Sales Department)	Once a week (Every Friday)
Designation	Submission Date	Release Payment									
Head of Department	Twice a month (15 th & 30 th of the month)	Every Tuesday in the 2 nd Half. Employees need to collect the payment from the Finance Department accordingly.									
Manager & above	Twice a month (15 th & 30 th of the month)										
Assistant Manager & below (Sales Department)	Once a week (Every Friday)										
Policy Administration	Reporting Manager, Department Head, Management, Finance Department										
Associated Forms	Entertainment Expense Claim Form										

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Overseas Travel																
Policy Number	D-3																
Scope	All Employees																
Policy Statement	<p>Employees travelling for official purpose anywhere outside Hong Kong are entitled to claim the expenses incurred during their travel.</p> <ul style="list-style-type: none">The company will pay for all the expenses related to obtaining the necessary visa for the travel. The amount reimbursed will be the actual expenses against receipts if applicable.The flight tickets, hotel booking for the employees will be managed by the Administration Department according to below mentioned details. The employees are also eligible to claim the Meal Allowance as specified below. <table><tr><th>Designation</th><th>Hotel Rating</th><th>Air Ticket Class</th><th>Meal Allowance (per day)</th></tr><tr><td>Department Head</td><td>4 star</td><td>Economy</td><td>100 USD</td></tr><tr><td>Manager & above</td><td>3 star</td><td>Economy</td><td>75 USD</td></tr><tr><td>Assistant Manager & below</td><td>3 star</td><td>Economy</td><td>50 USD</td></tr></table> <ul style="list-style-type: none">Administration Department will arrange the travel insurance, only upon receiving the request from employees.All other expenses (transportation, meal) incurred by the employee should be claimed depended on actual.The employee can also claim Advance for their Overseas Travel Expenses and submit the details of all the expenses incurred during their travel along with receipts to the Finance Department.	Designation	Hotel Rating	Air Ticket Class	Meal Allowance (per day)	Department Head	4 star	Economy	100 USD	Manager & above	3 star	Economy	75 USD	Assistant Manager & below	3 star	Economy	50 USD
Designation	Hotel Rating	Air Ticket Class	Meal Allowance (per day)														
Department Head	4 star	Economy	100 USD														
Manager & above	3 star	Economy	75 USD														
Assistant Manager & below	3 star	Economy	50 USD														
Procedure	<ul style="list-style-type: none">The employee has to submit the Overseas Travel Requisition Form to the Administration Department at least three weeks in advance (if possible).The employee needs to apply for relevant visa and claim expense on actual.Admin department will arrange the tickets and hotel accommodation.The Budget for the Tickets and Hotel Accommodation will be approved by the managementAll the details for the travel are to be given to employee at least 3 days prior to their travel date.In case, there is any change in the travel plan of an employee, the employee needs to inform the Administration Department immediately about the change.The employee needs to submit all the details of their Travel Expenses to the Finance Department within 3 days of their return to Hong Kong post obtaining all necessary approvals. If the Travel Expense claim is submitted later than 03 days, the claim reimbursement process will be delayed.																
Policy Administration	HR Department, Finance Department, management																
Associated Forms	Overseas Travel Requisition Form , Overseas Travel Claim Form																

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Other Expenses										
Policy Number	D-4										
Scope	All Employees										
Policy Statement	<p>Meal Allowance: In case, an employee works in office for specific time (as per the table below) is eligible to claim maximum 80HKD for the meal expense for that day on actual. The claim should be submitted along with the supporting documents.</p> <table><tr><td>Day in a week</td><td>Total working hours</td></tr><tr><td>Monday to Friday</td><td>More than 11 hours</td></tr><tr><td>Saturday/Public Holiday</td><td>More than 07 hours</td></tr></table> <p>Gift Expenses: Any gift to be giving to client/customer/ supplier will be authorized & approved by the Management only.</p> <p>Miscellaneous Expenses/ Petty Cash: Any miscellaneous expenses incurred by employee for the office maintenance will be reimbursed to the employee on actual.</p>	Day in a week	Total working hours	Monday to Friday	More than 11 hours	Saturday/Public Holiday	More than 07 hours				
Day in a week	Total working hours										
Monday to Friday	More than 11 hours										
Saturday/Public Holiday	More than 07 hours										
Procedure	<ul style="list-style-type: none">All the other expenses claim form should be submitted along with receipt for further processing and no claim will be processed without the supporting document.The Expense Claim Form must be completed with all necessary approval from the Reporting Manager & Head of Department and submitted to the Administration Department.Employee must submit the claim form to Finance Department as per below mentioned timelines. <table><tr><td>Designation</td><td>Submission Date</td><td>Release Payment</td></tr><tr><td>Head of Department</td><td>Twice a month (15th & 30th of the month)</td><td rowspan="3">Every Tuesday in the 1st Half. Employees need to collect the payment from the Finance Department accordingly.</td></tr><tr><td>Manager & above</td><td>Twice a month (15th & 30th of the month)</td></tr><tr><td>Assistant Manager & below</td><td>Once a week (Every Friday)</td></tr></table> <ul style="list-style-type: none">Expenses incurred will be reimbursed by cheque, if the claim amount is over 500HKD; and by cash if less.Any other expenses, if not specified in the above policies please submit the Miscellaneous Expense Claim Form with the details.The incurred expenses will be valid only for one month	Designation	Submission Date	Release Payment	Head of Department	Twice a month (15 th & 30 th of the month)	Every Tuesday in the 1st Half. Employees need to collect the payment from the Finance Department accordingly.	Manager & above	Twice a month (15 th & 30 th of the month)	Assistant Manager & below	Once a week (Every Friday)
Designation	Submission Date	Release Payment									
Head of Department	Twice a month (15 th & 30 th of the month)	Every Tuesday in the 1st Half. Employees need to collect the payment from the Finance Department accordingly.									
Manager & above	Twice a month (15 th & 30 th of the month)										
Assistant Manager & below	Once a week (Every Friday)										
Policy Administration	HR Department, Management, Finance Department										
Associated Forms	Miscellaneous Expenses Claim Form										

SECTION E

EMPLOYEE SEPARATION

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Employee Resignation								
Policy Number	E-1								
Scope	All Employees								
Policy Statement	<p>Resignation is a voluntary separation initiated by employee when he/she decides to leave the services of the company.</p> <p>Employee may resign by giving advance notice or payment in lieu depending on his tenure with the company as specified below.</p> <table border="1"> <thead> <tr> <th>Tenure</th><th>Notice Period</th></tr> </thead> <tbody> <tr> <td>During 1st month of probation</td><td>1 working day</td></tr> <tr> <td>After 1st month of probation</td><td>7 working day or 7 day's salary in lieu of notice</td></tr> <tr> <td>After confirmation</td><td>One month or One month salary in lieu of notice</td></tr> </tbody> </table> <ul style="list-style-type: none"> • Notice period will start from the date of submission of written resignation (Email/Letter). • It is obligatory to finish the task in hand before the released date and hand over assignment to Reporting Manager. • The un-availed Annual Leave cannot be utilized as resignation notice. • No leave shall be granted during the notice period, except in case of emergency with an approval of Reporting Manager. • The leave availed; will be a no pay leave and it will not be counted towards the notice period and it will automatically lead to extension of the notice period. This condition can be waived off at the discretion of Department Head/ Reporting Manager. • Any certificates/letters/documents will not be issued if the employee separates before his last working day, or does not complete his/her Handover process. • Any certificates/letters/documents will not be issued to the employee if the separation happens within less than 03 months of joining. • The final settlement shall be done by cheque within 7 days from the last working day • Full and Final Settlement - Apart from Salary, un-used annual leave payment (if applicable), double pay on pro-rata (if eligible), any other reimbursement claim will be added in the Final Payment. At the same time, MPF and if any advances take from the company will be deducted from the final amount. 	Tenure	Notice Period	During 1 st month of probation	1 working day	After 1 st month of probation	7 working day or 7 day's salary in lieu of notice	After confirmation	One month or One month salary in lieu of notice
Tenure	Notice Period								
During 1 st month of probation	1 working day								
After 1 st month of probation	7 working day or 7 day's salary in lieu of notice								
After confirmation	One month or One month salary in lieu of notice								
Procedure	<ul style="list-style-type: none"> • The employee will send the resignation letter to his/her Reporting Manager with CC to Head of Department • Reporting Manager will forward the resignation letter to HR department for further actions. • HR department will discuss with the Reporting Manager / Head of Department about the further course of action and accordingly inform the employee. • On the last working day, the HR Department shall initiate the exit processes only after receiving the Handover completion update from the Head of Department • On the last day employee must return all the property belonging to the company including employee staff card, shuttle bus card, keys of the drawer or office or locker (if applicable), company chop or any other document or equipments to the HR Department. 								
Policy Administration	HR Department, Reporting Manager, HOD, IT and Finance Departments								
Associated Forms	None								

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Employee Termination
Policy Number	E-2
Scope	All Employees
Policy Statement	<p>The services of any employee (either in Probation period or otherwise) may be terminated (summarily dismissed) by the company without advance notice or payment in lieu</p> <p>Summary Dismissal:</p> <ul style="list-style-type: none">• If the employee in relation to his employment: -<ul style="list-style-type: none">○ willfully disobeyed a lawful and reasonable order or;○ misconduct himself or;○ is guilty of fraud or dishonesty; or○ habitually neglect his duties• On any other grounds on which the Company would be entitled to terminate the contract of employment without notice at common law. <p>If the employee is terminated because of any negligence or violation of company's policies or unauthorized absenteeism then:</p> <ul style="list-style-type: none">• The employee will not be entitled for salary or any other benefits (such as leave encashment, etc).• The employee will not be issued any certificates/forms/letters/ documents.• The company may file a legal notice against the employee.
Procedure	<ul style="list-style-type: none">• Only the management can take the decision of Termination of any employee in discussion with Head of Department and HR Department.• The HR Department shall initiate Exit clearance processes for relieving the employee.(Refer Employee Separation Process)
Policy Administration	Management, HR Department, Reporting Manager, HOD, IT and Finance Departments
Associated Forms	None

SECTION F

WORK ENVIRONMENT

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Appearance
Policy Number	F-1
Scope	All Employees
Policy Statement	<p><u>Dress Code Policy</u></p> <p>The company prides itself on the professional atmosphere it maintains and the positive image that employees present as representatives of the company. This image is affected by the manner of dress we use within our offices, in the offices of our clients, and in public when we are representing the firm.</p> <p>In view of this the following dress code has been recommended to enable the employees to project a professional, business-like impression keeping in mind the ease and comfort desirable while working for long hours unhindered.</p> <p>No dress code can cover all contingencies; therefore the employees must exert a certain amount of judgment in their choice of clothing. Following guidelines should be followed in this context:</p> <p>Monday through Saturday: Smart Casuals</p> <p>Examples of Acceptable Attire:</p> <ul style="list-style-type: none"> • Smart Business Casuals • Slacks/pants – Wool and cotton slacks are acceptable, provided they are clean and wrinkle free. • Shirts – Casual shirts with collars (for men), polo shirts, sweaters, and turtlenecks are acceptable. • Casual dresses and skirts with modest hemlines <p>Examples of unacceptable attire (on any day at work):</p> <ul style="list-style-type: none"> • Slippers and sandals • Spaghetti-strapped clothing • Tank tops or revealing shirts • Short mini skirts • Sheer clothing • T-shirts with inappropriate or offensive gestures or advertising • Short pants • Halter tops • Avoid clothes that are distracting and revealing <p><u>Personal Hygiene</u></p> <p>Maintaining well-kept hair, good personal hygiene, and general neat grooming is expected.</p> <p><u>ID Cards</u></p> <p>During working hours and when on the company premises, employees must at all times wear their ID badge so that it may easily be read and identified by others. He/she will not be allowed to enter the office premises without wearing the staff ID card.</p> <p>If this card is lost, must immediately inform the HR department and get a new card issued. New card will be charged HKD100.</p>
Procedure	Same as Disciplinary Action(F-4) (Refer Page No.29)
Policy Administration	HR Department
Associated Forms	None

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Office Discipline
Policy Number	F-2
Scope	All Employees
Policy Statement	<p>The company seeks to provide all its employees with the most productive environment possible. The company expects all employees to cooperate in maintaining a quality work environment through the following disciplinary guidelines:</p> <p>General Discipline:</p> <ul style="list-style-type: none">• Behaving in a polite manner with the subordinates /colleagues.• Do not talk loudly within the office premises; do not meet in corridors or in common areas.• Do not disturb other employees while working.• Gossiping during working hours is strictly prohibited.• Keep workplace clean and organized.• Switch off the monitor while leaving for the day. <p>WorkStation:</p> <ul style="list-style-type: none">• In case an employee, wants to swap his current seat or change his workstation, drawer or any other modification / change it must be approved by the HR Department. <p>Telephone Usage:</p> <ul style="list-style-type: none">• Avail the telephone facility including IDD calling for official purposes only.• While in office, keep mobile phones in vibrate mode.• Attend only to emergencies calls. Don't disturb others. <p>Attending to visitors:</p> <ul style="list-style-type: none">• All employees must be aware that visitors are expected to remain seated in the reception area till the time an authorized employee is there to escort them till they leave our office premises.• Family Relations: The Company promotes strong family ties. Family members are allowed at the workplace on special occasions as long as the visit does not jeopardize the productivity of the employee and others in the work area.
Procedure	Same as Disciplinary Action(F-4) (Refer Page No.29)
Policy Administration	HR Department
Associated Forms	None

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	IT Policy
Policy Number	F-3
Scope	All Employees
Policy Statement	<p>Hardware and Software: Each employee shall be allotted suitable hardware and installed software for their daily work. Employees may not upgrade, download, install, or uninstall anything without the express consent of the IT Department or their Reporting Manager.</p> <p>Email ID: The HR Department will create & set up an Email ID for any employee joining the company. The Employee must use only the assigned e-mail id for internal communication/ with clients or customers.</p> <p>Access of E-mail on phone: In case the employee wants to have access to their official e-mail on the personal phone, the request must be approved by the Department Head.</p> <p>Turning off the machine, maintaining employee's files under the DATA directory, and not using anyone else's PC are some of the basic IT rules that, when followed, will help to create a smooth working environment.</p> <p>Any questions or concerns regarding the care of computer equipment should be addressed to the IT department.</p> <p>Employees are further responsible for reporting any hardware or software malfunctions to the IT department immediately and should not try to fix such problems themselves.</p>
Procedure	<ul style="list-style-type: none">• The employee needs to submit the IT Request form to the IT Department post the approval from reporting manager.• The IT Department will accordingly process the request post discussion with the HR Department
Policy Administration	HR Department
Associated Forms	IT Request Form

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Disciplinary Action
Policy Number	F-4
Scope	All Employees
Policy Statement	<p>The company firmly believes that it is never required to invoke its disciplinary provisions. Regrettably, however, sometimes breaches of company rules/regulations, information security breach, poor attitudes or poor performance do occur. In such instances the company must act not only in the interest of office efficiency but also for the well being of all other employees.</p> <p>In serious cases of misconduct employee shall allow for instant removal of duties, access rights & privileges and for immediate escorting out of the site, if necessary.</p> <p>It is not possible to list all forms of behavior that are considered unacceptable at the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment.</p> <ul style="list-style-type: none"> • Theft or inappropriate removal or possession of property. • Falsification of timekeeping records. • Working under influence of alcohol or illegal drugs. • Fighting or threatening violence in the workplace. • Unruly or disruptive activity in the workplace. • Negligence or improper conduct leading to damage of employer-owned or customer owned property. • Violation of safety or health rules • Sexual or other unlawful or unwelcome harassment. • Possession of dangerous or unauthorized materials. • Excessive absenteeism or any absence without notice. • Unauthorized disclosure of business secrets or other confidential information. • Violation of personal policies. • Unsatisfactory performance or conduct.
Procedure	<p>Stage-1: Verbal Warning</p> <p>The employee will be informed of his/her misbehavior or performance problem by his/her Department Head & HR Department. The employee will be aware of the required actions or standards of performance to remedy the situation and an agreed date will be set to review the situation.</p> <p>Stage-2: Written Warning</p> <p>If, at the review stage, (or earlier) there is no or insufficient improvement a second warning will be administered in writing and a new date of review will be established.</p> <p>Stage-3: Termination</p> <p>If, at the second review date, there has been insufficient or no improvement, the employee will be terminated.</p> <p>In situations like gross breach of discipline, major misconduct, abetting or inciting others to indiscipline, violation of service agreements or undertaking gross non- performance, loss of confidence, conflicts with Company's business interest etc, - verbal and/or written warning above will not be applicable.</p>
Policy Administration	HR Department
Associated Forms	None

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Sexual Harassment
Policy Number	F-5
Scope	All Employees
Policy Statement	<p>BrightDiva is committed to providing a safe environment for all its employees free from discrimination on any ground and from harassment at work including sexual harassment.</p> <p>Bright Diva will operate a zero tolerance policy for any form of sexual harassment in the workplace, treat all incidents seriously and promptly investigate all allegations of sexual harassment.</p> <p>Any person found to have sexually harassed another will face disciplinary action, up to and including dismissal from employment.</p> <p>Sexual harassment is unwelcome conduct of a sexual nature which makes a person feel offended, humiliated and/or intimidated. It includes situations where a person is asked to engage in sexual activity as a condition of that person's employment, as well as situations which create an environment which is hostile, intimidating or humiliating for the recipient.</p> <p>Sexual harassment can involve one or more incidents and actions constituting harassment may be physical, verbal and non-verbal. All sexual harassment is prohibited whether it takes place within Bright Diva premises or outside, including at social events, business trips, training sessions or conferences.</p>
Procedure	<ul style="list-style-type: none">• If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to HR Department. You can raise concerns and report without fear of reprisal or retaliation.• All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure.• When the investigation is completed, you will be informed of the outcome of the investigation.• Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the HR Department so it can be investigated in a timely and confidential manner.• Anyone engaging in sexual or other unlawful behavior will be subject to disciplinary action, up to and including termination of employment.
Policy Administration	HR Department
Associated Forms	None

SECTION G

EMPLOYEMENT TERMS

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Non Disclosure and Confidentiality
Policy Number	G-1
Scope	All Employees
Policy Statement	<p>Employees are required to, as condition of employment, agree to and execute the prescribed Non-Disclosure Agreement with the company.</p> <p>The agreement binds:</p> <ul style="list-style-type: none">• Not to disclose to anyone any confidential business information and trade secret pertaining to the company.• Not to engage with any other organization into similar business activity• Not to compete with the company while in employment and after exit• Not to solicit business from the customers of the company while in employment and after exit• Not to discuss salaries or any financial issues with the customers at anytime during or after employment with the company• To behave with professionalism at all times in the workplace or when acting as a representative of the company outside of the workplace <p>The protection of confidential business information and trade secrets is vital to the interests and success of the company. Such confidential information includes, but is not limited to the following examples:</p> <ul style="list-style-type: none">• Compensation data• Financial information• Marketing strategies• Customer/Client information• Supplier Information• Personnel records <p>If employees are involved in improper use or disclosure of trade secrets or confidential business information, he/she will be subject to disciplinary action, and/or immediate termination of employment and legal action, even if he/she do not directly benefit from the disclosed information.</p>
Procedure	Same as Disciplinary Action(F-4) (Refer Page No. 30)
Policy Administration	All Employees
Associated Forms	None

BRIGHT DIVA EMPLOYEE HANDBOOK

Version 1 – Effective 01st March, 2019

Policy Name	Restrictions During and After Employment
Policy Number	G-2
Scope	All Employees
Policy Statement	<p>Employees are not permitted to hold any external assignments or jobs either whole-time or part-time and not to carry on any business, or in any manner be associated with any firm or persons as advisor/consultant/director/partner, whether paid or not for their services without the prior written permission from the company, after signing the employment contract with the company.</p> <p>Employee shall not use any infrastructure, provided by the company, including office space, equipment's and materials, for any external assignments or employment. If the same are abused, employment with the company is liable to termination and claim liabilities forthwith.</p>
Procedure	Same as Disciplinary Action(F-4) (Refer Page No.29)
Policy Administration	All Employees
Associated Forms	None