



SKOSV  
Code of Conduct & Ethics

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## Table of Contents

Abbreviations.....	2
1.0 Introduction.....	3
2.0 Professional Conduct .....	3
3.0 Discipline.....	3
3.1 Misconduct.....	4
3.2 Suspension and Disciplinary.....	6
3.3 Appeal procedure .....	6
4.0 Activities Outside the Company .....	6
5.0 Participation in Media and Social Media .....	6
6.0 Reporting Procedures.....	6
7.0 Secrecy, Confidentiality and Non-Disclosure.....	7
8.0 Liability of Employees.....	7
9.0 Conflict of Interest .....	7
10.0 Political Activities .....	8
11.0 Gifts, Entertainment and Donation .....	8
12.0 Harassment.....	8
13.0 Sexual Harassment.....	8
14.0 Health and Safety .....	9
15.0 Cyberspace Abuse and Software Piracy.....	10
Appendix 1: Acknowledgment of Code of Conduct & Ethics .....	11

## Abbreviations

In this manual, the following abbreviations shall have the following meaning unless otherwise stated:

ABAC	Anti-Bribery and Anti-Corruption		HRAD	Human Resource & Administration Department
HOD	Head of Department		Code of Conduct	Code of Conduct & Ethics

## **1.0 Introduction**

SKOSV Sdn. Bhd. ("SKOSV"), together with its Board of Directors ("Board") put in place this CoC to articulate the Company's mission, values and principles.

This CoC is applicable to all employee of the Company.

It is your guide to the terms and conditions of employment and forms and express part of your contract of service with SKOSV. It aims to provide you with useful information of the Company and matters that will concern you personally as an employee of the Company.

This CoC shall be read in line with the related policies such as Anti-Bribery and Anti-Corruption ("ABAC") Policy and Guideline, Whistleblowing Policy, Employee Handbook, NC Health and Safety Policy, etc.

The management of the Company reserves the right to make the necessary amendment and changes to the contents of this CoC based on the requirements of the Company's organisation and the applicable laws of the jurisdiction, including revision to the existing policy(ies) or implementation of new policy(ies) which are relevant to the Company from time to time.

## **2.0 Professional Conduct**

All employees under the employment of the Company shall observe and adhere to the highest standard of professional conduct. Employees should, in all respect and at all times, conduct themselves with integrity, propriety and decorum, and must not under any circumstances, commit any act or omission that would bring damage to the Company, its property, reputation or general interests.

Employees are expected to have respect and tolerance for diversity of cultures, gender, ethnics and religions other than those of their own whether locally or overseas and shall conduct themselves in accordance with accepted standards of behaviour.

The Company does not tolerate any form of abusive or coercive behaviour whether verbal or otherwise, physical violence or sexual harassment among its employees.

An employee who is in breach of the above Code of Conduct will render himself / herself liable to disciplinary action. Stern disciplinary action will be taken against any employee for non-compliance of such laws, rules and procedures.

## **3.0 Discipline**

- a. Employees shall observe and adhere / carry out at all times:
  - i. The instructions / orders of their superiors; and
  - ii. The rules and regulations of the Company.
- b. Any disregard of the said policies shall constitute a misconduct and appropriate disciplinary actions shall be taken including summary dismissal / termination. However, open communication between Management and employees is always encouraged and the establishment of a conducive working environment goes a long way towards eliminating disciplinary problems. Depending on the

circumstances of an infraction, a breach of discipline may be described as a **minor** or **major misconduct**.

- c. Employee who is alleged to have committed an act of misconduct shall be issued a show cause letter and the employee is required to reply with an explanation to the show cause letter within stipulated dateline.

### 3.1 Misconduct

#### a. Minor Misconduct

Minor misconduct involves breaches of discipline or workplace behavior that, while not grave, may disrupt the work environment or violate company procedures. Disciplinary action for minor misconduct will be applied progressively, typically beginning with counseling, followed by a first warning letter and subsequently a final warning letter, if necessary.

The list is not exhaustive but is only an illustration of what constitutes a minor misconduct:

- i. Leaving work place during working hours without permission;
- ii. Sleeping during working hours;
- iii. Repeated failure to meet established standards of work;
- iv. Failure to obey safety rules or wear safety equipment;
- v. Deliberately going to other doctors to obtain medical leave when refused by the Panel Doctor.
- vi. Arriving late for work;
- vii. Smoking at non-designated area, spitting or littering within the Company's premises;
- viii. Entering restricted areas in Company's premises; and
- ix. Not taking care of tools, equipment, etc. entrusted to employees.

#### b. Major Misconduct

Major misconduct refers to serious violations of workplace discipline that may damage the Company's reputation, compromise employee safety, or disrupt workplace harmony. Such offenses are treated with utmost seriousness and may lead to immediate dismissal or other significant disciplinary actions, depending on the specific circumstances.

The list is not exhaustive but is only an illustration of what constitutes a major misconduct:

- i. Willful insubordination or disobedience to any lawful and reasonable order of a supervisor;

- ii. Threatening to leave the Company's premises for reason of abandoning work premises or without any valid reasons;
- iii. Absence from work without permission;
- iv. Deliberate damage to Company's property;
- v. Theft, fraud or dishonesty including attempted fraud or attempted dishonesty;
- vi. Any attempt of bribery and corruption or actual bribery and corruption activities;
- vii. Gambling in any manner whatsoever and/or consumption of alcohol in at the work premises;
- viii. Gross negligence in the performance of duties;
- ix. Disclosing commercial secrets or sensitive commercial information;
- x. Obtaining or attempting to obtain leave of absence under false pretenses;
- xi. Embezzlement of Company's funds;
- xii. Consumption or trafficking of illegal drugs;
- xiii. Threatening to cause physical harm or injury to any member of the employee to their families or intimidation of whatever nature;
- xiv. Any act, conspiracy, or abetting resulting in riots or racial tension or clashes;
- xv. Inciting or aiding another employee to commit any of the above offences;
- xvi. Sexual harassment;
- xvii. Any cyber misconduct;
- xviii. Any criminal misconduct;
- xix. Making fraudulent or falsifying claims on claims form, receipts, overtime claims, time recording forms, punch card, self-assessment forms, qualification certificate or job application forms;
- xx. Forming union(s) or any similar group(s) in absence of participation of Company's management representatives without prior approval from the superior(s);
- xxi. Attempt(s) to incite strike or boycott the Company which threatens the Company's interests or daily operations;
- xxii. Any other act or neglect considered major; and
- xxiii. Money laundering and / or terrorism financing offences (under the Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001).

### 3.2 Suspension and Disciplinary

- a. The Company may suspend an employee from work should an employee be accused of any gross misconduct during the investigation stage for a period not exceeding **two (2) weeks on half pay** in accordance with Employment Act 1955. Any suspension beyond the two (2) weeks period shall be on full pay.
- b. Employee found **not guilty** of the charge(s) / misconduct, the Company shall forthwith restore the full amount of wages withheld during the suspension period.
- c. Employee found **guilty** of the charge(s) / misconduct, upon completion of the investigation, the Company shall dismiss the employee immediately without notice or payment in lieu of notice.
- d. During the period of suspension, the offending employee is not required to report for duty and shall not be allowed to enter the premises of the Company, unless his presence is required to assist the Company in its investigation, in which case, he shall be informed in writing.

### 3.3 Appeal procedure

An employee who is aggrieved by the decision in a disciplinary action has the right to appeal to have the decision reviewed within fourteen (14) days from the date of the service or posting of the return disciplinary serve (whichever is later).

### 4.0 Activities Outside the Company

- a. Unless an employee is required to in the course of his duty or expressly permitted by the Company to do so, no employee may take part directly or indirectly in the Management or business activities of any company or companies, firms, corporations or other activities whatsoever, whether for gain or otherwise.
- b. Any permission granted may be withdrawn at any time without assigning any reason therefore. Any employee having any interest either directly or indirectly through nominees or trustees in any Company, firms or business, must declare his / her interest to immediate superior / HRA Department.

### 5.0 Participation in Media and Social Media

- a. An employee shall not participate in any form of advertisement or broadcasting whether in the newspaper, magazines, radio or television or any other media without prior written consent from the Company.
- b. An employee shall not make any comments, postings of any information related to Company's policies, activities and operations which could give negative or bad image to the Company in the social media at any time.

### 6.0 Reporting Procedures

- a. Reference shall be made to the *Whistleblowing Policy and Employee Handbook* pertaining to reporting procedures any suspected misconduct or breach of any terms and condition of service.

- b. An employee who fails to report himself/herself shall be deemed as guilty of inefficiency and render himself to disciplinary actions.

## **7.0 Secrecy, Confidentiality and Non-Disclosure**

- a. It is a condition of employment that an employee treat information about the Company, colleagues and clients as strictly confidential and that such information must not, under any circumstances, be disclosed to third parties or used directly or indirectly for personal gain, unless authorised by the Company or required by the law or duties. This includes the use of procedures, manuals, data and software used by or acquired by the Company or its clients.
- b. If any confidentiality issued arise or an employee have any doubt concerning relations with clients or the appropriateness of any action that may adversely affect the Company, the employee should advise the Head of HRAD / HOD immediately.
- c. This restriction shall continue to apply after or following termination of the Employment Contract but shall cease to apply to information or knowledge which may come into the public domain.

## **8.0 Liability of Employees**

- a. An employee may be liable to an extent determined by the Company for any Company's facilities given or any other action taken by him / her with the approval of the Company.
- b. Any payment that must be made by the Company as a result of the employee's negligence, careless actions or actions taken without proper approval shall be recoverable from the employee through salary deductions. Alternatively, the Company may, at its discretion take other appropriate actions against such employee.

## **9.0 Conflict of Interest**

- a. In all business relationships, both internal and external, employees should not permit themselves to be placed in a dual interest position or in conflict between self-interest and integrity. No employee should benefit personally from any purchase of goods or services by the Company, nor derive personal gain from action taken as a representative of the Company. If any employee is found guilty of such doings, the Company has the right to dismiss the employee summarily without any compensation.
- b. Any outside employment or business owned by the employee (directly or indirectly e.g., through his / her immediate family, shares or any forms of beneficial interest) in:
  - i. Privately owned entities which derive the major part of their income from contractual or other business arrangement with the Company;
  - ii. Privately owned entities which are listed in the Company's list of authorised contractors, even if the entities concerned do not derive most of their income from contractual or other business arrangements with the Company; and
  - iii. Privately owned entities supplying materials, equipment, property and / or services to the Company.



- c. Any outside employment must be declared / make known to the Company. While it is not the Company's intent to interfere or prevent employees from engaging in outside employment, there are considerations which may limit or prevent this.
- d. An employee shall not accept any outside employment which are in competition with the Company while under employment.

#### 10.0 Political and Religious Activities

- a. The Company recognizes the employees in their capacity as citizens may wish to involve themselves in legitimate political parties or religious activities.
- b. While the Company does not wish to discourage the employees from doing so and in order that the Company can avoid involvement or identification with any political party, such employees would be required to use their off-duty time, or leave entitlement for such matters. No time off, with or without pay will be granted for this.
- c. However, the Company exercises certain restrains to employees who are seeking election or have been appointed to the position of Head, or its equivalent, Secretary or Treasurer at Division or National level. In this instance, the employee concerned would need to obtain approval from the Company.

#### 11.0 Gifts, Entertainment and Donation

Reference shall be made to the *Anti-Bribery and Anti-Corruption Policy & Guidelines* pertaining to the guidelines of on gifts, entertainment, donation and any other forms of gratuities.

An employee is discouraged to receive or give, nor allow his immediate family to receive or give on his behalf gifts or provision of gratuitous services from or to the Company's contractors, suppliers, bankers, dealers or customers, as this could place such executives in a position whereby their independent business judgement may be prejudiced.

#### 12.0 Harassment

- a. The Company maintains zero-tolerance policy towards all forms of harassment including sexual, racial, religious, gender-based, ethnic, age-related, disability-related, general bullying or intimidation. The Company is committed to fostering a respectful, inclusive and supportive work environment for all employees.
- b. Employees who experience or witness harassment are strongly encouraged to report the matter immediately in accordance with the procedures outlined in the Employee Handbook.
- c. Any employee who harasses any other employee on the grounds of sex, sexual orientation, race, disability or religion upon investigation shall be subjected to the Company's disciplinary procedure.

#### 13.0 Sexual Harassment

- a. Sexual harassment is defined as: **"any unwanted conduct(s) of a sexual nature, whether verbal, non-verbal, visual, gestural or physical, directed at a person**

of the same or opposite gender, which is offensive or humiliating or poses a threat to their well-being. Such conduct is considered harassment particularly when it is refused or objected to, and arises out of or in the course employment." The Company adopted this definition in line with the Employment Act and is committed to maintaining a workplace free from all forms of harassment.

- b. Sexual harassment encompasses various conducts of a sexual nature, namely:
  - i. Verbal harassment:  
e.g. offensive or suggestive remarks, comments, jokes, jesting, kidding, sounds, questioning.
  - ii. Non-verbal / gestural harassment:  
e.g. leering or ogling with suggestive overtones, licking lips or holding or eating food provocatively, hand signal or sign language denoting sexual activity, persistent flirting.
  - iii. Visual harassment:  
e.g. showing pornographic materials, drawing sex-based sketchers or writing sex-based letters, sexual exposure.
  - iv. Psychological harassment:  
e.g. repeated unwanted social invitations, relentless proposals for dates or physical intimacy.
  - v. Physical harassment:  
e.g. inappropriate touching, patting, pinching, stroking, brushing up against the body, hugging, kissing, fondling, sexual assault.
- c. The Company does not tolerate any form of sexual harassment. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other unwelcome verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile, and intimidating working environment and prevents an individual from effectively performing the duties of their position.
- d. Any employee who is found guilty of sexual harassment upon investigation shall be subjected to the Company's disciplinary procedure and lodgment of a police report against the culprit / offender.

#### 14.0 Health and Safety

- a. Reference shall be made to *NC Health and Safety Policy* pertaining to adherence of proper HSE guidelines that is in accordance with the standards and any other compliances regulations applicable.
- b. The Company places high priority on maintaining a healthy and safe working environment for all its employees, directors and business associates.
- c. The Company adopts zero tolerance policy towards criminal behaviour / conduct in order to protect the safety of its employees, directors, associates and clients. Any criminal behaviour / conduct cases shall be immediately referred to the relevant authorities.

## 15.0 Cyberspace Abuse and Software Piracy

The Company maintains a strict policy against any form of cyberspace abuse. Employees granted access to e-mails and internet services provided by the Company are expected to use these resources solely for work-related purposes and official business activities of the Company. Personal use of these services is strictly prohibited.

- a. The Company strictly prohibits the use of pirated or unlicensed software on any of its computers and/or IT infrastructure. All departments and operational units are required to comply with applicable copyright laws and ensure that only properly licensed software is installed and used.

The Company reserves the right to seek compensation from any employee found responsible for losses, damages or any consequential costs arising from the unauthorized use of software or other violation of this policy, as deemed appropriate.

## **Appendix 1: Acknowledgment of Code of Conduct & Ethics**

Employee Name:

NRIC:

Employee No.:

Department:

I hereby acknowledge that I have received, read and fully understood the contents of the Company's Code of Conduct & Ethics. I agree to abide by the principles, policies and guidelines outlined therein, and accept that these form an integral part of my employment terms and conditions

I understand that failure to comply with the Company's Code of Conduct & Ethics may result in disciplinary action and be subjected to employment termination.

I acknowledge that I will contact the Head of Human Resource & Administration should I have any questions or clarifications required.

**I hereby acknowledge that I have received, read, and fully understood the contents of the Company's Code of Conduct & Ethics. I agree to abide by the principles, policies, and guidelines outlined therein, and accept that these form an integral part of my employment terms and conditions.**

**I understand that any breach or non-compliance with the Code of Conduct & Ethics may result in disciplinary action, which may include, but is not limited to, verbal or written warnings, suspension, or termination of employment, subject to the severity of the violation and in accordance with the Company's disciplinary procedures.**

**I further acknowledge my responsibility to seek clarification on any aspect of the Code of Conduct & Ethics that I do not understand. I will proactively contact the Head of Human Resource & Administration should I have any questions or require further guidance regarding the interpretation or application of the Code of Conduct & Ethics.**

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Signature

Date: