
Rules & Regulation Reference Book

BainsGroup of Companies

1. BainsPhysio
 2. **PHYSIO**fitness
 3. Global Health Network
 4. Aihmsa College
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This Rules and Regulation Reference Book applies to all the staff appointed to all positions Bains Group of companies. These rules are annexed to the appointment letter to the staff. Every staff is required to acknowledge receipt to the administration after receiving this booklet. This booklet shall become the basis of all references and disputes that may be encountered by the staff working under this company.

Staff Rules & Regulation for BainsGroup of Companies: 2013 edition.

No Part of this booklet shall be edited unless done via a resolution of Directors of Bains Therapeutic Centre Sdn. Bhd. The edited part shall be acknowledged as applicable to all the current staff.

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SCHEDULE L

LEAVE

L1a : LEAVE - MEDICAL

NOTE: Everyone is bound to fall ill and it is accepted to produce an MC (Medical Certificate of illness) when a staff is genuinely ill and cannot perform either due to weakness, disablement or in fear of transmitting an illness to others. Our company though observe all rules set by the Labour Law, however , also emphasises staff to abide by our in house rules and regulation aiming to check and balance staffs going on MC. These regulations are important for smooth operation in our services we provide. For those with records of no MC during a year are entitle for cash rewards pursuant SCHEDULE (B)/3a- BONUS - GCB

RULE 1: MEDICAL CERTIFICATE

All medical leaves have to be substantiated by a medical certificate from any registered medical officer, preferably from the panel medical officer of the company or the Branches.

RULE 2: MEDICAL LEAVE FOR TEMPORARY STAFF:

A staff who is employed on a *¹Temporary (*¹Temporary Staff: SCHEDULE S/1) employment program can go on a medical leave but the leave taken shall be considered as a **No-Pay leave**.

RULE 3: REPORTING OF MEDICAL LEAVE

- i. A staff on a medical leave shall have to notify the Unit Manager by way of a call (preferably) or an SMS before the commencement of the **FIRST** respective working hour.
- ii. Failing doing so, shall result in record of being absent from duty.
- iii. In the event, a call to inform is received after the first hour, the manager concerned has the description to either accept or declare it as an off day taken while exposing to a disciplinary action by way of show cause letter. The staff shall require to reply to *²show-cause letter (*²Format F 11e – Disciplinary Letter)within the mentioned date.
- iv. This referred leave mentioned herein shall be considered as a **No-pay** leave.
- v. In the event a staff repeats this more than Once he/she is liable to a fine of maximum MYR50.00 deductible from the monthly salary.

RULE 4: MEDICAL LEAVE BEFORE OR AFTER A PUBLIC HOLIDAY

- i. Only **ONE** Medical leave **a year** taken by a staff just after a public holiday shall be taken into account.
- ii. A staff doing so for more than once shall be subjected to a penalty of MYR50.00 deductible from the salary.

RULE 5: MEDICAL LEAVE BEFORE APPLIED HOLIDAY.

- i. Any Medical leave taken before an applied personal or pre scheduled holiday by a staff shall require the Medical Certificate accompanied by a **cover letter** from the attending doctor describing the ailment of the staff or condition.
- ii. In the event such a letter mentioned above is not presented to justify the MC a staff is subjected to a penalty of MYR50.00 deductible from the salary.

RULE 6: MEDICAL LEAVE ON SATURDAY OR MONDAYS

- i. MC taken on Saturday or on Mondays for more than **twice** in a year shall be treated as unpaid leave.
- ii. There shall be a penalty imposed of MYR25.00 each time a staff takes an MC more than the allowance in sec(i) of Rule 6 deductible from the salary.
- iii. MC of this kind shall be treated as disciplinary and the staff will require providing a **show cause letter** within the mentioned date.

RULE 6: LIMIT OF MEDICAL LEAVE

- i. A limit of only 6 MC is allowed in a physical year
- ii. Any MC more than the limit shall be only considered after a recommendation of the manager without prejudice.

RULE 7: MC DURING COMMENCING MONTH ON JOB

- i. MC during the commencing month on job shall be taken as unpaid leave.

L1b : LEAVE - HOSPITALIZATION

RULE 1: ROAD ACCIDENT

- i. In the event a staff is involved in a road accident, it is the responsibility of the staff or the next of kin to report the incidence to the office immediately.
- ii. Post accident MC for the first two weeks **ONLY** shall be taken into consideration. Any MC after this period shall be taken as **no-pay** leave.
- iii. In the event staffs are unable to carry out duties, following an accident, a voluntary resignation letter shall have to be provided by the staff which shall describe the extent of injury and the inability to perform.
- iv. The company may or may not provide compensation depending upon the years of service of the staff.
- v. In the event the staff do not provide such a letter, mentioned above (as in iii) the Manager can terminate the staff via a resignation letter without prejudice.
- vi. The time frame of recovery needs to be mentioned to the office. In the cases where the recovery is taking few months but not less than two months, the staff shall provide a voluntary resignation letter without prejudice.
- vii. Hospitalisation during pregnancy refers to Pregnancy sub section L1c Rule 2.
- viii. In the event a staff is admitted into a hospital for terminal diseases, a voluntary resignation shall need to be given by the staff.
- ix. If the staff suffers transmitting diseases or a carrier of Hepatitis B, any kind of chronic and untreatable infectious skin diseases shall need to report to office immediately and the staff shall have to provide a voluntary resignation letter without prejudice.

L1c : LEAVE - PREGNANCY AND MATERNITY

RULE 1: PERIODIC MEDICAL CHECK-UP

- i. Leave taken for Periodic medical check during pregnancy shall be considered as annual leave.

RULE 1: MEDICAL LEAVE DURING PREGNANCY

- i. Any Medical Leave (MC) during pregnancy period is not acceptable and shall be considered as annual leave.

RULE 2: HOSPITALIZATION DURING PREGNANCY

- i. Hospitalisation during pregnancy but not for delivery and/or conditions related to it shall be considered as **personal leave or a no pay leave**.

RULE 3: MATERNITY LEAVE

- i. 60 day maternity leave is applicable.
- ii. Salary during Maternity leave is applicable based on [Schedule R(e) & Schedule J] category a staff belong to.

RULE 4: PATERNITY LEAVE

- i. Father to the new born baby is entitled to **a paid** paternity leave of 4 days only from the date of birth.
- ii. There will be no provision of replacement in the event a public holiday or a Sunday falls within these four days.
- iii. Any extension to this given paid leave, as in Rule 4(ii) shall be considered as annual leave/holiday.
- iv. In the event the annual holidays are exhausted, the taken holiday shall be considered as **No pay** Leave.
- v. In this event the unpaid leave shall not exceed for more than two days unless there is complication during delivery provided.
- vi. A doctor's letter is required to substantiate this holiday.

L1d : LEAVE - EMERGENCY

RULE 1: DEFINITION

- i. Emergency leave shall be taken by staff in the following instances:
 - a. Involved in a road accident while travelling to or from job.
 - b. Accident taken place during an outing after office hours
 - c. Sudden Death of the immediate family (Parents, husband / wife or child) in the morning or the previous night.
 - d. Caught in a bad road traffic jam and unable to walk out of the car/ vehicle.
 - e. Vehicle breakdown while on the way to job.
 - f. Cars break-down on the way up from job.
 - g. Sudden illness while driving to work.
 - h. Unfortunate incidences while on the way to work.
 - i. Public transport break-down

- j. Missed or delayed flight from out of station.

RULE 2: CATEGORISING EMERGENCY LEAVE

- i. All Emergency leaves shall be categorised either under:
 - a. Staff Holiday,
 - b. Compassionate paid or
 - c. Medical leave.

RULE 3: DOCUMENTATION

- i. Staff would require to produce a Death Certificate in the event there is sudden death of the member of family.
- ii. Doctors letter where necessary.
- iii. Or any other documents deems necessary
- iv. Failing to produce the said documents shall be subjected to disciplinary records and the immediate managers can demand a show cause letter to this respect.

L1e : LEAVE : COMPASSIONATE

RULE 1: DEFINITION

- i. Compassionate leaves are only considered in the following instance
 - a. Immediate death of either parent
 - b. Immediate death of husband or wife
 - c. Immediate death of child
 - d. Or in the event a death is justified and it is the discretion of the manager to approve for such a paid leave.

RULE 2: STATUS OF COMPASSIONATE LEAVE

- ii. All Compassionate leaves are considered as Paid leaves.
- iii. A staff is Only allowed TWO days of such leave.
- iv. Extension to compassionate leave is the discretion of the manager
 - a. in this case it cannot exceed three working days.
- v. Such a leave shall not be granted when such incidence occurs on the week end, during a vacation or during gazetted public holiday.
- vi. The Branch Managers can give this holiday on a case to case basis but shall not exceed the provision to this rule.

L1f : LEAVE - EDUCATION

RULE 1: DEFINITION

- i. Education Leave is defined as:
 - a. Pursuing higher education
 - i. Full-time
 - ii. Part time
 - b. Attending
 - i. Conference
 - ii. Workshop
 - iii. Seminar
 - iv. Talk
 - c. Delivering Talk

RULE 2: APPLICATION

- i. Staff intending to do so shall have to fill up the application [FORMAT F9a] format.
- ii. Prior permission, discussion and arrangement with the manager on this respect is important before application is carried out.
- iii. The Manager cannot grant this permission by their own accord.
- iv. The Manager shall recommend the candidate/staff for the purpose to higher management.
- v. The application shall be discussed at the administration level before approval.
- vi. Upon approval permission shall be granted via a letter from administration. Any Verbal agreement or discussion is void without prejudice.
- vii. The staff may or may not be sponsored by the company.
- viii. Sponsored shall be conditional
- ix. Self sponsored shall be unconditional
- x. The decision of the Administration is final

- xi. For conditional cases *² contract form shall be required to be filled.
- xii. For Self Sponsored, the leave taken shall be considered as no pay leave.

RULE 3: NO OF COURSES ALLOWED PER YEAR

- i. A staff is only allowed two courses per year.
- ii. Chances shall be given to all.

RULE 4: POST COURSE PRESENTATION

- i. A staff returning from any course shall require to do a presentation to all the staff

L1g : LEAVE - UNPAID

RULE 1: DEFINITION

- i. A Leave is considered UNPAID when:
 - a. The yearly leave is used up
 - b. Leave is applied by a Temporary Staff
 - c. leave is applied by a Contract staff for a short project
 - d. Staff carries on with the leave even if it is unapproved.
 - i. Subject may be exposed to disciplinary action.
 - e. Extended [**Schedule L1(b)**] hospitalization more than two weeks
 - f. Medical leave more than allowance per year.
- ii. Extension of a leave following long leave, shall not be encouraged

RULE 2: ALLOTMENT

- i. Staffs are allowed only FOUR days unpaid leave in a year.
- ii. Any staff exceeding these days will have a weak appraisal and may be rejected for any promotion, position or Bonus.

L1h : LEAVE – PAID

RULE 1: DEFINITION

- i. Leave is considered Paid in case of
 - a. Medical Leave; unless exceeding yearly allowance
 - b. Annual leave
 - c. Post [**SCHEDULE L L3(c)**] delivery of child
 - d. Allowed paternal leave
 - e. Hospitalization unless not exceeding the allowed days.
 - f. Sent on an outdoor project with or without outdoor allowance
 - g. When the Managers sent a staff for outstation jobs.
 - h. Staff sent to attend courses, workshop and seminars.
 - i. Leave announcement by the Prime Minister or the CEO of the Company.
 - j. House call as demanded by patients

Every care shall be taken to ensure that the staffs are promptly paid for the days they are on paid leave without prejudice.

L1i : LEAVE - COMPULSORY

RULE 1: DEFINITION

- i. *Compulsory leave is a leave given by the Managers in cases when:*
 - a. A staff misbehaves repeatedly
 - b. A staff becomes disobedient
 - c. A staff leads a movement or demonstration against the directors and management.
 - d. Goes or instigate a strike of any kind
 - e. Create a gang up activities
 - f. Abusive in character
 - g. Becomes mentally incapable
 - h. Develops fits with repeated occurring while at work

- i. Is having infectious disease endangering the other staff. (*The staff would need to produce MC and will follow conditions laid in the Schedule of Leaves – MC*)
- j. Accompany a patient or as directed by the Managers or directors home or to any destination eg. Hospital etc
- k. Assign a job out of office taking more than 5 hours.
- l. When staff has [**Schedule R – Bonus – Cash award to no Annual Leave taken.**] accumulated holidays beyond the permissible as allowed i.e., balance more than 4 days in a year.
- ii. Such leave when given shall be considered as Paid Leave subject to the schedule that may apply.
- iii. In some instance this compulsory leave may be given for a length period until an official letter of warning or termination may be given without prejudice.

SCHEDULE L

LETTERS

L2a : LETTER – THANKING REFERRING DOCTOR

RULE 1: COMPULSORY NOTES

- i. Correctly spelt Doctor's Name
- ii. Correct name of Patient
- iii. Patient's first attended date
- iv. Case type
- v. [**Schedule Letters**] Thank the Doctor for referring the patient to us.

RULE 2: FOLLOW UP LETTER

- i. Therapist concerned should follow up with the referral by way of either a telephone conversation or via a letter or email to the doctor. From time to time.

RULE 3: ASSOCIATE PHYSIOTHERAPIST

- i. An Associate physiotherapist is the one who has been assigned a patient for treatment and report writing.
- ii. An associate Physiotherapist shall be responsible to write and draft a report.
- iii. An associate Physiotherapist shall not be allowed to send any letters out of the branch or practice being corrected by the senior consultant physiotherapist.
- iv. The suffix of all associate or senior physiotherapists shall bear the Malaysian Physiotherapist Associations Membership Number.

L2b : LETTERS – MANAGERS LETTER TO STAFF - DISCIPLINE

RULE 1: REASON TO THIS LETTER

- i. This [**Format 11e – SHOW CAUSE - Discipline**] letter shall be given to the staff by the managers on issues that becomes critical only in the following instances:
 - a. Repeated mistake in Patient management
 - b. Repeated irregularities in
 - i. Attendance
 - ii. MC being sick and not informing office
 - iii. Late to work repeatedly
 - iv. Not answering calls made by the managers more than five times on different days but referring to different matters.
 - v. Using foul language among staffs
 - vi. Quarrelling within the staffs often
 - vii. Not carrying out the job as in JD
 - viii. Not keeping the premises clean.

L2c : LETTER – STAFF RESPONSE LETTER

RULE 1: COMPULSION

- i. Staff shall have to reply to this letter before the mentioned date.
- ii. In the event the staff does not response to the letter, a reminder shall have to be given to the staff by the manager.
- iii. A photocopy could be made of the original letter with the reminder and duly signed by the manager and the staff involved for records.

- iv. In the event the staffs do not response after three reminders the matter shall be reported to the [SCHEDULE LETTER – LETTER TO ADMINISTRATION ON STAFF] Administration Office.
- v. A letter to this respect shall be given to the staff duly signed by the manager and the staff concern.
- vi. If the staffs fail to sign on the letter to the administration, the Manager shall have to make a comment to this respect.
- vii. In the event the staff refuses to meet the manager, the staff shall be given a letter of **compulsory leave** and the staff shall await for either a warning letter of a termination letter.

L2d : LETTER - REPORTING

RULE 1: DEFINITION

- i. [Schedule Letter - Reporting] Reporting means report writing to doctors or any physiotherapists.

RULE 2: COMPULSORY DETAILS

- i. To ensure name of the doctor or physiotherapist is spelt correctly
- ii. Check on the designation
- iii. Address need to be with post code
- iv. Date to be mentioned
- v. Begin with "Regards from BainsPhysio" and mention the Branch. Ended with the slogan "In services to Healthy 1 Malaysia"
- vi. All letters shall be signed by the Senior Consultant Physiotherapist and the Associate Physiotherapist who shall be the manager or the therapist in charge of the patient.
- vii. The Associate Physiotherapist MUST be a graduate or a diploma holder with four year of working experience and must be a member of MMPA – Malaysian Physiotherapy Association.
- viii. The Associate Physiotherapist will need to insert the membership number as a suffix
- ix. The Senior Physiotherapist shall have to read the letter before the Associate physiotherapist and after amendments or editing only the Associate physiotherapist allowed to place the signature.
- x. Not complying to the above can expose to **show cause letter** from the senior physiotherapist

RULE 3: CONTENTS OF REPORTING

- i. Case has to be mentioned as the subject matter
- ii. Date patient first attended or referred by.
- iii. Detail the complaints and the patients aim
- iv. The therapist examination
- v. Treatment plans general focus
 - a. Electrotherapy
 - b. Exercise therapy
 - c. Speech therapy
 - d. Scan on foot or JFS
 - e. Prognosis
 - f. Charts & Diagrams if any

SCHEDULE H
HOLIDAYS

H1a : HOLIDAY – GAZATTED

RULE 1 : ALLOTTED GAZATTED HOLIDAYS

- i. Staff are entitle for 16 days paid Public Holidays.
- ii. Public holidays are divided into
 - a. 1ST Compulsory Category and
 - b. 2ND. Compulsory Category.

RULE 2 : 1ST COMPULSORY PUBLIC HOLIDAY CATAGORY

- I. Days when the business is closed
- II. This schedule shall be announced in beginning of the year.
- III. This will comprise of total of 11 days.
- IV. These holidays are Subject to changes.
- V. Staff are not require to attend any job.
- VI. Staffs may be required to participate in an outdoor program. During such time, a staff will be provided with fixed payment or remuneration.

RULE 3: 2ND. COMPULSORY PUBLIC HOLIDAY CATEGORY

- i. On these days business is open

- ii. Staff are permitted to work but the day shall be compensated either by
 - a. The Management on a general business closure.
 - b. Staff may add on to their annual leaves.

RULE 4 : ANNOUNCEMENT

- i. In the event there is an announcement by the Prime Minister or the CEO of the Company, the holiday given may or may not be compensatory to this clause and shall be considered paid leave.

h1b : HOLIDAY – STAFF ENTITLEMENT

RULE 1: REQUIREMENT

- i. All staff shall need to fill up Leave Application form [Format F11a].

RULE 2: TEMPORARY STAFF

- i. Temporary staff shall not enjoy paid holidays entitled as annual leave.

RULE 3: PROBATION PERIOD

- i. No paid Holiday entitled for those during probation period.

RULE 4: PROGRESSION HOLIDAYS

- i. A staff is allotted only 8 days annual leave during the first year of job.
- ii. 3rd to 5th year a staff is entitled for a 10 days per year
- iii. Fifth year onwards is 14 days per year
- iv. This is subject to discussion and negotiation during the interview.

RULE 4 : PERMISSIBILITY

- i. Staffs are not allowed to compile their respective annual leave and apply for leave.
- ii. The maximum days a staff can apply from an annual leave will not exceed 4 days.
- iii. These 4 days shall not be allowed over a weekday. But are allowed to be compiled over weekend.
- iv. Long leave more than 4 days are permitted or approved for an overseas travel but not to the neighbouring countries.
- v. It is discouraged for a staff to compile annual leaves after or before long festival holidays unless there is a valid reason as follow:
 - a. Health Travel
 - b. Overseas travel
 - c. Ailing parents

Proof of such abovementioned is required.

Not more than One Saturday and/or Monday one or both combined leave with Sunday can be applied within a month. In this event an eligible staff can only repeat Two such combination in a year with a gap of Four months. Leaves taken in divergence to this clause are considered No-paid Leave.

SCHEDULE F
FEES

F1a : PATIENTS/ CLIENTS/PETRONS

RULE 1: PAYMENTS

- i. Unless clearly mentioned by the consultants OR Therapists and valid reason given documented in the appropriate forms as in [Format- F1 – OMISSION FOR PAYMENTS] Format filled for the purpose, All visitors in any form utilizing the services at BainsPhysio or BainsGroup outlets shall be obligated to make payment as stated in the payment schedules kept by the respective sister or branch companies.
- ii. Visitors who do not make payments for any reason and are with guarantee letters to guarantee payment; via referrals from doctors undertaking to pay on behalf; letters from companies undertaking to pay: personal letter undertaking to pay are allowed to leave the premises without payments.
- iii. Any payment unmade by the visitor or unrecorded as mentioned in section (ii) of Rule 1, shall be the responsibility of the Customer Care Officer in charge or the branch manager.
- iv. In the event section (iii) occurs, disciplinary action shall be taken on the Customer care Officer or the branch manager and a show cause letter shall have to be made available after being questioned by the immediate *¹manager.
- v. Payments at the end of the business day shall need to be recorded in the format provided to the Customer Care Officers. *Disciplinary action shall be taken failing to comply to this section of rule.
- vi. A monthly chart shall be generated by the Customer Care Officer ending every month with regards to the number of bill cases, cash payees, Credit card payees, local visitors, foreign guest.

RULE 2: DOCUMENTS FOR BILLS CASES

- i. Patients/clients/Patrons wishing to make payments after the treatment of at the end of the month shall have to fill up a **[Format-F7 – COSENT FOR PAYMENTS]** form.
- ii. This signed document shall be presented to the Manager of the respective department for counter signature.
- iii. VVIP patients such as Ministers in office, High Commissioners in Office or Top Ranking officers shall need to provide the office with their calling cards and the centre will generate a bill for the services at the end of the calendar month.
- iv. Not complying to this rule, is considered as violation and is subject to **[FORMAT F11e]** disciplinary action.

RULE 3: INSURANCE COVERAGE

- i. Patients or patrons visiting for services shall be asked if they would settle via insurance.
- ii. In the event the Front desk Office or the Customer Care Officer is unable to answer the client or the visitor effectively; the case should be immediately referred to the consultant.
- iii. In case of ING an Orthopaedic surgeon affiliated to our centres could be referred to in return the said specialist shall provide a letters for Physiotherapy services. This letter will need to be faxed to ING for a Guarantee Letter(GL).
- iv. Upon doing so the Administration or the Accounts department would require to be informed for the follow-up.
- v. In the case of Red-Alert. This process is not required
- vi. The number of visits (not in case of red alert)shall need to be mentioned in the patient's file in our system and a note need to be made of the expiry of the GL.
- vii. List of all the bill case need to be listed at the end of every calendar month. This list shall be duly signed by the Managers and sent to the Accounts section.
- viii. For Self Claims from any other insurance company, advanced payment would need to be made before letter or statement of bill is provided for self claims

F1b: FEES - PAYMENT FROM HOUSE CALL

RULE 1: HOUSE CALLS

- i. Where necessary, the consultants shall make the first visit to advice on the treatment planning.
- ii. The therapist accompanying shall be in charge of the House call.
- iii. The Therapist In charge shall create a plan after discussion with the Consultant and distribute the job among the team.

RULE 2: FEES FOR HOUSE CALL

- i. Fees for the house call shall be determined by the Consultants.
- ii. The fees shall be paid to the therapist during the second visit where the therapist in charge makes their first visit for therapy
- iii. The Therapist shall visit the patient during the evenings or arranged after discussion with the Managers.
- iv. The Patients if willing to pay via cash, the Visiting Therapist could collect the payment and shall be handed to the Accounts department.
- v. Those needing an invoice shall be informed to the office immediately to generate an invoice for payment collected in the upcoming visit.

RULE 3: LOAN ITEMS FOR HOUSE CALL

- i. Loan items to the House call shall be the responsibility of the Therapist In Charge.
- ii. There shall be a deposit imposed on the **[Shoppie: Loan Items Deposit S/2.]** loan items. The Therapist In charge shall make arrangement
- iii. to deliver and remove the items loaned for any said house calls.

RULE 4: SHOPPIE FOR HOUSE CALL

- i. All items sold at house calls shall be the discretion of the Therapist In charge.
- ii. The amount charged need to be informed to Accounts department

RULE 5: COMPULSORY DISCUSSION

- i. The Therapist in charge shall need to discuss the house call periodically with consultants for planning and further program setting.

F1c: PAYMENTS ON MATERIALS

RULE 1: CHART

- i. All materials sold shall follow the chart of sale prices. **[Shoppie Chart- Format F14b – SHOPPIE CHART]**

RULE 2: FEES FOR MATERIALS

- i. Materials shall be sold at the listed price of the respective departments.
- ii. Inventory of the items shall be kept by the Managers of every unit.
- iii. Any changes in the sale price shall be the discretion of the Managers.
- iv. All materials shall be purchased only via Global Health Network our Procurement Section.
- v. Any Centre intending to bring into the list a new item shall need to inform the Accounts Managers.
- vi. Code numbers will be observed by all centres. No new codes shall be given to items at any branch provided given by the Accounts Section only.

RULE 3: LOAN ITEMS FOR HOUSE CALL

- i. Discretion of the Therapist in charge
- ii. The therapist in charge shall take the responsibility to collect and hand the needed receipt for the sale items.

RULE 4: MATERIAL DISCOUNTS

- i. There shall be a 10 to 15% discount given from the selling price at the branch to staff or the nearest of the kins on materials purchased.
- ii. A [Format F14c: Material Discount] form would need to be filled to this respect

F1d: FEES FOR TRAINEE

RULE 1: FEES TO TRAIN

- i. Senior Consultants or Senior Managers of BainsPhysio shall reserve the rights to impose a fees for training the staff employed during the probation period.
- ii. The Trainee could be charged a fees of MYR400.00 a month by the consultant as trainee fees.
- iii. The discretion to charge is entirely of the consultant.
- iv. This fees shall not be imposed as compulsory to be paid after the staff is confirmed until a dispute is initiated by the staff.

RULE 2: DEMAND TO PAY TRAINING FEES

- i. In the event there is a dispute of any kind upon termination or resignation where the staff make demands for any moneys what so ever, the company will reserve the rights to impose such fees during the disputing moments.
- ii. The terminated or resigned staff with dispute will need to make such payment that would be invoiced via Registered Post with a demand of acknowledgement letter.
- iii. The fees so charged will be effective on months until the staff is made permanent via a confirmation letter.

F1e : FEES - OMISSION

RULE 1: OMISSION OF CONSULTATION FEES

- i. Senior Consultants or Senior Managers of BainsPhysio may omit a payment for his or her consultation if service is provided to the closest next-of-kin.
- ii. A [Format F1 -Omission] form shall need to be filled to justify the omission.
- iii. Omission can also be carried out in house calls, provided the Consultant does it for charity.

SCHEDULE J
JOB TYPE

Jobs in the BainsGroup of Companies are of the following type:

1	TEMPORARY STAFF	<ul style="list-style-type: none"> 1. Temporary staff is employed to deliver a project and depends on a case to case basis in terms of duration of work. They do not enjoy any deduction EPF or SOCSO. 2. Temporary staff will not be entitled to any bonuses or company facilities unless mentioned in the agreement
2	OUT SOURCED FACILITY	<ul style="list-style-type: none"> 1. The company can outsource its functions to a third party 2. The scope of job could be for a certain period of time. 3. Terms and conditions in the agreement shall apply.
3	PROBATION	<ul style="list-style-type: none"> 1. Staff on probation is on a trial period 2. The trial period is usually for three months. 3. The probation period can be extended depending on the appraisal provided by the two nominees.

		4. The probation period can last as long as the appraisal is not satisfactory.
4	CONTRACT STAFF	1. When the staff is employed from a year to year basis 2. The staff is entitled for all company's benefit.
5	PERMANENT STAFF	1. All permanent staff shall enjoy all facilities until they resign. 2. All permanent staff could work until the designable age of 55 years.

J(SC) : JOB TYPE – SUPERIOR CATAGORY

INCLUSION

- i. CHAIRMAN
 - a. Responsible to preside in the board meeting, expose the organisation to the political network, corporate network, and shall be the pride of the company with good public standing.
 - b. Shall assure the drive in towards right direction and shall represent the company at the top level meetings in the corporate or government sector.
- ii. CEO OF THE COMPANY, PARENT OR SISTER COMPANY
 - a. Shall be the driver of the company. Inspirational and instrumental in the productivity, seamless flow and bring reputation of the company towards national and international standard.
 - b. Drive the company towards ISO or other accreditations.
 - c. Motivating and an achiever of the set KPI by the directors of the company.
- iii. GENERAL MANAGER OF ORGANISATION
- iv. DIRECTORS OF ORGANISATION
- v. CHIEF FINANCE OFFICER
- vi. CHIEF OPERATION OFFICER

J(C1): JOB TYPE – CATAGORY 1

INCLUSION

- i. Branch Managers [**Refer JD Catagory 1**]
 - ii. Unit Managers [**Refer JD Catagory 1**]
- A. Every Manger shall need to have Manager's Retainer Appraisal from their pool of staffs.
- B. The report shall be summarised and discussed with the concern Manger. This report shall give the administration a direction to the Mangers job hierarchy.
- iii. Doctor [**FORMAT Doctors JD**]
 - iv. Physiotherapist [**FORMAT : Hierarchy Format for professionals – Therapists**]
 - v. Occupational Therapist [**FORMAT : Hierarchy Format for professionals – Therapists**]
 - vi. Speech Therapist [**FORMAT : Hierarchy Format for professionals – Therapists**]
 - vii. Assistant Managers [**Refer JD Catagory 1**]
 - viii. Finance Managers [**Refer JD Catagory 1**]
 - ix. Asst Finance Manager [**Refer JD Catagory 1**]
 - x. Marketing managers [**Refer JD Catagory 1**]

J(c)2 : JOB TYPE – CATAGORY 2

INCLUSIONS

- i. Catagory 2 would comprise of
 - a. Front desk officer [**JD Category 2 FRONT DESK**]
 - b. Drivers [**JD Category 2 - DRIVERS**]
 - c. Conveyance Managers [**JD Category 2 - DRIVERS**]

J(C)3 : JOB TYPE CATAGORY 3

INCLUSION

- i. They are
 - a. Sweepers,

- b. Tea makers
- c. Cleaners
- d. Guards

SCHEDULE R
REMUNERATION

R1a	Salary
R1b	Salary on Termination
R1c	Deduction
R1d	Staff Chart
R1e	Pregnancy
R1f	PBA – Profit Bonus Allowance
R1g	Year End bonus
R1h	Good Conduct Bonus
R1i	Medical Incentive

R1a : REMUNERATION - SALARY

RULE 1: DATE OF SALARY

- i. Salaries to staff shall be reimbursed on every 7th. of the month.
- ii. There can be some variation to this date but shall not exceed the 10th of every calendar month without prejudice.

RULE 2: SALARY FOR NEW STAFF ON COMMENCING MONTH:

- i. Commencing month means the month a staff commences duty.
- ii. Any staffs that commence the job in the middle of the month will have the salary calculated on the days the staff has been in office and on duty only.
- iii. The calculation for the commencing month shall not include Sundays and public holidays on the commencing month.
- iv. [SCHEDULE L] MC during the commencing month shall be considered as unpaid leave.

R1b : REMUNERATION - SALARY ON TERMINATION

RULE 1: TERMINATION DURING COMMENCEMENT MONTH

- i. Termination within the Commencement period for [FORMAT F 10b – TRAINEE FEE CHART] Trainee Staff shall be considered as training time converted into cash value taken as training fees and the amount shall be due to the company.
- ii. In the even the calculated value is more than the remuneration to the staff, the employee shall have to reimburse the amount to the company .
- iii. Original offer letter may need to be returned in its original form and employer shall not oblige to provide a testimonial.

RULE 2: TERMINATION DURING CONTRACT PERIOD

- i. Termination during the contract period shall refer to the condition in the contract duly signed by the staff and the employee during the time of interview.
- ii. The company has the rights to delay in the payments of the salary of the last month served due to some administrative accountabilities and closing of the staff files.
- iii. All reports or complaints made on this regards shall be considered void without prejudice.
- iv. No work bonus or compassionate bonus or allowance stipulated by law or in any contents or otherwise shall apply.
- v. Testimony may or may not be provided by the employee based on a case to case basis.

RULE 3: TERMINATION DURING PROBATION PERIOD

- i. A Staff who is not confirmed in an ordinary or conditional situation can terminate by giving either a 24 hours notice by either party abiding to the contract signed between two parties with no obligation howsoever.

RULE 4: TERMINATION AS A CONFIRM STAFF

- i. Termination will be in accordance to the contract.
- ii. In the event a 24 hours termination is given by any of the parties, the terms in the contract will apply
- iii. All complaints to the labour office pertaining to dispute shall be considered void.
- iv. All [Schedule R] bonuses shall cease, effective the date of acceptance of termination or resignation letter from the staff.
- v. Insurance Coverage if any shall be cancelled upon completion of the term period.
- vi. In the event the term period is 2/3rd the time frame, the value shall be calculated and deducted in the final salary.

R1c : REMUNERATION - DEDUCTION

RULE 1: SCHEDULE DEDUCTION

- i. All schedule deduction shall be in accordance by the law governing by the Ministry of Human Resources, Govt. of Malaysia
- ii. The schedule deduction shall not be applicable for the last month of job and such shall be applicable to both parties.

RULE 2: DEPARTMENT DEDUCTION

- i. Deduction as mentioned as penalties shall be deducted from the monthly salary.
- ii. Any owing or borrowings due to the department or centre shall be deducted from the monthly salary.
- iii. Partnering Insurance shall be deducted from the monthly salaries.
- iv. Group contributions shall be deducted accordingly.
- v. All deductions shall not be refundable.

R1d : REMUNERATION - STAFF CHART

RULE 1: CHARTING SYSTEM

- i. Where applicable staff are provided with performance charting for commission.
- ii. Every therapist shall have to fill up the charts accordingly to be sent to the accounts department every month NOT LATER THAN 5th. Of the following month.
- iii. All commissions mentioned in the chart shall be paid after 90 days upon submission.
- iv. Charts shall have to be checked by the Managers.

RULE 2: IRREGULARITIES

- i. Any disputes or any irregularities found in the charting shall be subjected to disciplinary action to the staff concerned and the manger

RULE 3: LATE SUBMISSION

- i. Any submission later than 5th. Of the month shall not be entertained. The claims will not be paid.

R1e : REMUNERATION – PREGNANCY

RULE 1: MATERNITY PERIOD

- i. Remuneration during maternity period shall be :
 - a. Full of basic salary for superior category staff.
 - b. 1/2 of the basic salary for Category 1 staff
 - c. 1/3 of the basic salary for Category 2 staff
 - d. 1/4 of the basic salary for Category 3 staff

RULE 2: PBA & ALLOWANCES

- i. Staff shall not be entitled for the PBA during Maternity Leave.

R1(f)– REMUNERATION – BONUS : PBA - PROFIT BONUS ALLOWANCE

PURPOSE: This PBA is aimed as an incentive to the Branch Managers or Manager of any Units is offered upon satisfactory performance from all sectors in the running of the respective centre. In the event the managers do not satisfy conditions as stipulated in the guideline for the “MANAGERS PERFORMANCE & REMUNERATIONS”, this offer shall be deferred to the following calendar year upon satisfactory report.

RULE 1: MECHANISM OF PBA

A Manager of any branch or unit is entitled for a PBA provided:

- i. He/she fulfils the above criteria mentioned in the **Purpose**.
- ii. He/she shall have worked for the centre for not less than 4 years.
- iii. He /she drive the centre to financial growth.
- iv. The calculation depends upon centre to centre organization but by and large almost all centres will follow the chart mentioned in the **[format 15A - Chart – PBA]** Format Chart
- v. Each centre may have a separate arrangement for the commencement of PBA.
- vi. For any new centre, PBA would be implemented after 12 months of operation and the centre or the Manager should satisfy the conditions mention in the Purpose.

RULE NO 2: REIMBURSEMENT

- i. All Managers would require to fill up their respective charts at the end of each calendar month or maximum before the 5th of the next month.
- ii. All PBA charts shall be handed to the Assistant Manager of the Organization or the designated personnel in the Administration office.
- iii. All PBA bonus shall be paid after three months upon receiving of the charts in the Administration office.
- iv. There shall be a procedure of rechecking and if there is any discrepancies or mistake in the figures the respective managers shall need to explain the discrepancy in a show-cause letter provided to the Managers.
- v. Any discrepancies that is deliberated for the second time is considered as disciplinary matter.

RULE 3: NON APPLICABILITY OF PBA

PBA shall not apply in the following situation:

- i. In the event the Manager is on long leave for more than one days.
- ii. In the event the Manger is on Maternity leave
- iii. In the event the Manger is on long Medical Leave
- iv. In the event the Manger is hospitalized
- v. In the event the Manger is on emergency leave for more than two days (after the permissible allowance).
- vi. Under any disciplinary action PBA can be deferred. Depending on the discretion of the Administration officer.
- vii. PBA can be discontinues at any point of time without prejudice.

RULE 4: SCHEDULE DEDUCTION

- i. PBA will not entitle to EPF - KWSP earning and SOCSO deduction.

RULE 5: TERMINATION

- i. The company has the rights to terminate this allowance with a written notice within 24 hours
- ii. No protest from the staff in any form via, strike or demonstration shall be entertained.
- iii. In the event this take place, the staff involved could face disciplinary action or terminated from the job with 24 hours notice without prejudice and any action taken hereafter by the staff shall be considered void.

R1g: REMUNERATION – YEAR END BONUS

- 1. Year End Bonus is only applicable when the company makes satisfactory surplus income.
- 2. Bonus shall be declared by the CEO or any appointee at any time of the year. The Bonus shall be based on the following conditions as stipulated in the rules below:

RULE 1: ENTITLEMENT

- i. All staff including the staff on Contract are entitled for bonus upon official announcement and written memo to all the staff of the company as directed by the CEO.
- ii. Official Memo **[Format F12a – Bonus Declaration Memo]** for this purpose shall bear the signature of the Chairman and one of the company directors.
- iii. The Bonus can also be paid to some staffs only without prejudice. The decision in doing so shall be after the discussion at the board members.
- iv. Staff with disciplinary action shall not be entitled for Bonuses of the current year. Bonus to these staffs for the concurrent years will depend on their conduct and shall be the discretion of the Administration office or Manager’s Recommendation.

R1h: REMUNERATION BONUS - GOOD CONDUCT BONUS

TYPE	A. CASH AWARD ON NO MC IN A YEAR
	B. CASH AWARD ON NO LEAVE IN A YEAR

RULE 1: ENTITLEMENT

- i. Any staff who fall in the above categories is entitled for a good conduct bonus.

- ii. The cash value shall be half of the basic salary.
- iii. The announcement shall be made on any year end function organised by the company.
- iv. Along with this award a staff shall also be presented with a certificate of such conduct.

R1i: REMUNERATION - MEDICAL BENEFITS AND INCENTIVES

RULE 1: MEDICAL INSURANCE

- i. All staffs are required not compulsory to participate in Medical Insurance Scheme on or upon confirmation except for Contract or Temporary staff.
- ii. Letter to this respect shall be sent to the eligible staff to this participation.
- iii. Applicable to staff who have worked with the company for more than one year without any conduct.
- iv. Upon agreeing by the staff the company shall compensate 30% of the Main Medical Policy for the first year of purchase.
- v. During the 2nd. Year and 4th. Year the Company shall compensate 50% of the Main policy.
- vi. 5th. Year to 8 year the company shall compensate 70% of the Main Policy.
- vii. After 9th year the company shall pay 80% of the Main policy.
- viii. For Category 1 staff after the 9th year the company shall compensate 100% of the Main Policy

RULE 2: MEDICAL INCENTIVES

- i. Applicable to Superior and Category 1 Staff only.
- ii. The company will compensate a maximum MYR30.00 or 50% of the bill if it is below MYR30.00 for a maximum of 5 bills a year only.
- iii. This is not extended to the next-of-kin of the staff.

SCHEDULE A				
ADMINISTRATION				
SCHEDULE A	A1	ADMINISTRATION	a	COMPLAINTS & GRIEVANCES
			b	MAINTENANCE
			c	MEETINGS & CONDUCT
			d	INTERVIEW
			e	APPRAISAL
			f	TESTIMONIAL
			g	SHOW CAUSE LETTER
			h	REMOVAL FROM A POSITION

A1a : Admin –Complaints & Grievances

RULE 1: COMPLAINTS ON SYSTEM PERFORMANCE

- i. All Staff of BainsGroup are free to give suggestions on the system of performance of the company
- ii. The Staff so intending to give suggestions can do so by filling in the [FORMAT F11a - SUGGESTION] *¹Suggestion Format.
- iii. The Staff would be required to write his name and position.
- iv. Staff making such suggestions shall require an approval of their respective managers or immediate bosses.
- v. All suggestions shall be treated confidential.
- vi. Where necessary the suggesting staff can be called for a meeting.
- vii. The suggestion shall not pose threat to the organisation or stir any disorder of the working condition.
- viii. A single format shall not have more than one name. Each format shall have only a single name and signature.

RULE 2: COMPLAINTS ABOUT ANY STAFF

- I. Any staffs having any form of grievances against another staff or a manger can write in their grievances to the administration.
- II. The staff need not necessarily go through their immediate bosses.
- III. The staff can do so via a letter treated with confidence by the administration for an appropriate action.

A1b: Admin – Maintenance

RULE 1: DUTY

- i. It is the duty of all staff to bring homely environment in their place of work.
- ii. Any repairs, damages or any faulty instruments need to be reported to the maintenance department via a **[FORMAT F11b - Maintenance]** *¹Maintenance Format immediately.

RULE 2: MAINTENANCE FORMAT

- I. The staff concern shall fill up this format and passed on to their immediate boss or manager for counter signature.
- II. This form shall be personally or via email handed to the Asst. Accounts Manager.
- III. The Accounts department shall send this format to the Maintenance department to conduct the required job.
- IV. The maintenance department shall need to present the quotation for the said job to the administration for confirmation and approval.
- V. Upon approval of the job shall the maintenance department carry out the required job.
- VI. Upon rectification of the job, the maintenance department shall need to verify with the complainant department to confirm the repairs and smooth operation of the said job via the complainant's or the Manager's signature.
- VII. This format shall then be sent to the Finance department for the required Payment.
- VIII. Upon fully settling the payment the Accounts department shall make necessary filing and records.
- IX. A copy shall be maintained by the maintenance department.

A1c : Admin – Meetings & Conduct

RULE 1: CONDUCTING A MEETING

- i. Agenda should reach the members one day prior to meeting
- ii. A Meeting should be chaired by an appointed person.
- iii. A member should be appointed to take down the minutes

RULE 2: REGULAR MEETING

- i. Every Department are encouraged to have regular meetings on accumulated issues.
- ii. An Agenda to such meetings needs to be built over a period.
- iii. The **[FORMAT F11c – Agenda Format]** Agenda Format need to be updated by the managers of the respective department.
- iv. A department shall need to hold a regular meeting when 5 issues are recorded on this format.

RULE 3: ATTENDANCE & PROCEEDS OF METING

- I. The staff attendance is recorded.
- II. Any staff absent for two consecutive meeting shall need to produce a show cause letter.

RULE 4: MINUTES WRITING

- i. All minutes need to be written and circulated to all the attendees not later than 48 hours after the meeting.
- ii. A copy of the minutes needs to be sent to the administration office, General Manager and the CEO of the company.
- iii. Minutes shall be written in the Minutes Format **[Format F11d]**.

RULE 5: FOLLOW-UP

- I. All the staff assigned the respective duties or task has to be accomplished before the next meeting is scheduled.
- II. In the event the assignment is not carried out or procrastinated on, a show cause letter could be demanded to explain the delay.

A1d : Admin – Interview Process

RULE 1: CV OF THE APPLICANT

- i. Check on the
 - a. Photograph attached
 - b. Address and telephone contacts
 - c. I/C number.
 - d. School certificate
 - e. All certificates
- ii. Fix the appointment
- iii. Either to have all the Three interview in one single day or on a repeat attendance to be decided by the Manger

INTERVIEW I – COMMUNICATION SKILL [Questionnaire in the Format F12]

- i. Time duration (15 to 30 minutes)
- ii. Carried out by the HR or any staff appointed by the manager.
- iii. Not pertaining to profession to ask Oral Questions related to
 - a. Who they are?, their family and siblings etc? What is their unique character
 - b. Why Physiotherapy or related profession to job specific.
- iv. General Knowledge questions

INTERVIEW II - WRITING SKILLS

- i. **Two written questions**
- ii. An essay between 200 to 300 words on the topic given by the professional body.
- iii. An essay on why chose to work with us 200 to 300 words.

INTERVIEW III – PROFESSIONAL INTERVIEW

- i. Carried out by the professionals and the managers for about 20 minutes
 - a. Managers must compile the questions asked and answers to be handed over to the senior consultants before they interview the candidate.
- ii. Interviewed by Senior Consultants for about 30 minutes

RULE 2: FILLING UP OF APPLICATION FORM

- i. The Candidate shall fill up the application form and wait for the offer letter.

A1e : Admin – Appraisal

RULE 1: APPRAISAL WRITING TO CONFIRM POSITION

- i. All staff on probation shall have to initiate themselves to get themselves confirmed on their own accord.
- ii. Just before completion of their probation period the staff has to comply to:
 - a. all the required formalities viz letters, recommendations as mentioned in the offer letter.
 - b. The staff shall than be eligible to collect 2 [**Format F4a - Appraisal**] Recommendation to Confirmation Form from the Administration office.
 - c. Your immediate boss shall be consulted for the two nominees appointed to fill these form.
 - d. The duly filled format shall have to be returned to the concern staff to be handed to the Administration department.
 - e. The Administration officer or the assigned officer shall have a brief meeting with the two nominees.
 - f. A meeting will be called between the administration and the concern staff for confirmation.
 - g. The probation could be extended if the administration officer finds that the reports from the nominees is not satisfactory

RULE 2: APPRAISAL ON A MANAGER

- i. All staff under a manager shall require to fill an [**FORMAT F4b - APPRAISAL**] Manager's Retainer Appraisal about their respective managers
- ii. The appraisal of the staff shall have a code. No names shall appear on the appraisal form required to be filled by them
- iii. The staff report shall be kept confidential.
- iv. This appraisal shall need to be filled after every 6 months.
- v. The result on this appraisal shall be discussed with the manager concern.

RULE 3: ANNUAL APPRAISAL

- i. All staff shall need to fill up an annual appraisal.
- ii. This annual appraisal will determine the promotion or increment of the staff salary.

A1f: Admin - TESTIMONIAL

- i. Staff who has served the Company and the Centres for more than one year can apply for a testimonial.
- ii. Testimonial can be provided only when the staff wishes to resign
- iii. Any job done for less than one year shall not qualify to receive a testimonial.

A1g: Admin – SHOW CAUSE LETTER

RULE 1: A SHOW CAUSE LETTER

- i. A [**FORMAT F11e – SHOW CAUSE**] Show Cause Letter is a letter provided to a staff to give reason to any irregularity that has occurred repeatedly and is detrimental to the functioning of the organisation.

RULE 2: AUTHORISED PERSON TO ISSUE

- i. Any Managers from a Senior category and Category I officers can issue a show cause letter to any of their staff.
- ii. The Mangers issuing such letter should take the following consideration:
 - a. Make sure the incidence is justified.
 - b. In the event of records of repeated offence
 - c. Prior to the issuance of such a letter, A verbal warning is to be given to the concerned staff, all such verbal warning shall be recorded in the [**All departments to have a staff reporting book kept by the Managers.**] **staff reporting book** with time and date. Such verbal warning should be carried out before another staff of the same department or from the administration department.

- d. A Manager issuing more than Four Such letters to staffs on different occasions in a month can be questioned by their superiors.

RULE 3: COMPLYING

- I. Any staff so provided with a show cause letter should take the matter seriously
- II. The staff will require to provide the cause to such a misconduct or irregularities within the date provided in the letter.
- III. Repeated irregularities shall be dealt by the Administration Department and can be subjected to Schedule L1(iii)

RULE 4: POSITION AS A MANAGER

- i. Any Position so appointed to any staff will be based on the following criteria:-
 - a. Loyalty in service
 - b. Compatibility in profession
 - c. Close nit working with the seniors
 - d. Attitude and aptitude towards staff and colleagues.
 - e. Ability to express written as well as oral
 - f. Calm and cautious before making abrupt decisions.

RULE 5: SUSTAINABILITY

- I. The ability to carry out duties promptly
- II. Bringing more sales via [FORMAT F11a - SUGGESTION] suggestions and promotions to the department.
- III. Maintaining KPI – Key Performance Index and sustaining it all the while.
- IV. Show interest in the cleanliness, organising pertaining to ambiance of the centre or department.
- V. Appraisal from the staff pool under the supervision of the Manager is important to be carried out once in 6 months.
- VI. The recently appointed managers would need to be judged and confirmed via [Format F4a - Appraisal] appraisal from all the staff.

RULE 6: REMOVAL FROM THE MANAGERIAL POST

- i. Any Managers can be removed of their position after a reverse report from a number of their staff in the appraisal.
- ii. The letter to this respect shall be given after a discussion between the Manager and the Officer from the Administration Department without prejudice.

SCHEDULE D				
DISCIPLINE				
SCHEDULE D	D1	DISCIPLINE	a	PUNCTUALITY
			b	TASK & ASSIGNMENTS
			c	INTERPERSONAL RELATIONSHIP
			d	APTITUDE, ATTITUDE, & BEHAVIOUR
			e	FAVOURS
			f	PROFESSIONAL INABILITY
			g	UNIFORM & DRESS CODE
Schedule D when applicable shall be preceded with a Show Cause Letter.				

D1a: Discipline – Punctuality

RULE 1: Unless otherwise instructed by the office on any assignment, every staff shall report to duty on schedule time.

RULE 2: Schedule time may vary from department to department.

RULE 3: All staff shall reach the office 15 minutes before the schedule time.

RULE 4: Any staff late to work

- i. For more than 5 times in a month shall be required to fill up a show cause letter
- ii. For more than 10 times in a year shall be required to fill up a show cause letter

D1b: Discipline – Task & Assignment

- RULE 1:** Any official assignments, in the form of power point presentations, talks, lectures, report writing, letter writing should be completed within the speculated time frame given by the Managers or the Superior.
- RULE 2:** No professional presentations shall be made public until approved by the senior Consultants.
- RULE 3:** All Public materials shall carry the company logo and trade mark.
- RULE 4:** Patients treated whether in the clinic or on a home visit shall need to be recorded in their respective file.
- i. For those treated in the clinic shall need to be reported before the end of the day,
 - ii. For house calls the records shall be updated on the following day.

Any staff not complying to this system shall be required to fill up a show cause letter

D1c: Discipline – Interpersonal Relationship

- RULE 1:** All staff to adhere to polite communication.
- RULE 2:** All staff shall communicate seamlessly to facilitate the professional services provided.
- RULE 3:** It is undesirable to speak off any staff without their knowledge.
- RULE 4:** All telephone calls whether internal communication or a call from outside shall be carried out with utmost care and respect. Being busy shall not be an excuse for being rude.
- RULE 5:** Any staff being rude over the phone and is repeated in nature shall be reported to the Administration via a format F13a – Rude Telephone Communication.

Any staff so reported shall be required to fill up a show cause letter

D1d: Discipline – Attitude, Aptitude & Behaviour

RULE 1: ATTITUDE

- i. Attitude is an attribute of a person's reaction to external stimuli.
- ii. It is pertinent to maintain a reasonably good attitude at all times towards, job handling, staffs reaction, patient's reaction to any services provided.
- iii. The manager and the staffs should always accommodate later hours of job.
- iv. Every staff should plan their job in such a way that it ends 5 minutes before the working hours.
- v. In the event the staffs needs to see patients after the working hours, the staff should obliged without any show of attitude.

RULE 2: APTITUDE

- i. Aptitude is an attribute of person natural instincts to any external stimulus.
- ii. Aptitude is inborn but can be modified with exposure and correct guidance.
- iii. Aptitude is judged when certain stress is encountered by the staff.
- iv. In these circumstances the Managers or the staff should pay extra attention to the reaction.
- v. Aptitude is a major factor for criteria to confirm a staff. Being lazy, devoid of drive to work, taking things for granted, procrastination and not neat.

RULE 3: BEHAVIOUR

- i. Behaviour of a person is described as a character. Like being always positive and encouraging.
- ii. Bad behaviour is temperamental, becoming angry on unreasonable matters. Bossing about the position and making one very difficult to be approached.
- iii. Such instance shall be taken into account for promotions.

Any staff so reported shall be required to fill up a show cause letter

D1e: Discipline – Favours

RULE 1: FAVOURS FROM PATIENTS OR CLIENTS

- i. Staff shall not encourage repeated favours from a patient.
- ii. Not more than three favours shall be entertained from a patient.
- iii. It is necessary for any staff to stop the patient/client from doing any favours in kind, material or cash.

Any staff so reported shall be required to fill up a show cause letter

D1f: Discipline – Professional Inability

RULE 1: PERFORMANCE INCONSISTENCY

- i. When a staff is unable to perform his/her duties and cannot keep consistency, a staff is classified as a poor performer.
- ii. Repeated leaves, Medical leaves and having personal problems hampering the working ability.
- iii. Due to some critical illness and is unable to concentrate in providing professional services
- iv. Mentally disturbed, and is forgetful
- v. Medically proven conditions.
- vi. Aging staff
- vii. Staff who day dreams and wonder,
- viii. Staff on face-book and chats over the phone. Staff with too many personal phone calls.

Any staff so reported shall be required to fill up a show cause letter

D1g: Discipline – Uniform & Dress Code

RULE 1: DRESS CODE

- i. Mondays shall be observed as a day to be dressed officially.
 - a. Gentlemen Code: Long sleeve shirt; neck tie; black pants, polished shoes and lab coat.
 - b. Ladies Code: Office wear, black pants, black shoes with socks and lab coat
- ii. Tuesday to Friday
 - a. All shall have their uniform on.
 - i. Blue scrap dress for BainsPhysio
 - ii. Blue Scrap dress for Physio Fitness
 - iii. Office wear for Administration department
- iii. Saturday
 - a. Casual
 - b. Jeans allowed
 - c. Official T-Shirt preferred.
- iv. Both Gentlemen and ladies shall have their black shoes on during working hours.
- v. Always have the lab coats cleaned regularly. Lab coats shall be checked periodically.

RULE 2: ORNAMENT

- i. **Gentlemen:**
 - a. No ear ring or piercing of ears or nose or any part exposed to patients
 - b. Neatly cut and combed hair.
 - c. Well cut finger nail. No nail polish allowed
 - d. Check on body odour
 - e. Check on the mouth odour
 - f. No ring on fingers allowed
- ii. **Ladies:**
 - a. No dangling ear rings
 - b. No protruding rings on the fingers
 - c. No eye shadows
 - d. Light make up is allowed

- e. Well combed and tied hair
- f. Reasonably Perfumed
- g. Check on mouth and body odour.

Any staff not complying to the above shall be required to fill up a show cause let

.....
ACKNOWLEDGED: Name of staff Hand Written
DATE:

SEAL OF THE COMPANY

SIGNATURE OF THE DIRECTORS OF THE ORGANISATION

NAME:

DATE: