



CORPORATE SOCIAL RESPONSIBILITY (CSR) CODES

1. Employment is Freely Chosen

- 1.1. At Kleen-Pak, there is no forced, bonded or involuntary labour.
- 1.2. Our employees are free to leave their employment after giving reasonable notice and are not required to lodge deposits or payment with us.

2. Freedom of Association

- 2.1. At Kleen-Pak, our employees have the right to join trade unions of their own choosing and to bargain collectively.
- 2.2. We adopt an open attitude towards the activities of trade unions and their organisational activities.
- 2.3. Our employees are not discriminated against for their membership of trade unions, or representative functions.

3. Health and Safety

- 3.1. Kleen-Pak provides a safe and hygienic working environment with hazards minimised and adequate steps taken to prevent accidents and injury from occurring in the course of work.
- 3.2. Our employees receive regular and recorded Health and Safety training and such trainings are repeated for new or reassigned employees.
- 3.3. We provide our employees with access to clean toilet facilities, potable water and, where appropriate, sanitary facilities for food storage.
- 3.4. Our employees' accommodation, if provided, is clean, safe and meet the basic needs.
- 3.5. We have in place appropriate policies and procedures on Health and Safety and the responsibility resides with a senior management representative at Kleen-Pak.

4. Child Labour and Young Workers

- 4.1. Kleen-Pak only employs persons with a minimum age of 18 years.
- 4.2. We have systems in place to check the age of all workers at the point of recruitment.

5. Wages and Benefits

- 5.1. Kleen-Pak ensures that wages and benefits paid for a standard working month meet local legal standards. We ensure that wages are enough to meet basic needs, with provision of some discretionary income.
- 5.2. Our employees are each given a written contract of employment, which complies with local laws and the wages are stated clearly before they enter employment.

- 5.3. Our wages and benefits are in accordance with local laws.
- 5.4. We have in place a disciplinary process on actions to be administered to ensure that we maintain an orderly workforce. Deductions from wages of any amount not provided for by local laws as a disciplinary measure is not permitted unless permission from the employee concerned is obtained.

6. Working Hours

- 6.1. At Kleen-Pak, our working hours comply with local laws and collective agreements.
- 6.2. Working hours defined by contract, excluding overtime, do not exceed the maximum weekly working hours prescribed under local laws.
- 6.3. All overtime is voluntary. Overtime is used responsibly, taking into account all of the following: the extent, frequency and hours worked by individual employees and the workforce as a whole. Overtime is not used to replace regular employment and is always compensated at a premium rate, which is not less than 150% of the regular rate of pay.
- 6.4. Overtime hours do not exceed the maximum overtime hours prescribed under local laws unless under the following circumstances:
 - There is a change to local laws.
 - An accident or threat of accident.
 - Work that is essential to the life of the community, national defence or security.
 - Urgent work to be done to machinery or plant.
 - An interruption of work that was impossible to foresee.
- 6.5. Our employees are provided with at least one day off in every 7-day period on average.

7. Discrimination

- 7.1. At Kleen-Pak, there is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, social or ethnic origin, religion, age, gender, marital status, sexual orientation, disability, maternity or union or political affiliation.

8. Regular Employment

- 8.1. Work performed at Kleen-Pak is always on the basis of recognised employment relationships established through local laws and practices.
- 8.2. We do not avoid our obligations to our employees under local labour laws through the use of contract and casual workers, or through internships where there is no real intent to impart skills or provide regular employment, nor do we avoid our obligations through the excessive use of fixed-term contracts of employment.
- 8.3. We have full understanding of the entire recruitment process including through employment agencies with respect to local legal requirements.
- 8.4. We have systems in place to identify and monitor the hiring and management of all foreign workers, contract and casual workers.

- 8.5. We ensure that employment agencies only supply employees registered with Kleen-Pak.
- 8.6. No employees' pay recruitment fees at any stage of the recruitment process unless specifically permitted under local laws where the fees collected by employment agencies are regulated.
- 8.7. Our employees' contracts accurately reflect the agreed payment and terms in the recruitment process and are understood and signed by our employees.

9. Harsh and Inhumane Treatment

- 9.1. At Kleen-Pak, physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation are strictly prohibited.
- 9.2. We provide access to a confidential grievance mechanism for all employees.

10. Entitlement to Work

- 10.1. At Kleen-Pak, only employees with a legal right to work are employed.
- 10.2. All employees, including those employed through employment agencies, are validated for their legal right to work by reviewing original documentation.

11. Environment

- 11.1. Kleen-Pak strives to meet the requirements of local laws related to environmental standards.
- 11.2. We have the relevant valid permits to use and dispose of resources e.g. water, waste etc.
- 11.3. We are aware of our end client's environmental standards/code requirements.
- 11.4. We have an environmental policy, covering the impact of our business on the environment, which is communicated to all appropriate parties, including our own suppliers.
- 11.5. We measure the impacts, including continuous recording and regular reviews of use and discharge of natural resources e.g. energy use, water use.
- 11.6. We make continuous improvements on our environmental performance.
- 11.7. We have available for review any environmental certifications or any environmental management systems documentation.
- 11.8. We have a nominated individual responsible for co-ordinating our facility's efforts to improve environmental performance.

12. Business Ethics

- 12.1. At Kleen-Pak, we conduct our business ethically without bribery, corruption, or any type of fraudulent business practice.
- 12.2. We strive to meet the requirements of local laws related to bribery, corruption, or any type of fraudulent business practices.

- 12.3. Where it is a legal requirement, we are able to demonstrate that we comply with all fiscal legislative requirements.
- 12.4. We have access to a transparent system in place for confidentially reporting, and dealing with unethical business conducts without fear of reprisals towards the reporter.
- 12.5. We have a business ethics policy, covering bribery, corruption, or any type of fraudulent business practices.
- 12.6. We undergo third party financial audit annually.
- 12.7. We ensure that employees are trained on what action to take should they become aware of a suspected case of unethical business practice.

13. Local Community

- 13.1. Kleen-Pak continuously works with charities and create a partnership that is in tune with business values. Our employees are encouraged to involve themselves in public and charitable service.

Responsibility for compliance with Kleen-Pak's Corporate Social Responsibility Codes lie with the General Director and all our employees.



Tan Hock Kiam
General Director
7 Aug 2020