

Singapore HR Policy



Welcome to Waters Singapore. This Employee Handbook is designed to familiarize you with the policies, practices and benefits of, and to provide you with information about conditions of your employment at Waters Pacific Pte Ltd. Circumstances will require that the policies and practices described in this Handbook change from time to time. Accordingly, the Company reserves the right to modify, supplement, rescind or revise any provisions of this handbook from time to time as it deems necessary or appropriate in its sole and absolute discretion.

If any statements in this handbook are not clear to you, please contact your Manager or Human Resources for clarification.

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Waters Profile & Mission

Waters is a publicly traded corporation (NYSE:WAT) headquartered in Milford, Massachusetts and was founded in 1958. The company employs 6,600 employees and operates in 125 countries worldwide. The core technology focus of the Waters division is Chromatography, Mass Spectrometry, Informatics and their related chemistries.

Customer Success is our mission – the dedication to develop and maintain a keen understanding of our business, develop purposeful innovation that address customer challenges goes beyond what can be done, we focus on what should be done and we measure our ability to bring about meaningful impact to our customers like new discoveries, faster to market, higher volume and a safer environment.

We are devoted to bringing you The Science of What's Possible.

Employment Policies

1.1 General

Each employee's employment relationship with Waters Pacific is described in the employment letter and other governing conditions as specified in this 'Employee Handbook'.

1.2 Working Schedule

The official working hours at Waters are;

Monday to Friday 8.30am to 5.30pm with 1 hour lunch break

If the employee is a Muslim and subject to his/her immediate manager's approval, he/she will be given additional time to perform the Friday prayers.

It may be necessary for you to work on non standard working hours based on business reasons, subjected to mutual agreement between you and your manager.

In the event that you are unable to turn up for work, please inform your direct supervisor/manager preferably not more than an hour of the scheduled starting time.

1.3 Probationary Period

All new employees, on commencement of service are required to serve a probationary period of 6 months. During this period, his/her immediate manager will assess the employee's performance and suitability. Upon successful completion of the probation, the manager will conduct a review session with the employee. The manager is to inform HR and HR will then issue a Letter of Confirmation.

Probationary period may be extended for a further 3 months or more if more time were required to assess his/her suitability for a long term fit.

1.4 Employment of Relatives

The company welcomes relatives of employees to join Waters. A relative in this respect refers to a husband, wife, parent, child, sibling, uncle, auntie, nephew, niece or an in-law. Conditions of employment are subjected to the following conditions;

- 1.4.1 The relative should not be the employee's direct report or vice versa
- 1.4.2 The relative should not be in a position to exert control or affect the employee's scope of work either directly or indirectly or vice versa
- 1.4.3 The relative should not be in a position to influence the employee's salary progression or promotion.
- 1.4.4 It is important to inform Human Resource if there are any changes in your relationship with another colleague that falls under paragraph 1.4.1, 1.4.2 and 1.4.3.

1.5 Update of Personal Particulars

All employees must inform HR of any changes to their particulars especially with respect to name, citizenship status, NRIC/passport number, residential address, telephone number, marital status, academic or professional qualifications, birth of child, bank account details or any other relevant details as soon as possible.

1.6 Working on the Eve of Festive Holidays

When the eve of these 5 major Public Holidays fall on a working day, employees can leave early at 3 pm.

- a. New Year
- b. Chinese New Year
- c. Hari Raya Puasa
- d. Deepavali
- e. Christmas

In case of business exigencies, department managers can choose to ask their teams to stay back. If you take leave on this day, you must apply a full day leave.

1.7 Safety

All employees should familiarize themselves with the following safety guidelines to maintain a safe working environment at all times.

- f. Be alert while at work and observe safety at all times
- g. Learn the potential danger of the equipment and/or chemicals that you work with and practise caution and good safety habits
- h. Know the first aid box locations
- i. Report the following incidents to the Manager immediately if there is;
 - i. Any unsafe working conditions and/or any unsafe acts by co-workers
 - ii. Any injury, no matter how slight, and get immediate medical treatment
 - iii. All accidents or dangerous situations

1.8 Staff Pass & Office Security

All employees will be given an access pass by Admin subject to the following conditions;

- a. The employee access pass must be worn visibly or carried with the employee at all times when he/she is on the company premises.
- b. If the employee misplaces his/her access pass, he/she must report the loss to HR in writing to request for a replacement card.
- c. The access card should not be loaned to any other party.
- d. If the employee has a visitor, he/she should fetch him/her and the visitor should be accompanied at all times in the office.
- e. Employee should ensure that all property, assets or equipment belonging to the Company are properly maintained and safeguarded.

1.9 Dress Code

The dress code for our office is business appropriate clothes from Monday to Thursday and casual attire on Friday. In case of customer facing meetings on any day, you are required to dress appropriately.

Salary and Compensation

2.1 Payment of Salary

Salary will be credited into the employee's personal account on the 20th of the month. However, if 20th is a weekend or public holiday, the salary will be credited on the Friday before the weekend or the working day before public holiday.

All resignees will be paid via cheque on their last day of service provided that they have returned all company properties and are officially discharged from their services.

The following approved deductions will be made from your monthly salary (if applicable);

- a. Central Provident Fund (CPF) Contributions – in accordance with the prevailing legislation in Singapore
- b. Chinese Development Assistance Council (CDAC)
- c. Mosque Building & Mendaki Fund (MBMF)
- d. SINDA Fund
- e. No Pay Leave
- f. Repayment of Loans
- g. Income Tax
- h. Deduction In-Lieu

2.2 Annual Wage Supplement (AWS)

Annual Wage Supplement (AWS) is commonly known as the 13th month payment. It is a single annual payment to employees that supplements the total amount of annual wage earned by them.

AWS is applicable to all permanent employees on local terms and is subjected to the terms and conditions stipulated in their employment contracts.

Payment of AWS (which is computed based on December salary) is applicable to:

- a. Employees who are confirmed in employment as at 31st December, Employee with less than 1 year of service shall receive prorated AWS according to the number of calendar days that he/she has served the company.
- b. Employees who are still under probation as at 31st December shall receive the prorated AWS in the month of their confirmation in the following year.
- c. Employees who have applied no pay leave in excess of 15 working days within a calendar year; he/she shall receive AWS less a proportionate amount of the no pay leave taken. However, this clause is not applicable to non Singaporeans on extended Maternity Leave.

- d. Employees will not qualify for AWS if employees are not in service as of December 31 or dismissed for misconduct.

2.3 Annual Salary Review

The annual salary review (if any) will take effect on April 1st. However, it is at the sole discretion of the Company to decide if there is a salary review subjected to the following;

- a. Financial Performance
- b. Market Conditions
- c. Individual Performance record for the year
- d. Current salary in the applicable range

If there is a salary review,

- a. HR in discussion with the Management team, will propose an annual salary increment based on the employee's performance and the positioning of his/her salary in the internal and external benchmarks.
- b. Employee will receive a notification letter from his/her Department Head if he/she is given a salary increment.

2.4 Variable Bonus Plan for Non-sales employees

The Variable Bonus Plan (VB) is a program designed to reward employees for both financial achievement of the company (Sales) as well as individual performance levels by linking incentive payouts directly to the achievement of annual performance measures.

The VB Plan will be paid out when the actual Sales Achievement meets a minimum threshold of 90%. No VB will be paid if achievement is below that threshold.

In order to be eligible to participate and receive in the VB plan you must:

- a. be an active, full-time employee;
- b. be actively employed as of payout date to receive the bonus award; and
- c. not be a participant during the Plan Year in any other short-term incentive plan of Waters Corporation or its subsidiaries (e.g. Sales incentive, Service incentive, MIP) unless otherwise expressly agreed to in writing by the Company
- d. Employees need to be in employment with the Company before October 1st in order to be eligible for VB.
- e. Employees who did not serve the Company for the entire calendar year will receive prorated VB, according to the number of calendar days that the employee served in that calendar year.
- f. Employees, who have accumulated no pay leave in excess of 15 working days between January 1st to December 31st, shall receive VB less a proportionate amount of the no pay leave taken.

Under the circumstance of termination of employment, the following conditions shall apply:-

- a. participants who terminate before the payout date – either voluntary or involuntary – are not eligible to receive their award. Termination date refers to the last employment date with the Company.
- b. Participants, who retire after December 31st of the Plan year, but before the payment date, shall be entitled to payment.

Holidays, Vacation, Leave of Absences

3.1 Annual Leave

Employees are given paid annual leave to enable them to take time off from their duties for leisure and to recharge. All employees are entitled to Annual leave according to the following entitlement schedule

Years of Service	Annual Leave (day)
1 st to 5 th	15
6 th to 10 th	20
Above 11 th	22

Employees who did not serve the Company for the entire calendar year will have their annual leave prorated in their first year of service, according to the number of calendar days that the employee served in that calendar year.

Guidelines on Annual Leave Application:

- a. If the employee wishes to apply for Annual leave, he/she should make his/her leave application at least 3 days in advance of the intended leave date in SAP HR.
- b. In SAP HR, employees can cancel his/her pending leave application any time. However, if the leave has already been approved, only the Leave approving Manager or HR can cancel the approved leave.
 - For future dates approved leave, leave approving Manager has the access rights to cancel
 - For past dates approved leave, only HR has the access rights to cancel
- c. All employees can carry forward 25% of leave entitlement to the following year. However, should there be a need to carry forward more than 25%, he/she must write to his Manager, who in turn must obtain the final approval from the Department Head. Such applications will only be approved in exceptional circumstances.
- d. All carried forward leave must be consumed by March 31st of the following year. Any outstanding leave that is not consumed will be forfeited automatically.
- e. If the employee resigns, any unconsumed leave would be encashed along with the last salary.

3.2 Public Holiday

If a Public Holiday falls on a Saturday in a calendar year, employees will get 1 day of leave in lieu. This leave will be classified as “PH-Off in lieu” in SAP and it needs to be consumed within 3 months of the public holiday.

If employees are working on a Public Holiday (Saturday, Sunday or a declared Public Holiday), they will get 1 day leave in lieu. This leave will be classified as “PH-Off in lieu” in SAP and it needs to be consumed within 3 months of the public holiday. An email to HR along with approval from your manager is required for this to be applicable.

3.3 Maternity Leave

With effect from October 31st 2008, maternity leave will be extended from 12 weeks to 16 weeks, applicable to working mothers who meet the eligibility criteria as stipulated in [Enhanced Maternity Benefit](#)

The 16 weeks of paid maternity leave are to be consumed continuously, and mothers can start taking maternity leave up to 4 weeks before the date of delivery. Subject to mutual agreement between the employer and employee, the last 8 weeks (9th to 16th week) of maternity leave can also be taken flexibly over a period of 12 months from the date of confinement. Otherwise, the last 8 weeks of maternity leave must be taken as a block immediately after the first 8 weeks (i.e. continuous period of 16 weeks). The eligibility criteria as follows;

- a. Your child is a Singapore citizen
- b. You are lawfully married to the child's father
- c. You have served the Company for a continuous of at least 90 calendar days immediately preceding your delivery date

Guideline	Births	Singapore Citizen (Lawfully married)	Non Singapore Citizen
MOM	First & Second	8 weeks leave – paid by the Company 8 weeks leave – reimbursed by Government	8 weeks leave – paid by the Company 4 weeks leave - unpaid
	Third & Subsequent	16 weeks leave - reimbursed by Government	

3.5 Paternity Leave

As part of enhancements to encourage and support shared parental responsibility, working fathers are eligible for 2 weeks of Government-paid paternity leave per confinement, with effect from 1 Jan 2017.

The paternity leave is to be applied continuously and within 16 weeks from the birth of the child. The eligibility criteria as follows;

- a. Your child is a Singapore citizen
- b. You are or had been lawfully married to the child's mother between conception and birth
- c. You have served the Company for a continuous of at least 90 calendar days immediately preceding the birth of your child.

Please provide a copy of your child's birth certificate and please be informed that leave entitlement is based on a calendar year and will lapse at the end of the year if it is left unconsumed. Unconsumed leave in this respect can neither be encashed nor can it be used to offset notice period if any.

For more information on the Paternity Leave, please refer to Frequently Asked Questions (FAQ) located under [FAQ on Paid Paternity Leave](#).

3.6 Childcare Leave & Extended Childcare Leave

An employee is entitled to 6 days of childcare leave per year if he/she is covered under the Child Development Co-Savings Act. The Child Development Co-Savings Act covers all parents of Singapore citizens, including managerial, executive or confidential staff if all three of the following conditions are met:

- a. Your child is a Singapore citizen
- b. Your child is below 7 years old
- c. You have served the Company for a continuous of at least 90 calendar days

The first 3 days of childcare leave will be employer-paid and the last three days will be Government-paid. Regardless of the number of children, the total childcare leave entitlement for each parent is capped at six days per year until the year the child turns seven years old.

Guideline	Singapore Citizen	Non Singapore Citizen
MOM	6 days	2 days

Extended Childcare Leave – From May 1 2013, working Singaporean parents are eligible for 2 days of extended childcare leave with their youngest child aged 7 to 12 years (inclusive).

3.7 Sick, Hospitalization & Compassionate Leave

Leave Type	Sick	Hospitalization	Compassionate
Leave Duration	14 days	46 days	5 days

Guideline	If you are certified to be medically unfit for work, Please notify your direct manager and HR immediately and apply for your leave via the SAP HR Leave portal within 3 days from the day that the leave is taken.	Please notify your direct manager and HR immediately and apply for your leave via the SAP HR Leave portal within 2 weeks from the day that the leave is taken. This leave can be taken over a 2 months period.
Eligibility	All employees	▪ Spouse ▪ Child/Children ▪ Parent(s) ▪ Parent(s)-in-law ▪ Grandparent(s) ▪ Grandparent(s)-in-law ▪ Siblings
Documents to be submitted to HR	Medical certificate from any registered medical practitioner including TCM.	Death certificate

3.8 Marriage, National Service & Examination Leave

Leave Type	Marriage	National Service	Examination
Leave Duration	3 consecutive days	As per required	As per required
Guideline	Please notify your direct manager and HR at least 1 month before the intended leave date; ▪ Forward marriage certificate to HR (if available or once available) ▪ Forward SAF 100 to HR when available ▪ Forward Exam Schedule to HR once available Please apply the respective leave type in the SAP HR portal. In the event that the reservist is deferred, postponed or cancelled, please inform your direct manager and HR immediately. HR will not support any deferment unless there is a genuine cause to defer.		
Eligibility	▪ Legal marriage ▪ If an employee leaves the company within probation period and has availed the leave, a deduction can be made for the leave	▪ Singapore male employees ▪ Received the SAF 100 (Reservist Call up notification from the military unit)	▪ Company sponsored program ▪ Applicable to at least a Degree / Certification program

3.9 Prolonged Illness & Unpaid Leave

Leave Type	Prolonged Illness	Unpaid/Urgent
Leave Duration	120 calendar days (incl weekend)	Department Head has the sole discretion to determine & approve the number of days that the employee can take
Guideline	Please notify your direct manager and HR immediately after the assessment from the doctor and diagnosis provided; ▪ The employee will receive 2/3 of the usual basic salary ▪ He/she will not be allowed to engage in other forms of employment. ▪ Upon expiry of 120 days, the Company shall consult the company appointed doctor and review his/her fitness for continued employment. ▪ His / Her employment shall be terminated if he/she is certified to be unfit for work.	Please notify your direct manager and HR immediately and apply for your leave via the SAP HR Leave portal within 3 days from the day that the leave is taken.
Eligibility	▪ At least 1 year in service with the Company as a confirmed employee ▪ Obtain medical certificate that you require a prolonged, continuous treatment and rest ▪ You will need to exhaust all sick, hospitalization and earned annual leave for the year before PI is granted ▪ A minimum period of 1 year lapse from the last PI before you can apply for the next period of PI	▪ If the employee has a valid justification such that the Department Head has the reason to believe that he/she will return to work at the end of the unpaid/urgent leave. ▪ The employee has consumed all his annual leave (applies to unpaid leave) ▪ Urgent leave needs to be applied under Annual Leave, if all annual leave has been consumed, unpaid leave applies.

Benefits & Welfare

The Company offers a group insurance plan to all full-time employees and is effective from the 1st day of work. Please see the summary below;

4.1 AON Care E-Card

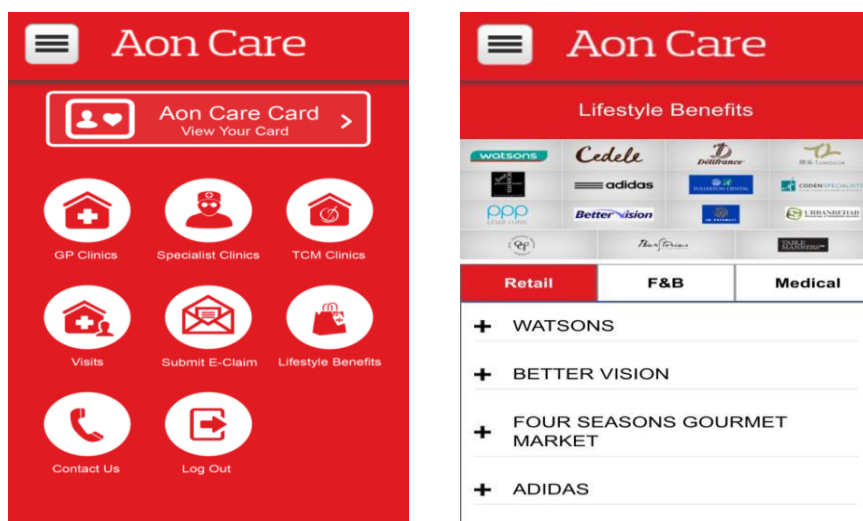
Employee is required to present AON Care E-Card when going for medical consultation at AON Care panel clinics. Employee could login to the AON Care mobile app and web portal using the unified login credentials, any revision on the login details will be updated by Human Resources whenever there are changes.



4.1(a) Lifestyle Benefits

Employee is able to enjoy Lifestyle Benefits offered by AON Care by presenting AON Care E-Card when making purchases or dining at the selected stores and restaurants.

Lifestyle Benefits is subject to AON Changes.



4.1(b) Group Term Life (GTL) & Personal Accident (GPA)

Group Term Life (GTL)

Pays upon death or Total Permanent Disablement (TPD) due to illness or accident.

Definition of TPD:

- Total and irrecoverable loss of sight (both eyes)
- Loss by severance of two or more limbs at or above wrist or ankle
- Loss of one sight and one limb at or above wrist or ankle
- Unable to do any work at all

▪ **Eligibility**

All regular, full time employees below age 69, renewable up to age 71 last birthday
(Death cover only for age 69-71 last birthday)

▪ **Basis of Cover**

All Employees - 26 x Last Drawn Basic Monthly Salary
(Subject to Maximum Sum Insured of S\$3,000,000 per life)

▪ **Non-Medical Limit**

S\$1,127,000 and/or up to age 65 last birthday requires underwriting

▪ **Geographical Limit**

24 hours worldwide

Group Personal Accident (GPA)

Pays upon Death, Total Permanent Disablement (TPD), Permanent & Partial Disablement, including 2nd and 3rd degree burns due to accident.

Permanent means having lasted twelve (12) consecutive months and at the expiry of that period, being beyond hope of improvement

▪ **Eligibility**

All Regular, Full Time Employees between age 16 to 80 years old, with no maximum renewable age limit

▪ **Basis of Cover**

All Employees - 26 x Last Drawn Basic Monthly Salary
(Subject to Maximum Sum Insured of S\$1,000,000 per life)

▪ **Geographical Limit**

24 hours worldwide

▪ **Benefit Payout**

- › Accidental Death – Pays 100% of Sum Insured
- › Accidental Total Permanent Disablement (TPD) – Pays 150% of Sum Insured
- › Accidental Partial Disablement – Pays a % of Sum Insured according to severity
- › Second and Third Degree Burns – Pays a % of Sum Insured according to severity

4.1(c) Group Hospital & Surgical and Major Medical

Inpatient - Group Hospital & Surgical (GHS)

Reimbursement of hospitalization expenses (including day surgery) as a result of an illness or accident, subject to the benefits schedule

- **Hospitalization without Surgery**
 - › must be warded for at least 6 hours with a Room & Board charge
 - › will not be applied when in connection with a surgical operation
- **Hospital outside Singapore**
 - › considered as admission in Singapore Private Hospital
 - › documents submitted must be in English
- **Per Disability**
 - › Different medical conditions
 - › If same medical condition, break of 12 days from latest date of discharge (*Previously 14 days*)
- **GST is not covered**

Inpatient - Group Major Medical (GMM)

Reimbursement of eligible inpatient expenses incurred in excess of Group Hospital & Surgical benefits

Eligible Expenses		(S\$)
Maximum Benefit Limit (For item 1 – 5)		60,000 per disability
1	Daily Room and Board Benefits (121 st days onwards)	Single bed (Private)
2	Hospital Miscellaneous Services	As charged
3	In-hospital doctor's visit per day limit (121 st days onwards)	120 per day
4	Surgical benefit	As charged
5	Surgical implants	As charged
6	Co-insurance	20%

4.1(d) Group Critical Illness

Group Critical Illness – Acceleration Basis (GCI)

Pays on accelerated basis upon diagnosis of one of the 37 major Critical Illnesses as defined in the policy

- **Eligibility**
All regular, full time employees below age 69 last birthday, renewable up to age 70 last birthday
- **Basis of Cover**
All Employees - 13 x Last Drawn Basic Monthly Salary
(Subject to Maximum Sum Insured of S\$500,000 per life)
- **Non-Medical Limit**
S\$1,127,000 and/or age 65 last birthday requires underwriting
- **Geographical Limit**
24 hours worldwide

4.1(e) Group Clinical General Practitioner and Group Clinical Specialist

Outpatient - Group Clinical General Practitioner (GCGP)

Cover necessary and reasonable medical charges incurred for treatment by a registered practitioner

Eligible Expenses (Maximum Limits)		(S\$)
1	Panel General Practitioner (Cashless when you present Aon Care E-card and ID upon registration)	As charged
2	Singapore Government Polyclinics	As charged
3	Non-Panel General Practitioner	35 per visit per day
4	Treatment at an Accident & Emergency (A&E) Department	100 per visit per day
5	Outpatient Overseas Treatment	100 per visit per day

Important Note:

- I. For Panel GP Visit – Please present your Aon Care E-card. Otherwise, during claim assessment, you will only be reimbursed up to Non-Panel GP Limit (i.e. S\$35 per visit)
- II. Item 2 to 5 requires employees to pay first and submit a claim for reimbursement later
- III. GST is not payable
- IV. Supplements and vitamins are not payable, even if prescribed

Outpatient - Group Clinical Specialist Practitioner (GCSP)

Cover necessary and reasonable medical charges incurred for outpatient specialist consultation and diagnostic X-ray and laboratory test referred by a registered practitioner

Schedule of Benefits		(S\$)
1	Panel Outpatient Specialist Consultation ▪ Referral letter from GP or Polyclinic is required ▪ For panel Specialist consultation, your visit will be on cashless basis when you present Aoncare E-card	As charged
2	Panel Outpatient Diagnostic X-ray & Lab Tests ▪ Referral letter from GP or Polyclinic is required	As charged
3	Non-Panel Outpatient Specialist Consultation - Includes Physiotherapy Treatment ▪ Referral letter from GP or Polyclinic is required	1,000 per policy year
4	Non-Panel Outpatient Diagnostic X-ray & Lab Tests including MRI / CT / PET Scan ▪ Referral letter from GP / SP or Polyclinic is required	1,000 per policy year

Important Note:

- i) Referral letter is required 1st time consultation per medical condition
- ii) Any Specialist visits without any GP referral letter will be limited to **\$25 per visit per day**
- iii) Item 2 – 4 requires employees to pay first and submit claim for reimbursement
- iv) GST is not payable
- v) Supplements and vitamins are not payable, even if prescribed

4.1(f) Group Dental

Group Dental (GD)

Cover necessary and reasonable medical charges incurred for treatment by a registered dentist

Schedule of Benefits		S\$
	Overall Annual Limit	300
1	Consultation (<i>Maximum 2 visits per policy year</i>)	Subject to Overall Annual Limit
2	X-Rays ▪ Periapical Film ▪ Bite-Wing ▪ Occlusal Film ▪ Orthopantomograph	
3	Prophylaxis ▪ Scaling / Polishing ▪ Fluoride Application	
4	Amalgam Restorations - Fillings	
5	Tooth-Coloured Restorations - Fillings	
6	Medication (<i>Including administration of local anaesthesia</i>)	
7	Extractions (<i>Inclusive of local anaesthesia</i>) ▪ Anterior Tooth ▪ Posterior Tooth	

4.2 Corporate Business Travel Emergency Accident & Sickness Insurance

 GLOBAL ASSISTANCE		UnitedHealthcare Global Emergency Response Center: United States +1-410-453-6330 (Reverse Charges Accepted) TOLL FREE ACCESS - The numbers below must be dialed from within the country If your location is not listed on the call will not go through, call the 24-hour Emergency Response Center collect (reverse charges accepted)																																									
Client Name: Waters Corporation UHC ID #: 350771		<table border="1"> <tr> <td>Australia</td> <td>1 800 127 907</td> <td>Japan</td> <td>00531 11 4065</td> </tr> <tr> <td>Brazil</td> <td>0800 891 2734</td> <td>Mexico</td> <td>001 800 101 0061</td> </tr> <tr> <td>China (northern)</td> <td>108888*800 527 0218</td> <td>Philippines</td> <td>1 800 1 111 0503</td> </tr> <tr> <td>China (southern)</td> <td>10811*800 527 0218</td> <td>Singapore</td> <td>800 1 100 452</td> </tr> <tr> <td>Dominican Republic</td> <td>1 888 567 0977</td> <td>South Africa</td> <td>0800 9 92379</td> </tr> <tr> <td>France</td> <td>0800 90 6505</td> <td>Spain</td> <td>900 98 4467</td> </tr> <tr> <td>Germany</td> <td>0800 1 811401</td> <td>Switzerland</td> <td>0800 55 6029</td> </tr> <tr> <td>Hong Kong</td> <td>800 95 4421</td> <td>Thailand</td> <td>001 800 11 471 0661</td> </tr> <tr> <td>Israel</td> <td>1 809 41 0172</td> <td>U.K.</td> <td>0800 252 074</td> </tr> <tr> <td>Italy</td> <td>800 877 204</td> <td>U.S. & Canada</td> <td>1 800 527 0218</td> </tr> </table>		Australia	1 800 127 907	Japan	00531 11 4065	Brazil	0800 891 2734	Mexico	001 800 101 0061	China (northern)	108888*800 527 0218	Philippines	1 800 1 111 0503	China (southern)	10811*800 527 0218	Singapore	800 1 100 452	Dominican Republic	1 888 567 0977	South Africa	0800 9 92379	France	0800 90 6505	Spain	900 98 4467	Germany	0800 1 811401	Switzerland	0800 55 6029	Hong Kong	800 95 4421	Thailand	001 800 11 471 0661	Israel	1 809 41 0172	U.K.	0800 252 074	Italy	800 877 204	U.S. & Canada	1 800 527 0218
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Refuge to Physicians/Hospitals: Call immediately for benefits verification and procedures. Call 24 hours a day (multilingual). If you do not have access to a phone, email for assistance: assistance@uhcglobal.com		* Dial the first portion of phone number, wait for tone, and then dial remaining numbers. For a complete list, go to the Global Intelligence Center: https://members.uhcglobal.com																																									

This Global plan will reimburse medical expenses that you incur while travelling for business outside your country of permanent residence.

Medical expenses must be incurred as a result of an accident or unanticipated illness that began after the start of your business trip. Expenses for pre existing conditions and routine care will not be reimbursed by this plan.

If an employee is required to see a doctor while travelling overseas, he/she will need to contact UnitedHealthcare before going to the doctor. The employee concerned will have to ask for original receipts, travel itinerary and submit together with the Claim Form to Donna Herron, dherron@chubb.com

Please email Human Resources for obtaining the Claim Form and detailed instructions.

4.3 FLEX Benefits

We strongly encouraged you to stay healthy and keep fit. In order to promote a healthier lifestyle as well as to assist you in your healthcare expenses, you are entitled to annual FLEX benefits of \$1,000 per annum.

As a benefit to our employee, we also extend some of our FLEX benefits to the immediate family members of our married employees. The FLEX benefits are limited to S\$1,000 per annum.

Employees will receive the benefit as they join the company. It will be pro-rated according to the number of calendar days that he/she has served the company.

Employee who resigns and leaves before the end of calendar year, the FLEX Benefits will be pro-rated according to the number of calendar days worked in that year. For employee who utilised in excess of the entitled pro-rated FLEX Benefits, he or she would be required to pay back to the Company the amount in excess, via cheque or GIRO.

Expense Type	Tax Nature	Guideline
Health Screening	Not Taxable	NIL
TCM	Not Taxable	Medical certificate issued by Approved TCM clinics under MOH will be accepted under Sick Leave Approved TCM Clinic List in Singapore

Pediatric	Not Taxable	NIL
Vision Care	Taxable (for Employee only)	- Coverage of vision care includes <u>prescribed</u> eye glasses, contact lens by vision care provider, eye glasses repairs and others depending on your specific medical need. - Lasik, Sunglasses for sports and leisure are not covered under this Vision Care Health Benefit.
Health & Wellness	Taxable (for Employee only)	- Physical activities i.e. Fitness Classes, Sports activities - Rental of sports facilities, registrations for gym/sports competitions, exercise programs, Running shoes, Goggles etc. - Weight Management/Smoking Cessation Program - Purchase of Health & Fitness equipment i.e. Blood Pressure monitor, Weighing machine, Yoga-mat, Pedometers, Basketballs - Attending Health Talks, Purchasing Supplements for Preventive Healthcare

4.4 Transport Benefit

Transport Allowance for Employees in Sales/Service/Business/Market Development

Employees in Singapore Sales and Service with car are eligible for a monthly transport allowance due to the nature of their job. The transport allowance will cover all car related expenses, including parking within the office's premises. The transport allowance will be paid together with the monthly salary and is subjected to CPF and income tax prevailing rates.

This fixed monthly allowance will be removed when an employee is redeployed out of the Singapore Sales and Service team and is not directly providing support/customer service.

Category of Employees	Transport Allowance (Per month)
Employees with Car- SG Sales & Service	SGD 1,400
SEA Employees with Car	SGD 1,000
Employees without Car	Reimbursement Basis

Transport Claims for Business purposes

a. Transport claim within Singapore

Employees, who are not receiving any transport related allowance but are required to travel occasionally for business related purposes, are eligible for transport claims within Singapore.

b. Transport claim outside Singapore

All employees are eligible for transport claims related to business travels outside of Singapore.

c. Transport claim to and from Changi Airport

All employees are eligible to either claim for taxi fares to/from Singapore Changi Airport or for car park charges at the airport.

d. Mileage claim rate

Mileage claim is fixed at S\$0.70 per km for car and S\$0.20 per km for motorcycles.

4.5 Professional Membership

We encourage you to join 1 professional organization that is related to your job or profession. Waters undertakes to reimburse the membership fees of such approved body for you.

Guidelines

- You should be confirmed in your position at that time when you pay for the membership fees.
- The reimbursement of the membership fees is subject to the maximum limit of S\$300 per annum.
- This discretionary benefit will be withdrawn once you tender your resignation.

Employee Referral Program

The Employee Referral program is applicable to permanent and full time positions only and not applicable for part time, internships, temporary or contract positions.

All employees are eligible to participate in this program except for:

- Direct or Indirect supervisors of the job opening
- Employees who participate in the hiring decision;
- Employee working in the HR Department

This program only applies to external candidates. The following types of candidates are not eligible for the program;

- Referral of a current employee to another position within the Company
- Referral of an employee who has left the Company
- Referral of interns, temporary or contract employees
- Candidates received from other sources, e.g. recruitment agencies

Existing employees who refer their friends or relatives are offered a cash incentive of SGD\$2,600 upon the confirmation of the candidate. The candidate must be hired and confirmed in order to qualify for the referral incentive.

The incentive will be paid upon the confirmation of the referred employee. The incentive will be paid when the following criteria have been met:

- Employee must be employed at the time of payment
- Candidate must be employed and confirmed by the Company at the time of payment.

The cash incentive will be paid together with the monthly salary and is subjected to CPF and income tax prevailing rates.

The candidate that the employee refers must include the full name of the employee in the application form in [iCIMS – Waters Corporation](#)

Buddy Program – New Hire On-boarding

This Buddy program is one important part of the New Hire On-boarding process; a buddy is defined as;

- Someone who partners with a new employee during first 6 months of employment (or longer)
- Offers advice and guidance to help foster and promote the professional development of a new employee
- Source of advice, guidance and encouragement to new hire
- Offers seasoned experienced and helps building contacts in the organization, facilitates introductions, and assists with developing a network
- Be a resource for policies, procedures, work rules, and Waters' Culture
- Be available for questions

A successful buddy should undertake the following responsibilities;

- Be a lunch companion on several occasions during the first 6 months
- Set up lunch and/or other opportunities for the new hire to get acquainted with co-workers
- Coach the new employee through departmental or functional processes
- Follow up with the new hire to ensure he/she has the right tools and resources and is feeling accepted by the organization
- Assist the new hire in avoiding political landmines and understanding the unwritten “rules of the road”

Frequency

1st – 3rd month : Bi-Weekly Meeting (recommended)

4th – 6th month : Monthly Meeting

Activity

Lunch or Dinner / tea Time / outdoor activity where close communication is possible

Expense

Lunch or Tea – \$20 per person

Dinner or drink – \$45 per person

Performance Awards

Waters strongly believe in recognizing employees who have performed exceptionally well and who have made significant contributions to Waters. These awards recognize employees who have been in their position for minimum one year and have consistently demonstrated outstanding performance, professionalism, teamwork and leadership in their respective areas of work.

5.1 Employee Excellence Award – Asia Pacific

There are six categories of the Employee Excellence Award:

- Sales Excellence Award
- Technical and Service Excellence Award
- Customer Success Excellence Award
- Marketing Excellence Award
- Administrative Excellence Award
- Management Excellence Award

5.2 Global Recognition Program



Waters has a culture of recognition that celebrates employee contributions that deliver Benefit. The program empowers all levels of employees to recognize colleagues through a global, consistent recognition philosophy and platform. There are 3 types of Award categories;

- Individual Impact Award
- Project Award
- Service Award

For more details, please refer to the website **impact.waters.com**

Effective Jan 1, 2017, the Service Award will be rewarded through the Global Recognition Platform, IMPACT. The award will be given as points and the points can be redeemed for merchandise and awards are subjected to employee's salaries tax

Career Management

6.1 Performance Review

As part of the continuous drive to improve the systems of recording and monitoring the employee performance, the company has put in place a comprehensive performance appraisal system – iPerformance Management.

The aim of iPerformance Management;

- a) To enable Managers to make an objective and accurate assessment of the employees' performance in a user-friendly format.
- b) To enable Employees to have a formal two-way communication with their managers and get a clear understanding of their current performance and expectations for the future.
- c) Provide management with the key performance measures.

The Performance Review system ensures that employees are guided by clear objectives aligned with overall business goals, appraised and rewarded based on how well they can achieve these objectives. Employees are also evaluated on how well they exemplify the corporate competencies in their daily dealings and managerial competencies (applies to employees in people management capacity).

6.2 Performance Management Cycle

Performance Review is managed and accessible via [iPerformance Management System](#)

All Managers are required to set key objectives for the employees before end of February every year. For new employees, key objectives should be set mutually no later than 1 month from commencement date.

Performance of all employees will be officially evaluated annually, based on the performance objectives laid down by the Manager at the commencement of the first/new year in the position.

Results of the Performance review will serve as one of the basis for salary review, promotion, transfer, learning & development.

All performance evaluations and reviews must be completed and submitted through iPerformance Management **before March 31 the following year or stipulated deadline** communicated by HR. All employees **MUST** confirm and accept their Performance Review form after his/her Manager completes the discussion for the appraisal interviews.

6.3 Learning & Development

The objective of learning and development is to assist you in better performing your current job and/or prepare you for career advancement within the company. Training includes job assignments, job rotation, on-the-job training, courses and seminars (conducted by internal or external trainers).

The Company shall bear all costs related to the training, which include course fees, airfares, hotel accommodations, meals, and other related expenses. Employees should submit training requests via the Learning Recommendation & Evaluation Form and seek approval from their manager to set Course Key Results. Please note that the training request will only be processed once formal approval from Next Level Manager/Regional GM and HR Manager are obtained.

Leaving Waters

7.1 Resignation

Either the company or the employee may terminate the contract of employment through written notice in accordance with the following schedules:

During Probation	2 weeks
After Confirmation	2 months

The Manager must inform and forward the resignation letter to HR immediately upon the receipt of it. Depending on exigencies of service, the Manager may exercise his/her discretion to allow employee to use his/her leave to offset his/her notice period. In the event that the employee is not able to serve out the entire notice period, he/she has to pay compensation in lieu of short notice.

An employee will be deemed to have resigned from the company without providing an appropriate reason if he/she is absent from work for 2 consecutive days without informing the line manager.

7.2 Dismissal

Your service may be terminated without notice or payment in lieu of notice if you have committed an act of misconduct that is inconsistent with the fulfilment of your expressed or implied conditions of service.

7.3 Retirement

In accordance with the Singapore employment legislation, your retirement age is 62 years old. However, we may offer re-employment on a contractual basis after your retirement, subject to the following conditions:

- a) Company operational requirements
- b) Employee performance records
- c) Employee being certified medically fit for employment by a state-registered medical practitioner

7.4 Return of Company Properties

On your last day of service, you are required to complete an 'Employee Discharge Form' and return all items issued to you by the company during the course of your employment.

Expense Policies

8.1 Overseas Travel

As we grow our business across the region, you may be required to make overseas business trips to fulfill responsibilities related to your work.

8.2 Guidelines

8.2(a) Class of travel

All air travels within APAC and to Europe must be in economy class for employees at all levels, despite of airtime and purpose.

All air travels to US will be in business class for meetings and training. Employees are to fly economy class only if going for a forum/seminar or travelling with customers. Employees are suggested to travel one day earlier before the event started to ensure enough rest.

All travel requests will still need to be approved by the usual process.

8.2(b) Travel Requests

All travel requests must be submitted at least 3 weeks in advance of the intended date of travel. Employees are to raise Asia AHQ Requests database in Lotus Notes for approval by the Dept Manager and AP F&A Director before forwarding to the travel coordinator for flight bookings. All direct reports to the President AP will require his approval. Travel requests should state clearly objectives of the travel, agenda and travel itinerary.

8.2(c) Hotel Booking Arrangement

All hotel bookings should be made via the host country's travel coordinator. The Company will reimburse accommodation expenses incurred at company-approved hotels/inns/motels or, in the absence of such arrangements, accommodation within reasonable rates. If the traveller wishes to extend his/her stay on a personal basis, before or after the business trip, he/she should apply leave as per usual and inform their manager on the same. Any expense for the personal trip will be borne by the employee. Any costs arising from such an extension will not be reimbursed.

8.2 (d) Transport

Actual transport costs to and from local and overseas airports and transport costs arising from official business in the host country will be reimbursed as actual. Please exercise discretion and reasonableness in the mode of ground travel used. Please refer to the latest hotel transfer information in E-HR for details.

Car rental expenses during business trips will only be reimbursed if prior approval has been obtained from the Department Manager and the President & General Manager. An approved car rental arrangement will be reimbursed with the following expenses:

- Rental cost including car insurance
- Petrol, parking and any toll charges incurred for all official trips

8.3 Warm Clothing (Applicable to Non-Managerial employees only)

S\$300 once every 3 years from the date of first claim
Business travel to temperate countries where average temperature is below 18°C

8.4 Meals Reimbursement

The Company will reimburse three meals for every complete day spent overseas.

Employees will be reimbursed for reasonable and actual cost of meals, including tax and tip. Where travellers are traveling with a senior manager, the highest rank employee will pay for all meals and submit a name list detailing the list of diners in the meals.

When meals are incurred at places where NO receipts are available, travellers must make a declaration stating that no receipts were obtained, name of food outlet, date, time and amount expended.

In cases where meals are provided by the host, as part of business entertainment, meetings, seminars or if provided on any passage carrier, no more claims can be made.

No tobacco items or personal consumption of hard liquor/mini bar can be claimed.

8.5 Laundry

As laundry is considered a personal expense, reimbursement will be made under exceptional circumstances such as when employees travel on long business trips where the same set of clothing need to be used more than once on the same trip. Actual hotel laundry expenses will be reimbursed in such situations. Travelers should exercise reasonableness in laundry expenses at hotels. Trips with a duration of 3 days or lesser will not qualify for laundry reimbursement.

Laundry expenses incurred after the trip are reimbursable for warm clothing only (eg winter jackets, sweaters, long johns, etc.). However, such expenses should be submitted together with the trip's expense claims.

8.6 Business and Personal Telephone Calls

Travelers may claim reimbursement for all business calls during their overseas trips. Wherever possible, you are encouraged to use the International Calling Card for making business calls.

Travelers may claim an allowance of S\$20 per work week, regardless of number of travel days to offset personal telephone expenses.

8.7 Entertainment

Entertainment of customers and Waters Employees shall be kept to the essentials.

Travelers should exercise discretion and caution in the choice of location, food and drinks. Consumption of food and alcoholic beverages should be reasonable.

Entertainment expenses approved by the Department Manager will be reimbursed based on actual expenses incurred. The company and the names of persons entertained must be clearly stated on the Expense Report.

Internal entertainment involving Waters employees should be minimized.

The most senior employee present shall be responsible for the payment of the bill.

8.8 Other expenses

Expenses such as tips for porters/housekeeping, in-room movies, valet, honor bar, gift shop, toiletries purchases incurred while on Company's business are not reimbursed.

Where it is customary to give tips for food services at restaurants, such expenses must be stated in the food receipts.

8.9 Travel Advance

Travelers may request for an advance to cover their overseas travel expenses. The payment may be made either via cheque or GIRO.

Such advance shall not exceed S\$200 per day and is subject to the approval of the departmental manager.

At any one time, there should be only one advance per traveller. The travel advance should be settled with the travel claims within one month of return from the trip.

If the claim value is lower than the advance, the traveller shall issue a cheque payable to Waters Pacific Pte Ltd in settlement. If the claim value is more than the advance, Finance will directly GIRO the amount payable (net of advance) to the traveller's bank account.

8.10 Training

Please attach the approved course enrolment form to training related expense claims.

8.11 Exchange Rates

All exchange rates used must be reasonable and supported by receipts (from money changer, credit card statement or others). Otherwise, the corporate monthly average exchange rate will be applied.

8.12 Procedures

You must pay for all expenses incurred and submit your claim via the e-expense form for reimbursement.

Please submit all your claims with receipts/documentary proof (including boarding passes) within 1 month after your business trips. Any expenses that are more than 1 month will not be reimbursed.

The exchange rate to be used shall either be the actual rate of exchange paid by the employee or the average monthly exchange rate available from the Finance Department.

Expenses with no supporting receipts or documents should be marked 'No Receipt' on the Expense Report before submission.

8.13 Exceptions

Any exceptions to this policy will require the approval of the Finance Director, Human Resource Director and President of Waters Asia Pacific.

8.14 Traveling with family members

Business travel is made for the purpose of meeting a business objective and employees are expected to make their travel plans with the sole purpose of focusing on the business need. We do not encourage employees to bring along family members or plan personal deviation trips as part of their business travel. Employees shall be fully responsible for expenses incurred as a result of such personal arrangements.

9.1 Local Travel

All travel expenses incurred on official business (excluding training) will be reimbursed.

Guidelines

Transport Claims applicable to employees who are requested by their managers/company to work outside normal contractual hours	
Prior approval must be sought from departmental managers before any claims are made.	- Taxi fare including booking fees if required to be in office before 7am or for working beyond 9pm (for employees departing from Science Park II office, the applicable time is 8:00pm)

9.2 Procedures

You must pay all expenses incurred and submit your claim within one month using the e-expense form with original receipts for reimbursement.

9.3 Meals (for internal training and meetings)

9.4 Guidelines

This is applicable to hosting of all internal training and meetings involving employees or guests. No alcoholic drinks should be arranged during lunch. However, should there be any consumption of alcoholic beverages during dinner, they should be reasonable.

9.5 Internal Training or meetings held at office premises

Lunch – capped at S\$10 net per person (for group of 4 or more persons). While it may not be possible to cater for lunch for a group size of less than 4 persons, the limit is capped at S\$20+++ per person.

9.6 Meetings held outside office premises

Lunch – capped at maximum S\$20+++ per person

Dinner – capped at maximum S\$45+++ per person

9.7 Meals (if requested to work after normal office hours)

9.7(a) Guidelines

Employees who are requested by their managers to work after 5.30pm on normal workdays and where such work is expected to extend beyond 9pm, will be provided dinner. The expense shall be reimbursed up to a maximum of S\$7 per person.

9.7(b) Procedures

You must pay all expenses incurred and submit your claim within one month using the e-expense form with original receipts for reimbursement, indicating the names of those included.

9.8 Transport (for internal training and meetings)

9.8(a) Guidelines

This is applicable to hosting of all internal training and meetings involving employees or guests.

The mode of transportation (coach, taxi or others) to ferry training participants or guests for training or meetings should be determined based on the most cost effective and efficient route to minimize wastage in terms of time and resources.

9.8(b) Reimbursement for Cost of Passport

Employees who are required to travel regularly on business purposes (more than six times a year) may claim for reimbursement of passport fees upon application of a new passport or renewal of the passport.

9.8(c) Cut-Off dates

Payment dates for expenses are on the 8th or the 20th of each month. The deadline for processing is 10 working days before the payment dates. Expense reports received after the deadline will be processed in the next pay period.

Please note that if the payment date falls on a non- working day, the payment date will be brought forward to the earliest working day of the week.

For example, if payment date is the 20th which is a Sunday, the date will be brought forward to the 18th which is a Friday.

10.1 Expense Approval Limits

For all Expense Levels:

Order of Approvals	Approving Authority
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1 st level	Dept Manager
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2 nd level	F&A Manager
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3 rd Level	VP, F&A, AP
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Capital (Assets more than US\$1000 but less than

1st level F&A Manager

2nd level AP, VP & F&A

Capital (Assets more than US\$5000)

1st level F&A Manager

2nd level VP, F&A, AP

3rd level President, AP

Demo Acquisition

All demo acquisitions will require the approval of 1st level, 2nd level, Senior Manager, Application & Biz Dev, 3rd level, 4th level.

Purchase of stationery shall be routed to the Office Administrator for purchase while purchase of IT accessories shall be routed to IT Administrator for purchase

Exceptions

Any exceptions to the Expense policy will require the approval of the Finance Director and President Waters Asia Pacific.