



Sarawak  
Bank  
Employees'  
Union

# 16 Triennial Delegates Conference

www.sbeu.org.my 22 Sept 2008

We congratulate the new team and are confident that they will take SBEU to greater heights.

We would like to record our appreciation to Andrew Lo for his service as GS since Oct 1990. Under the stewardship of Andrew SBEU has develop into the leading Unions in the Country. We are glad that he will continue to serve SBEU as D President so that he can guide the new team.

51 Officials & Delegates attended the conference, held at our very own Retreat @ Siar in Lundu.

The conference adopted the EXCO report, approved the Financial Statements and also formulate the proposals for the new CA and it adopted 10 resolutions. It reviewed the work of SBEU the past 3 years and set the direction of SBEU for the next 3 years. We publish the EXCO report and a summary of the Audited Financial Statements.

## New SBEU General Secretary

Assistant General Secretary Law Kiat Min is the new SBEU General Secretary. Law from HSBC Bank Kuching is elected unopposed for a 3 year term beginning 2008 during the 16th Triennial Delegates Conference ( TDC) held on 22 September 2008 . Law has served in various position in the Union including Branch Committee, Branch Secretary and the last 10 years as AGS/Chief Operating Officer. He holds a diploma in Business Management and is also assistant secretary MTUC. Law takes over from long serving Andrew Lo who is elected Deputy President. Andrew will remain as CEO . This is to ensure a smooth transition and part of the succession plan put in place so that SBEU will continue to progress uninterrupted.



President Hadiah Leen is also return unopposed for another 3 year term. The following are all the principal officials elected for the period 2008-2011

PRESIDENT	Hadiah Leen	HLB Kuching
DEPUTY President	Andrew Lo	SCB Kuching
Vice President	Agnes Tang	HLB Sarikei
Vice President	Amy Chiu	PBB Kuching
Vice President	Ahmad Sharlie	Affin Bank Kuching
General Secretary	Law Kiat Min	HSBC Kuching
Assistant G Secretary	Peter Ling	HLB Miri
General Treasurer	Bong Lok Then	HLB Bintulu



Ahmad Sharlie Agnes Tang Amy Chiu Andrew Lo Hadiah Leen Law Kiat Min Peter Ling Bong Lok Then



**Delegates & Officials**  
2008-2011

**EXECUTIVE COUNCIL 2005 - 2008****President**

Hadiah Leen

**Deputy President**

Amy Chiu Ik Zee

**Vice President- Clerical**Norlela Fredrick (up to 8.11.07)  
Zammari Bin Segar w.e.f. 9.11.07)**Vice President – Non Clerical**Zammari Bin Segar (up to 8.11.07)  
(Vacant)**Vice President – Special Grade/Non Executive Officers**

Agnes Tang You Keong

**General Secretary**

Andrew Lo Kian Nyan

**Asst. General Secretary**

Law Kiat Min

**General Treasurer**

Bong Lok Then

**Branch Secretaries****Kuching**Ahmad Sharlie (up to 31.12.05)  
Dennis Aidan Morris (w.e.f.1.1.06)**Miri**

Peter Ling Tiong Ho

**Bintulu**Sharon Siti Ejang (up to 31.3.06)  
Ahmad Shahlan (up to 23.5.07)  
Jonathan George (up to 31.1.08)  
Wong Hung Kiong (w.e.f. 1.2.08)  
Sibu  
Norlela Fredrick (up to 31.8.07)  
Jeffery Ting Kah Siong (w.e.f. 1.9.07)**Sarikei**

Agnes Tang You Keong

**Internal Auditors**Ting Yii Chong (w.e.f. 18.9.05)  
Andy Ismail (w.e.f. 18.9.05)**External Auditors**

Ernst &amp; Young

**Panel of Arbitrators**Mohd Ibrahim Hamid  
G. Rajasekaran  
Paul Lee Kuok Hun  
Joseph Chua Teng Hong  
Dominic Engkabang**Scrutineers**Dennis Aidan Morris (w.e.f. 18.9.05)  
Winnie Wong Teck Sing (w.e.f. 18.9.05)  
Hazelyna Liza Chong (w.e.f. 18.9.05)  
Robert Thong Meng Hon (w.e.f. 18.9.05)  
Julian Loke Jeong Min (w.e.f. 18.9.05)  
Winnie Jakai (w.e.f. 18.9.05)**Tellers**Richard Tan Kheng Chai  
Chiong Yew HockCheng Chai  
Robert Thong Meng Hon  
Ting Yii Chong  
Jonathan George**Trustees**Bisi Rakon  
Chua Kok Chiong  
Ken Lim Wei Chien

The Executive Council of the Sarawak Bank Employees' Union has great pleasure in presenting our Report to the 16th Triennial Delegates Conference (TDC). This report covers the period from August 2005 until August 2008 and incorporates the Audited Statement of Accounts for the 3-year period ending 31 March 2008 of both the General Funds and SBEU Benevolent Fund.

### **COLLECTIVE AGREEMENT**

The highlight of the period under review is the signing of the Collective Agreement on 3 October 2007 with SCBA which provides for the incorporation of the 2 months contractual bonus into the basic salary. Together with a 14% salary increase, the CA provides for a 33 to 47% in the take home pay of our members. We concluded similar CA with Ambank & Bank Islam.

We also conclude a CA with HSBC for the Customer Service Bankers (CSB). We hope this will pave the way for SBEU to represent other non-executive officers in all banks.

### **THE FINANCE SECTOR**

The Banking & Financial Industry saw another merger between Southern Bank & CIMB. Total number of Banks in Sarawak is 15 with 167 branches.

The Banks and Finance Companies continue to perform well with record profitability for the past 3 years ending 31/12/2007. We expect the profits to reduce with the economic slowdown caused by the petrol price hike.

### **RESTRUCTURING, RE ENGINEERING & REDUNDANCIES**

The employment situation in the banking industry in Sarawak has stabilized even as banks continued to outsource jobs and employing outsourced sales agents which have an impact on the potential growth in SBEU's membership. Despite this, we managed to actually increase our membership by making organizing our core focus.

While redundancies due to mergers are understandable and at times unavoidable, Banks are making the already critical situation worse by engaging in dubious practices such as outsourcing, contracting out, employing temporary staff, all in the name of preparing for globalization.

Unfortunately our application to expand our scope to cover all employees in the financial sector has been rejected by the Minister. This is unacceptable as all institutions in the financial sector are offering integrated financial services and products, including bank assurance. We are taking the matter to the High Court.

RHB, EON, SCB & BIM introduced VSS during the period under review. While the VSS are generally over subscribed, it is not that the benefits are that attractive. It is more due to the fact that employees are generally disillusioned with their jobs which have become more stressful and competitive due to the ever increasing demand from management to increase profits.

### **DISPUTES**

Overall the industrial relations climate remained positive with most disputes and issues resolved in an amicable manner.

A major trade disputes during the period is with SCB over the Service Team Leader Allowance issue. SBEU embarked on statewide picketing and the bank resort to threatening to sue the General Secretary in his personal capacity for defamation. The dispute was referred to the Industrial court, which unfortunately decided in favour of the Bank. We have filed in application for judicial review to the High Court.

At the National level, SBEU is at the forefront (through MTUC) in challenging the Exemption order by the Minister to exempt those earning between 2000-2500 from certain sections of the SLO.

### **PERFORMANCE**

The performance of SBEU officials at HQ and Branch level is satisfactory. We must not be complacent and must continue to explore ways to give value to our members. It is crucial that we improve on our high standards and to place greater emphasis on the quality of SBEU programme and activities. We need to further enhance the initiative and resourcefulness of officials. They must be proactive in the management of SBEU. We are putting in place a succession plan for top officials to ensure that SBEU can meet the challenges successfully

### **MEMBERSHIP**

Members continued to be very supportive and united and contributed RM1,334, 857.82 after the implementation of the 2006-2008 CA. For the 1st time since 1996 we have seen an increase in our membership

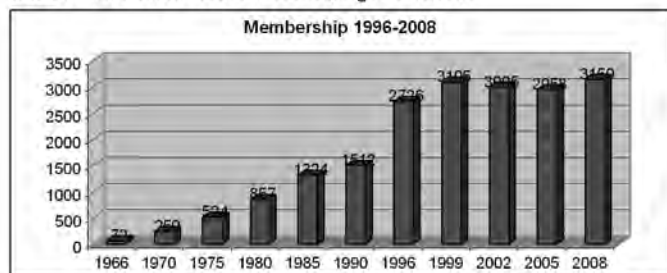
### **FUTURE**

The future is very challenging for unions in the Banking Industry. Yet SBEU is positive that there are opportunities. We must adapt and change; and we must be allowed by the authorities. While we gear ourselves to meet the challenges of the future, we must not forget our past. We must do what we are set up to do: to ensure that bank employees get good pay and other benefits for their labour, to be employed in meaningful jobs and to see that our workplace are safe and congenial.

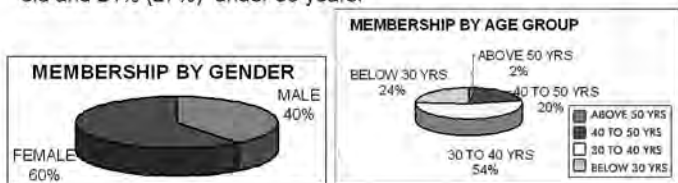
These are the tasks that SBEU officials and members, with hard work, vision dedication and professionalism of officials plus the solidarity and support of all members, will succeed in achieving.

# MEMBERSHIP

Members in benefit is 2503 (2441), an increase of 62. Total members in our register is 3150 ( 3005) We lost one bank (Southern Bank which was merged with BCB to create CIMB. Whilst we also have members (90) who were promoted to non-executive officers, our effort to recruit other officers to join are futile with most display a disappointing apathy towards the union. We are continuing our efforts.



Females outnumber males by 1899 to 1251, and account for 61% (59%) of total membership. 55% (55%) of members are 30 to 40 years old and 24% (27%) under 30 years.



During the period 568(364) employees joined SBEU. This is the highest since 1996 and indicate that the falling employment in the Banking and Financial Industry has stabilised.

At the same time a total of 228(411) members left the union, due to promotions and resignations and, sadly, redundancies. A total of 68 (28) members opted for the Voluntary Separation Scheme (VSS) during the period.

Due to our vigilant and constant organizing effort, we achieved the remarkable figure of more than 95% representation of eligible employees in 15(15) Commercial & Islamic Banks.

There is an urgent need to expand our scope of representation. Currently we can only represent employees of institutions registered under the Banking & Financial Institutions Act (BAFIA). The last TDC has decided to amend our constitution to allow SBEU to represent employees working IN the Banking & Financial industry. This will enable SBEU to organise and represent employees who are engaged in providing services to the Banking & Financial Industry, such as outsourcing and contract & part time employment.

With the implementation of the Malaysian Financial Masterplan, Bank Negara Malaysia is committed to further consolidate and restructure the financial industry in this country through mergers, consolidation and integration of all financial business.

BNM has actively encouraged outsourcing of non-core operations. It is only logical that therefore union representation must also be



allowed to develop accordingly so that the social dimension of globalisation is given due recognition. The employment of freelance marketing staff and agents are prevalent as well as the use of labour contractors.

	BRANCHES	FEMALE	MALE	TOTAL
1	AFFIN BANK BHD	4	34	47
2	ALLIANCE BANK MALAYSIA BHD	4	24	38
3	AMBANK (M) BHD	17	113	174
4	BUMIPUTRA-COMMERCE BANK BHD	16	154	245
5	BANK MUAMALAT (M) BHD	3	56	61
6	EON BANK BHD	14	123	195
7	HONG LEONG BANK BHD	18	105	193
8	HSBC BANK MALAYSIA BHD	4	41	62
9	MAYBANK	26	294	515
10	OCBC BANK (M) BHD	2	10	17
11	PUBLIC BANK BHD	18	252	428
12	RHB BANK BHD	28	253	406
13	BANK ISLAM	2	14	28
14	STANDARD CHARTERED BANK BHD	4	42	64
15	UNITED OVERSEAS BANK BHD	4	21	30
	<b>TOTAL</b>	<b>164</b>	<b>1516</b>	<b>2503</b>

Very disappointingly, the Minister of Human Resources has rejected our appeal against the DGTU decision to reject our application to amend our constitution to allow SBEU to represent all employees in the Banking & Financial Services Industry. We have filed in judicial review of the Minister's Decision at the High Court.

In the meantime some members of SBEU has submitted an application to form a new union to cater for these employees in case our application for Judicial Review is not successful.

### 1.1 RECRUITMENT OF NON -EXECUTIVE OFFICERS

We are continuing our efforts to organize the non-executive officers. We have invite HLB to Collective bargaining for the E4 categories. As expected the Bank has refused to recognize SBEU to represent them. The matter is now with the DGIR. Response to our efforts to organize the officers in other banks, including in Ambank & Maybank is lukewarm. Most officers adopt a wait and see attitude and some even cited the subscription fees as a reason not to join .

### 1.2 ORGANISING – Reaching Out to Members (ROM)

To enhance the effectiveness of our organising efforts our key TUPAW programme has been transformed and enhance into ROM (Reaching Out to Members).

Under this programme, Branch Officials visit members at their workplace to listen to their views and to attend to their grievances and other issues that may arise at the workplace.

During the period under review, SBEU made more than 257 (325) visits and reached out to 3278 (4859) members. This indicates that members are visited at least once during the period. The reduction in number of visits is due to the consolidation of Bank Branches due to mergers as well as us making the visits more selective. This programme is instrumental in forging solidarity and unity amongst members as well as improving our services and assistance to them.

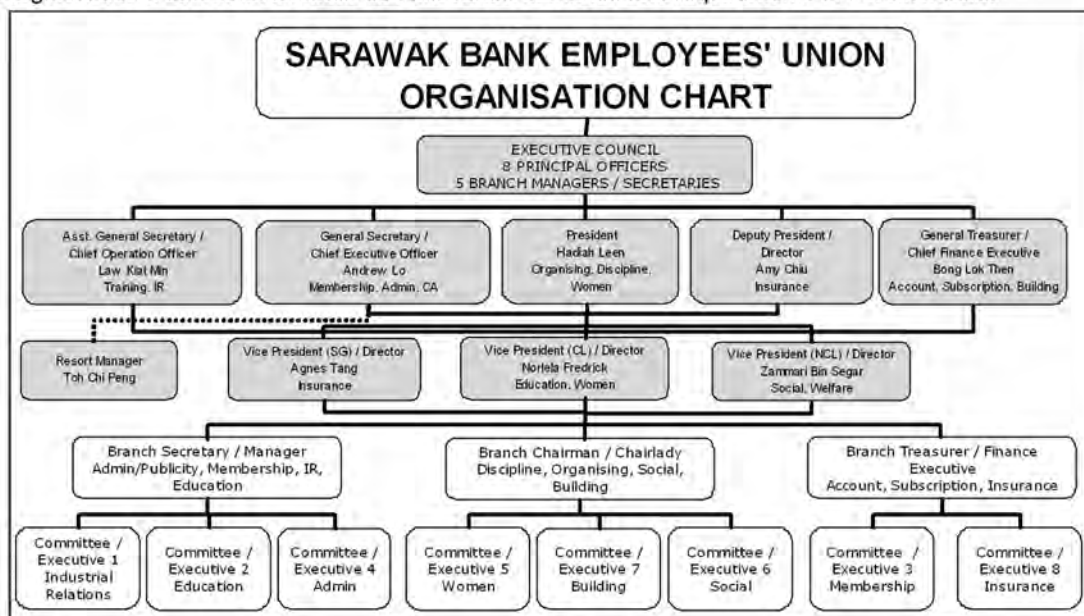


BRANCH	2003		2004		2005		TOTAL	
	NO. OF VISIT	MEMBER	NO. OF VISIT	MEMBER	NO. OF VISIT	MEMBER	NO. OF VISIT	MEMBER
KUCHING	36	536	36	484	13	104	85	1124
SIBU	18	319	6	149	4	69	28	537
MIRI	22	270	22	292	13	132	57	694
BINTULU	14	181	16	202	13	158	43	541
SARIKEI	16	131	15	125	13	126	44	382
<b>TOTAL</b>	<b>106</b>	<b>1437</b>	<b>95</b>	<b>1252</b>	<b>56</b>	<b>589</b>	<b>257</b>	<b>3278</b>

## 2 ADMINISTRATION & MANAGEMENT

The key feature in SBEU's administration and management structure is the Annual Management Workshops held in the 1st quarter of every year. The workshops, attended by all key officials of SBEU are very useful in reviewing the work of the Union for the previous year and to lay out the programs for the coming year. The Management Handbook, now in its 11th edition, was produced as a guide and reference to assist officials to carry out their duties in a professional and effective way.

SBEU introduced the Functional Organisation Structure in 1996. The Annual Workshops further reviewed and streamlined the functional authorities of Principal Officials at HQ and Branch level by allocating functions to the official best suitable for that job. There are clear duties and responsibilities for each official both at HQ and at Branch level. Going forward we may develop a more lateral organisational structural to better suit the varied demands and requirements of our members.



### 2.1 OFFICIALS

Overall the General Secretary, assisted by the Branch Secretaries, is responsible for the administration and management of SBEU. The 4 full time staff assists in Day to day running. The General Secretary is seconded full time to SBEU while the AGS is granted full time off with effect from 1 August 2008. The President, G-Treasurer and Miri Br Sec. are granted time-off from 1PM to 5.30 PM Monday to Fridays while D-President, Kuching, Sibul, Bintulu & Sarikei are from 3. pm to 5.30 pm

Principal Officials who are not on time-off are required to spend at least 4 hours a week at the Union Office, excluding the weekly secretariat/work sessions. Branch committees are required to be present at the weekly work sessions at the union office. Attendances at these sessions are consistently above 80%.

The Prime Minister has re-appointed General Secretary Andrew Lo to the EPF Board for a further 2-year term wef from June 2006 (and again wef June 2008). He has also been appointed to the SOCSO Appellate Board for a 7th 2 year term beginning February 2006 and again wef January 2008. He is also appointed Director of Project Bandar Semariang Sdn Bhd, a joint venture company between EPF & CMS Bhd that is developing the Bandar Baru Samariang new township near Kuching.

Several SBEU officials were appointed as workers Panel members of the Industrial Court while President & AGS & GS were appointed to the Commission of Inquiry under the Wages Council Act.

The performances of most officials are satisfactory with rooms for improvement. Officials have to demonstrate more professionalism, resourcefulness and initiative in discharging their duties. We have introduced performance-related payment of honorarium to officials.



**MANAGEMENT WORKSHOP 2008**

From Left: Andrew Lo Kian Nyan (Chief Executive Officer), Zamhari Bin Segar (Director), Lau Sil Wen (Bintulu Br. Executive), Robert Thong Meng Hon (Miri Br. Finance Executive), Jeffery Ting Kah Siong (Sibu Br. Manager), Anne Sabut (Miri Br. Chairman), Hazelyna Liza Chong (Kuching Br. Finance Executive), Hadiah Leen (President), Martha Tyler Ak James Gohom (Kuching Br. Executive), Ong Su San (Kuching Br. Executive), Theresa Wong Hung Kiong (Bintulu Br. Manager), Amy Chiu Ik Zee (Director), Sim Yee Feng (Bintulu Br. Executive), Liew Nyet Choon (Bintulu Br. Finance Executive), Winnie Wong Teck Sing (Sarikei Br. Finance Executive), Jericho Ha Ching Ching (Sibu Br. Executive), Chiong Yew Hock (Sibu Br. Chairman).

From Left: Ahmad Sharlie (Kuching Br. Chairman), Wong Kling Hock (Miri Br. Executive), Dennis Aidan Morris (Kuching Br. Manager), Hil How Ming (Sarikei Br. Executive), Clement Hillary (Sarikei Br. Chairman), Ricky Ling Soon Wu (Sibu Br. Finance Executive), Peter Ling Tiong Ho (Miri Br. Manager), Law Kiat Min (Chief Operating Officer), Bong Lok Then (Chief Financial Officer), Agnes Tang You Keong (Director/Sarikei Br. Manager), Edward Martin (Sibu Br. Executive), Anderson John (Kuching Br. Executive), Toh Chee Peng (Retreat Manager).

## 2.2 EXCO MEETINGS

A total of 12 EXCO meetings were held during the period. Each branch hosted a meeting at least once, whilst the rest were held in Kuching/Retreat. Decisions are taken by consensus and mostly unanimously. We need to encourage more debate and constructive input during the meetings.

## 2.3 STAFF

SBEU currently employ 4 full time Administrative Executives at HQ, a part time account assistant in Bintulu, and one part time dispatch staff at HQ and 5 staffs at the Retreat.

## 2.4 OFFICES

All Branches have their own fully equipped offices and linked on line. This has improved our effectiveness in reaching out to members and in communications between Branches & HQ. It enables the EXCO to make urgent decisions. Reports, circulars and other documents are being sent via email. We have installed our Membership Information System (MIS) that give us the ability to consolidate our membership data base with information on our value added services.

Our computerized accounting system allows us to keep track of our budget and preserve transaction integrity. We need to improve on our internal audit and enhance our compliance and control levels.

We continue to beef up our library and research materials by subscribing to the Malaysian Current Law Journal on CD-ROM that covers all cases from 1932 together with regular updates. We are also subscribing to the Current Law Journal and the Industrial Law Reports. We now have sufficient reference materials to handle all cases at the Industrial Court.

## 2.5 SBEU WEBSITE

SBEU regularly maintain and update our interactive Website. The Website is a gateway for members to access up to date information about their own union. including their Benevolent Fund accounts. The address is [www.sbeu.org.my](http://www.sbeu.org.my)

## 2.6 BRANCHES

All branches continued to be very active with numerous activities organised, apart from taking up issues and grievances at their level. We are also pleased with the top performance of Miri Branch and hope other branches will emulate it.

All Branches BGMs were held on schedule with attendance way above required quorum. This is commendable especially when taken into account that a large number of members are from outstation locations

Attendance at Branch Committees meetings and weekly secretariat sessions are consistently above 80% for all Branches. Attendances at IRC meetings are above 70 %.

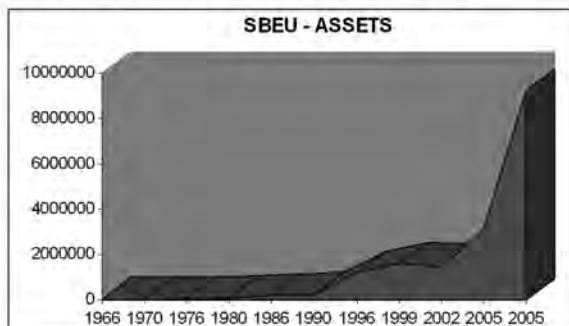
BGM / EGM			
BRANCH	DATE	ATTENDANCE	QUORUM
KUCHING	19-05-07	753	66%
	21-09-07	735	64%
		1488	
SIBU	25-05-07	196	43%
	22-09-07	287	63%
		483	
MIRI	23-05-07	308	61%
	23-09-07	275	54%
		583	
BINTULU	24-05-07	141	68%
	23-09-07	149	72%
		290	
SARIKEI	26-05-07	84	53%
	22-09-07	90	57%
		174	
TOTAL		3018	



## 3 FINANCE

### 3.1 GENERAL FUND

The Financial position of SBEU continues to improve with total assets tripled from RM3.15 million to \$9,250,771.00. This is mainly due to the 10% levy amounting to \$3.3 Million, Benevolent Fund premiums and returns on investments. The above figure does not take into account market appreciation of our properties, which would push our assets above \$10 Million easily.



Our subscription income registered an increase from \$550,000 to \$634,000 per year.

This is due to the salaries increase arising out of the Collective Agreement concluded during the period. Our monthly membership subscription fee is 1% of basic salary.

Our value added services contribute a substantial \$250,000 of our income for the year ending 31/3/08.

Major expenses are staff salaries, allowances of officials, Training & Education, Trade disputes and Collective Bargaining. While we maintain a surplus budget, we are always conscious of the need to manage our expenses prudently. Annual budget is in excess of \$800,000.00

We manage to keep our expenses to manageable levels despite more issues and disputes to handle. The computerized accounting system is fully operational and will allow the SBEU to keep a tighter control of spending and ensure that expenses are within budget. The annual management workshops has enable SBEU to manage our budget in a prudent and more importantly, in a cost-effective manner. We must continue to exercise financial prudence and discipline.

### 3.2 BENEVOLENT FUND

We continue to build up the asset of the Benevolent Fund which reached RM4,159877.11 (2million) for the first time. Member's fund of those in Benefit - stood at RM3,613567.04. We have invested the Benevolent fund into properties and the Union Yes Retreat. This is a deliberate policy as the priority is to provide a low risk and secure investments to protect members' money and further protect the fund and to preserve value. The Fund declared dividend on 3%, 3.5% & 4% for the year ending 2006, 2007 and 2008 respectively.

Delegates have approved to increase the monthly premium from \$20 to \$40. The EXCO decided not to pursue due to the increase in the cost of living caused by the petrol price hike. We may do so upon conclusion of the next CA. We will be looking at introducing new benefits including perhaps giving loans to members once the assets reached a sustainable level.

Total withdrawal amounted to RM284,807.62 (183, 438.54) by 287 (323) members who have retired, left the banking industry or promoted to an executive category. The Fund paid out Funeral benefit of RM1000 to the beneficiaries of 2 (5) members who died during the period. SBEU is the only Union in Sarawak to provide these benefits to members.

### 3.3. SBEU PROPERTIES

During the period we acquired the adjoining land to our Retreat at a cost of \$500,000.. We have also purchased the unit next to our HQ to increase our work space. Our Sarikei building was completed in December 2006 and officially opened in March 2007 in conjunction with the Management workshop.

SBEU now a total of 9 properties - 3 in Kuching, 2 in Lundu & one each in Miri & Bintulu, & Sarikei. Our efforts to purchase buildings/ Land in Sibru are hampered by the lack of suitable properties that can give good returns.



SBEU PROPERTIES						
Date of Purchase	LOCATION	PROPERTY TYPE	CURRENT POTENTIAL USE	Tenure(Lease)	Expiry Date	Purchase Price
1 03 Apr. 1990	3rd Floor, Lot 32 Blk D King Centre, 93350 Kuching	Strata Title 3rd Floor of 4 storey Shophouse	SBEU Dormitory	Leasehold 60 Years	24 Sept 2038	RM 84,180.03
2 05 July 1994	Lot 3672-3-2 2nd Floor Medan Jaya Comm. Centre Blk 31 Kemena Land Dist. 97000 Bintulu	Strata Title 2nd Floor of 3 storey Shophouse	Bintulu Branch Office General Treasurer Office	Leasehold 60 Years	27 Feb. 2052	RM 100,507.94
3 28 Feb 1995	Lot 2441 Blk 5 Miri Concession Land Dist. 98000 Miri	Commercial 3 Storey Shophouse	Miri Branch Office & Gr and. 1st Floor rented out	Leasehold 60 Years	21 Jan 2050	RM 453,487.20
4 17 Nov 1998	2nd Floor, Lot 79 Queen's Court, Jalan Wan Aiwi 93350 Kuching	Strata Title 2nd Fl of 4 Corner Unit 4 Storey Shophouse.	SBEU HD & Kuching Br Office	Leasehold	Pending Title	RM 200,000.00
5 29 Jun 2001	Lot 371 Blk 5 Gading Land Dist. Sjar Beach, Lundu Kuching	Beach Front land	Union Yes Retreat	Freehold Perpetuity		0 RM 355,000.00
6 23 Apr 2004	Lot 317 Blk 4 Matang Land District, 11th ML Matang Rd Kuching	Country Land adjacent to mountain stream	VACANT Picnic/Camping Retreat	Leasehold 60 Years	12 Aug 2014	RM 140,000.00
7 03-May-05	Sublot 10 Lot 18 Blk 24 SLD Triang Soon Height Sarikei	Corner Unit 3 Storey Corner Shophouse	RENTAL INCOME	New Development		RM 485,000.00
8 26-Feb-08	Lot 9 Block 5 Gading Land Dist	Beach Front Land	Union Yes Retreat	Leasehold	2038	RM 500,000.00
9 11-Jul-08	2nd Fl Lot 78 Blk W Queens	2nd Fl of 4 Storey Intermediate Shophouse	Kuching Branch/MTUC	Strata Title Leasehold		RM 243,000.00



## Independent Auditors' Report to the Members of Sarawak Bank Employees' Union Benevolent Funds

We have audited the financial statements of Sarawak Bank Employees' Union Benevolent Funds, which comprise the balance sheet as at 31 March 2008, and the statement of income and expenditure, receipts and payments statement, statement of changes in accumulated funds and cash flow statement for the year then ended, and a summary of significant accounting policies and other explanatory notes, as set out on pages 4 to 14.

### Committee's responsibility for the financial statements

The committee of the Fund is responsible for the preparation and fair presentation of these financial statements in accordance with Private Entity Reporting Standards in Malaysia. This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### Opinion

In our opinion, the financial statements have been properly drawn up in accordance with Private Entity Reporting Standards in Malaysia so as to give a true and fair view of the financial position of the Fund as at 31 March 2008 and of its financial performance and cash flows for the year then ended.

### Report on other legal and regulatory requirements

In accordance with the requirements of the Trade Union Act, 1959 in Malaysia, we also report that in our opinion:

- the accounting and other records have been properly kept in accordance with the Act.
- the receipt, expenditure and investment of monies and the acquisition and disposal of assets by the Fund during the year ended 31 March 2008 are in accordance with the Act, the Trade Union Regulations, 1959 in Malaysia, and the regulations and by-laws of the Union.
- the assets and liabilities, in all material respects, are fairly stated in accordance with the accounting policies.

### Other matters

This report is made solely to the members of the Fund, as a body, in accordance with the Trade Union Act, 1959 in Malaysia and for no other purpose. We do not assume responsibility to any other person for the content of this report.

ERNST & YOUNG  
AF: 0039  
Chartered Accountants

YONG YOON KAR  
1769/04/10 (J/PH)  
Chartered Accountant

## BENEVOLENT FUND

### Statement of Income and Expenditure for the year ended 31 March 2008

	2008 RM	2007 RM
<b>Income</b>		
Subscription fee	624,115	584,998
Interest income	12,955	9,834
Income from investment property	444,797	335,599
Excess OC. paid	6	6
	1,081,873	930,437
<b>Expenditure</b>		
Audit fee - current year	3,000	3,000
- overprovision in prior year	(1,000)	-
Benevolent withdrawals	86,917	86,893
Bank charges	3,063	112
Depreciation	360	754
Property, plant and equipment written off	-	2,365
Investment property written off	-	29,335
Expenditure on investment property	353,527	306,778
Sundry expenses	200	-
	46,067	429,237
<b>Undistributed surplus for the year</b>	<b>635,806</b>	<b>501,200</b>

### Balance Sheet as at 31 March 2008

	Note	2008 RM	2007 RM
<b>Non current assets</b>			
Property, plant and equipment	2	1,800	2,160
Investment properties	3	4,365,303	3,762,553
<b>Current assets</b>			
Receivables	4	278,400	185,520
Fixed deposits with licensed banks		630,106	288,901
Cash at bank		52,261	45,090
		960,767	519,511
<b>Current liabilities</b>			
Sundry payables	5	1,346,136	938,296
Dividend payable		482,938	377,424
		1,829,074	1,315,720
<b>Net current liabilities</b>		<b>(868,307)</b>	<b>(796,209)</b>
		<b>3,498,796</b>	<b>2,968,504</b>
<b>Financed by</b>			
Accumulated funds		3,498,796	2,968,504

## Sarawak Bank Employees' Union

## GENERAL FUND

## Balance Sheet as at 31 March 2008

	Note	2008 RM	2007 RM
<b>Non-current assets</b>			
Property, plant and equipment	2	1,429,853	1,481,017
Investment	3	18,000	18,000
		<u>1,447,853</u>	<u>1,499,017</u>
<b>Current assets</b>			
Other receivables, deposits and prepayments	4	1,503,999	980,412
Short-temp deposits	6	2,801,552	554,160
Cash at banks	6	356,214	316,257
Cash in hand		192	39
<b>Current Liabilities</b>			
Other payables	7	357,835	336,927
Net current asset		<u>4,304,122</u>	<u>1,513,941</u>
		<u>5,751,975</u>	<u>3,012,958</u>
Financed by			
Accumulated funds		<u>5,751,975</u>	<u>3,012,958</u>

## Sarawak Bank Employees' Union

## GENERAL FUND

## Statement of Income and Expenditure for the year ended 31 March 2008

Income	2008 RM	2007 RM
Dividend income	-	65
Donation received	5,890	2,000
Entrance fees	2,120	1,490
Incentive received	2,828	-
Insurance claimed received	-	1,560
Insurance commission received	134,597	103,329
Interest received	35,799	22,664
Rental received	23,745	17,210
Reimbursement of Federation expenses	14,368	2,154
Reimbursement of TDC/BGM	-	13,273
Subscription fees	594,536	572,374
Sundry income	-	-
- 10% in arrears contribution	3,314,671	12,700
- SBEU 40th Anniversary receipts	3,590	162,311
- Others	34	-
<b>Expenditure</b>	<b>4,132,178</b>	<b>911,130</b>
Assessment and quit rent	5,794	4,643
Audit fee	-	-
- current year	12,000	10,000
- overprovision in prior year	(1,000)	(1,500)
Advertisement	-	1,810
Bank charges	1,496	1,065
Compensation for loss of pay courier and postage charges	105,398	49,281
Depreciation	6,219	4,712
Donation	103,398	69,468
Education and training expenses	3,500	6,000
Electricity and water charges	30,163	61,923
Entertainment and refreshment	13,987	12,004
EPF and SOCSO contributions	2,517	4,735
Exchange programme	14,117	8,959
Federation expenses	10,325	4,275
Honorarium/allowance	-	867
Industrial relation expenses	122,880	105,410
Insurance	29,507	33,116
Insurance incentive	9,972	2,881
	36,601	17,088

## Insurance promotion expenses

## Statement of Income and Expenditure

## Income and Expenditure Statement for the year ended 31 March 2008 (contd.)

Expenditure (contd.)	2008 RM	2007 RM
Laminating membership cards	162	62
Legal and professional fees	6,032	9,780
Maintenance office equipment	9,410	4,363
Management workshop expenses	16,091	9,665
Meeting allowance	41,670	40,195
Meeting expenses	35,242	29,346
Mll examination expenses	-	160
MTUC expenses	7,652	3,662
Negotiation expenses	48,369	21,962
Newspaper and periodicals	4,010	948
Officials incentive	360,250	-
Organising expenses	1,045	1,899
Printing and stationery	23,025	16,920
Property, plant and equipment written off	4,213	1,622
Purchase of books	1,428	812
Rent	3,000	3,000
Repairs and maintenance - general	4,156	2,650
Repairs and maintenance of building	2,244	1,814
SBEU 40th Anniversary expenses	2,000	342,431
Salaries, wages, allowances and bonuses	137,529	78,267
Social expenses	8,256	5,384
Sundry expenses	6,523	9,743
TDC/TGM/BGM/EGM expenses	77,055	-
Telephone and fax expenses	44,161	31,728
Transport allowances	10,800	10,800
Uni apro expenses	23,092	5,375
Union website expenses	1,600	990
Women activities	235	454
<b>Surplus/(deficit) for the year</b>	<b>1,393,161</b>	<b>1,030,769</b>
	<u>2,739,017</u>	<u>(119,639)</u>

The accompanying notes form an integral part of the financial statements.

## 4 COLLECTIVE AGREEMENT

### 4.1 SCBA/SBEU CA 2006-2008.

The highlight of the period is the signing of the CA with SCBA for 2006-2008 on 3 October 2007. We are the first national union to conclude a CA with a performance pay system without sacrificing any existing benefits. The CA was signed after more than 95% of members voted for the deal by secret ballot.

We have incorporated the contractual bonus into the basic salary guaranteeing that it will remain with members forever. It has the added benefit of increasing annual increment substantially, OT payments and future salary increases. Members will also benefit from performance bonus as well.

Other improve benefits included increase in housing loan amount. However we are unable to succeed in our effort to increase retirement age and reduction in housing loan interest rates.

We have also removed the pegging of Overtime calculations to the \$1500 threshold in the Employment Act. This means that we did not sacrifice anything for the additional 4% salary adjustment that SCBA gave us in 2005 but not to Sabah.

Members showed their support and appreciation by contributing 10% of their arrears totaling \$3,331,161.69

### 4.2 HSBC CA FOR CSB

SBEU also concluded a new CA for Customer Service Bankers in HSBC.

The CA also provides for performance Bonus. We are indeed please that HSBC has agreed for SBEU to represent these category and we hope it will pave the way for SBEU to represent other non-executive categories in other banks.

### 4.3 AMBANK CA

SBEU also concluded a CA with Ambank based on similar terms as the SCBA/SBEU CA except on annual increment which is based on performance.

### 4.4 BANK ISLAM

SBEU also concluded a CA with Bank Islam on similar terms as the SCBA/SBEU CA except on cash short-ages as the bank is paying a teller allowance.



 <h1 style="margin: 0;">NEWSFLASH!</h1>	
<p>Published by Sarawak Bank Employees' Union. For Members Only Vol. 3/2007 2nd Fl Lot 79 Blk B Queens Court 93350 Kuching Sarawak. Tel: 453027 Fax: 461829 DATE 20 Sept 2007</p> <p><a href="http://www.sbeu.org.my">www.sbeu.org.my</a></p>	
<p><i>New Collective Agreement 2006-2008</i></p>	
<h2 style="margin: 0;">A FAR REACHING OFFER</h2>	
<p><b>13.33% to 16.1% Salary Increase</b> <b>32.76% Increase for 2006</b></p> <p>SCBA made an offer during final negotiations on 18/9 to increase basic salary by 30% and to abolish the 2 months contractual bonus and future performance bonus to be at absolute discretion. This means that the actual salary increase is 11.43% after discounting the Bonus.</p> <p>SBEU press for certain improvements, safeguards and assurances of the performance bonus.</p> <p>SBEU successfully convince SCBA to give a higher effective salary increase by adding in the Bonus first before calculating the 30%. This means that the salary increase goes up by another 1.9% to 13.33%. After adding in Swak Allowance, <b>gross salary increase range from 13.33% to 16.1%</b>. Bonus paid for 2006 would remain so salary increase is 16.66% + 16.1% = 32.76% for that year.</p> <p>All CEOs of the banks, in their ABH meeting on 19 Sept decided that they are unable to give a guaranteed pool of performance bonus each year. However <b>instead of absolute discretion</b> they are now prepared to pay performance bonus where bank makes a profit based on banks' and individual performance and if they pay other grades of employees they must pay SBEU members as well.</p> <p>ABH also <b>agreed to an open appraisal systems</b> and most importantly, <b>employees can challenge</b> their appraisal ratings and performance bonus payouts <b>through SBEU</b>.</p>	<p><b>Future Bonus based on Performance</b> <b>Annual increment \$71 to \$140</b></p> <p>Whilst the deal falls short as far as our demand of a guaranteed pool is concern, it meet some of our expectations in the 16.1% salary increase &amp; <b>Salary Structure, which will also go up.</b></p> <p>The lack of a guaranteed pool is a big concern. However, the <b>2 months contractual bonus is already paid to us via the salary increase and would remain with us forever. Any performance bonus is an additional bonus.</b> Future salary increase will be based on a higher salary and Swak allowance will increase, O/T rates &amp; loan entitlements will go up.</p> <p>We also feel that the linking of performance pay to bank's performance and individual performance make it imperative for banks to pay performance bonus if the performance justify it. SBEU retains the right to challenge any non-payment.</p> <p>Accordingly SBEU EXCO put the deal to members to vote whether or not to accept. We <b>recommend</b> to members to vote for the deal as we <b>think</b> the benefits outweigh the cons. We are also conscious of the need to ensure that clerical remains relevant employees in the banks.</p> <p>Further given the current industrial relations climate in West Malaysia and the ineffectiveness of the trade union movement, the only other option is to take the matter to court. Whether or not we can get a better deal would be outside our control.</p>
<p><b>Please vote wisely – It's your decision</b></p>	
<p>We list below the agreed articles that have been signed off earlier. For full details please refer to SBEU website.</p> <p><b>EFFECTIVE DATE</b> Arrears for Salary &amp; Overtime will be backdated to 1 Jan 2006.</p> <p><b>HOUSING LOAN</b> Any loan amount as long as monthly repayment does not exceed 75% of gross take home salary. Repayment until retirement. This means that maximum amount of housing loan can reach more than \$300K – current = \$160K.</p> <p><b>ALLOWANCES</b> Subsistence allowance - \$45/\$53 TO \$48/\$56 PER DAY Mileage claims – INCREASE BY 10 SBEU PER KM Laundry allowance (\$50 TO \$55) Acting - \$25per day if acting for officers Weekend Banking Allowance - \$35 per day plus O/T</p>	<p><b>HOURS OF WORK - 5 DAY WEEK</b> Members earning above \$2000 who work overtime will be paid full overtime rates instead of current allowance of \$10 per hour worked. Arrears will be backdated to 1 Jan 2006.</p> <p><b>DENTAL &amp; SPECTACLES</b> Spectacle and dental allowance of \$368.00 combined so that members can have more flexible access to these benefits.</p> <p><b>FAMILY MEDICAL</b> Limit increased to \$1200 a year. Members can claim up to \$300 to purchase Hospital &amp; Surgical insurance for their spouse and children.</p> <p><b>TRANSFER</b> Banks must agree with SBEU on a Transfer package BEFORE they can effect transfers. There must also be a permanent housing allowance as long as employee remained on transfer.</p>

## 5 INDUSTRIAL RELATIONS

Industrial Relations remain at the forefront of our activities and service to our members. We append below some of the cases that were referred to SBEU HQ level. There are other numerous grievances and issues resolved at Branch level. Apart from the Dispute and picketing against SCB, industrial relations with the Banks and SCBA remain harmonious.

### 5.1 AFFIN-ACF Finance/Affin Bank

#### I. CA 2003-2005

Affin ACF has implemented and paid all arrears. Subsequently merged into Affin Bank.

#### II. VSS

Bank introduced VSS in March 2005. 10 employees took up the scheme.

#### III. Sarawak Allowance for Contract Staff

Bank did not pay Sarawak Allowance to 2 contract staff in Bintulu Branch. Sarawak Allowance was reinstated from the date of joining after we took up the matter and arrears paid in May 2008.

### 5.2 AMBANK

#### I. Collective Agreement 2000-2002

CA signed and fully implemented with arrears backdated to January 2002.

#### II. Temporary Staff- Retail Collection Satok, Kuching

Bank recruited 6 temporary staff for more than a year. One staff has been with the bank for more than 2 years but still offered six monthly renewal contract. Bank converted them to permanent staff in July 07 after we intervened

#### III. Collective Agreement 2006-2008

CA signed in February 2008 on similar terms to SCBA/SBEU CA except on increment and bonus which is based on performance. Arrears paid backdated to 01 January 2006.

#### IV. Letter of warning

Management agreed to withdraw their warning letters to 2 members and replaced with caution letter.

### 5.3 ALLIANCE BANK

#### I. Bank introduced new job categories/empowerment for clerical employees.

### 5.4 BANK ISLAM

#### I. Collective Agreement 2006-2008

CA signed and Bank agreed with SBEU to change working hours from 9.00 am-6.00 pm to 8.30 am-5.30 pm. Arrears paid backdated to 01 January 2006.

#### II. VSS

Introduced VSS but refused to include Sarawak Allowance in the computation. 4 clerical staff applied.

### 5.5 BANK MUAMALAT

#### I. Bank agreed to adopt SCBA/SBEU CA.

### 5.6 CIMB Bank

#### I. VSS and MSS

Bank introduced VSS and even threatened retrenchment if VSS target is not met. After 3 meetings with management, Bank agreed to drop the target for VSS and threat of retrenchment. 2 employees of BCF/BCB took up the VSS while the rest offered continue employment in the new merged entity of CIMB Bank.

### II. Housing loan interest rate

Bank increase interest rate for staff housing loan. Following our objection, the bank agreed to apply to new loans only.

### III. Conversion of Staff Salary who joined after 1/1/2006

After representation by SBEU, the Bank agreed on an exceptional basis to review the salary of employees who joined after 1 Jan 2006.

### 5.7 EON BANK

#### II. VSS

Bank introduced VSS and agreed to include Sarawak Allowance. A total of 21 staff took up the package.

### 5.8 HONG LEONG BANK

#### I. Cash Shortage

Bank refused to rescind stoppage on increment imposed on member for incurring shortage of RM5000 without any inquiry. Instructed all cashiers to refer all cash transaction to cash officers for verification as well as to file in non compliance of Article 17 of CA until the bank finally agreed to rescind.

#### II. Sexual Harassment

Received report from husband of one female employee claiming that the Branch Manager harassed her. The Bank has investigated and concluded that there is no evidence. SBEU concern with the findings.

#### III. Outsourcing of Cheque Book Printing

Bank consulted us on the outsourcing of checkbook printing and assured us that no one will be made redundant as a result. We gave it our cautious support and inform the bank that it must be proactive and allow SBEU to represent the E4 and non executive officers.

#### IV. Executive Promotion Exercise

We have submitted proposal to negotiate a CA for E4 since they are not executives and remain under the scope of SBEU. Bank refused to negotiate. Report to DGIR as trade Dispute.

#### V. Closure of Mukah Branch

Send strong protest letter to the Bank on the proposed closure of Mukah Branch. Informed by CEO that they may reconsider the decision to close.

#### VI. Dismissal of Josephine Banun

Court ruled that dismissal is without just cause or excuse and order the Bank to reinstate her on 5 March 2007 and also to pay her backwages of 24 months amounting to RM36,000. We filed in an application to the High Court for Certiorari to squash that part of the award on backwages as we believe that she should be entitled to full backwages.

High Court has ruled in our favour and order the Bank to pay full backwages instead of limiting 24 months and award cost of \$30,000 to us. Bank has filed in appeal to Court of Appeal.

### 5.9 HSBC BANK MALAYSIA BHD

#### I. Job Empowerment

Bank increase teller limit from RM5,000 to RM25,000 and agreed with our request to provide them with teller allowance of RM125.00 and RM150.00 for clerical and special grade.

## II. Performance Appraisal- Pauline Lai

Member's performance grading was downgraded from "very good" to "good". Grading reinstated after member filed in grievance.

## III. Customer Service Banker.

CA with the Bank signed after bank agreed to our demand to incorporate safeguards that are similar to those in the SCBA/SBEU CA. Agreed to payment of relief/acting allowance for clerical who relief CSB at RM30 per day. Bank agreed to pay PB2 who moved to CSB an additional 5% salary adjustment and to include Sarawak Allowance.



## IV. Performance Bonus

Written to the CEO to dispute the Bank's decision to pay performance bonus on fixed amount. Meeting held on 02 July 2008 where the bank regret the mistake made but maintain its decision on the payout for the year. The Bank assured that they will review in future. SBEU maintain the position that the bank must also review the payout for current year.

## 5.10 MAYBANK

### I. Transfer of officer to Kapit. Bank agree to defer transfer after SBEU appeal.

### II. Performance Pay

Bank brief SBEU official on the performance pay system for implementation 1st July 2008 to coincide with financial year.

### III. Miri - Stoppage of Increment -

Member's increment was stopped for one year after reply to show cause for over payment of RM5000.00. We wrote to bank to rescind decision. Bank agreed to reinstate her increment and issued a caution instead.

## 5.11 OCBC BANK

### I. Dismissal-

Member was dismissed by the bank for conflict of interest because he sells insurance to a colleague who then cancelled her policy she bought earlier with the Bank. Case amicably settled with ex-gratia of 17 months gross salary amounting to RM36,000.

### II. Special Grade Clerk

Welcomed the bank's moves to introduce Special Grade Clerk. Signed MOU to ensure that they remain under scope of SBEU.

## III. Contract Staff

We filed in complaint of non compliance at Industrial Court in 27 Feb 2006. Bank agreed to pay the Sarawak Allowance. Consent award that temporary and contract staff are entitled to Sarawak Allowance handed down.

## 5.12 PUBLIC BANK

### I. Subsistence Allowance

A staff from Sri Aman who went on course in KL was paid RM5 short of what is provided in the CA. Bank only agreed to rectify short payment after SBEU wrote to the Bank HR.

### II. 3rd Mile Kuching- Dismissal

Member dismissed for gross insubordination. Section 20 filed. Bank also charged member for failing to reply to show cause letter. Conciliation held. HR Minister did not refer case to Industrial Court. Case closed.

### III. Staff Borrowing from Customer

Bank issued show cause letter to staff for borrowing from customer in violation of Article 5 Code of Conduct. Assisted member to reply. Bank issued caution to staff to stop such borrowing.

### IV. 3rd Mile- Counter Service

Bank issued memo to branch manager to stop officer from pressing queue bell after members took up protest action by wearing protest badges.

### V. OVERTIME- Sibul, Jalan Central/Padungan

Bank agreed to ensure that all overtime backdated to 1 /1 2007 to be paid and will honour all legitimate claims of overtime. Similar issue involving Credit Department in Padungan branch was referred to HQ which was subsequently resolved with assurance from the Bank HR that the bank will honour all legitimate OT claim.

### VI. Cash Shortage- Overpayment of \$5000

Bank agreed to rescind stoppage of 6 months increment and issue warning letter in lieu as requested by SBEU.

## 5.13 RHB BANK

### I. ING Medical Programme

Agreement with ING signed. Scheme for RHB Bank implemented from March 2006.

### II. Dismissal of Probationer

Amicable settlement at Industrial Court.

### III. Dismissal- Officer

Amicable settlement. Bank paid RM10,980 as ex gratia.

### IV. Merger of branches

Effective July 2006, Kota Samarahan merged to Unimas Branch. Lanang Br merged to Jln Tunku Osman and VSS offered to affected staff. Given us written assurance staff will not be transferred outside their home base.

## V. Job Empowerment

Bank increase the teller authorised limit. Upon our request, bank gave two increments to staff as additional benefit.

## VI. Cash Shortage-

Salary increment stopped for 6 months. After SBEU intervened Bank agreed to rescind stoppage and substitute with warning and to pay arrears.

## VII. Dismissal. Sibü

Bank dismissed employee for crediting EPF cheque meant for Housing loan into her savings account. This is despite the fact that she has sought written approval and obtained such approval from Asst Br Manager. We dispute the dismissal as grossly without just cause or excuse.

## VIII. MSS

Bank has introduced MSS in a very haphazard manner that is not transparent at all. Did not include Sarawak allowance. We urge members to consider carefully.

## 5.15 SOUTHERN BANK

Southern Finance merged with SBB and all staff merged into SBB with effect 01 Jan 2006.

Takeover of SBB by CIMB completed in August 2006.

## 5.16 STANDARD CHARTERED BANK

### I. Service Leader Allowance/Housing Loan

Bank stop payment of Service Leader allowance to Lily Wong and Yii Ching Ming upon their re-designation from Service Team Leader to Special Grade Clerk.

However when Lily took up her case, Yii's allowance was also stopped as the bank deemed that the former HR made a mistake.

We disputed the bank's decision to stop payment of the allowance as it is part of salary and cannot be removed.

A massive picket was held on in 14 Oct 2006 in Kuching attended by 500 members in protest of the bank's arrogant attitude. Bank threatened to file defamation suit against Andrew Lo in his personal capacity. We did not bow to such threats.

Case was referred to the Ind Court. Court handed down award in favour of the Bank. We are applying to High Court for judicial review.

### II. Dismissal - Miri

Member dismissed for making unauthorized debits to customers' accounts to cover for a cash shortage incurred.

### III. VSS- Wholesale banking

Bank has introduced VSS for wholesale banking. 2 members applied.

## 5.17 UNITED OVERSEAS BANK

### I. Cash Shortage

Bank charged member for misappropriation after he incurred cash shortage. We protested and instructed all members to follow strictly to Bank's cashing procedures. Bank withdraw the charges and assured that they will only charge if they have reasonable evidence.

### II. Staff Married to Each Other

Upon our intervention, Bank agreed to remove requirement that one spouse must resign if both spouses who have signing powers are married to each other.

### III. Conversion of Staff Salary who joined after 1/1/2006

After representation by SBEU Bank has agreed to review the salary of employees who joined after 1 Jan 2006 by incorporating the Bonus element of 16%. Bank agreed to give additional 7% to reflect the inducement factor.



## 6 TRAINING & EDUCATION

SBEU continue to place emphasis on Training and Education of our officials and members. The Education Programme was reviewed and consists of:

- Induction Programme(IP) Grievances Handling Courses for IRCs
- Misconduct & Domestic Inquiry & Misconduct Courses for IRCs & Br Committees
- Leadership/Team Building Courses & Industrial Relations Courses for key officials
- External courses conducted by MTUC, UNI, & Management & Training Consultants
- Joint SCBA/SBEU IR Course on Performance Pay
- Bilateral Exchange Program- S'pore BEU

Our programme continues unabated with 79(80) Educational & Training courses organised during the past three years for 911 (846) members, IRCs and officials. This represents more than one third of total membership.

TRAINING AND EDUCATION ACTIVITIES 2005-2008								
BRANCH	INDUCTION PROGRAMME	GRIEVANCE HANDLING	DOMESTIC INQUIRY/IR	IRD/EPF/SOCSO/OTHER TALK	LEADERSHIP/X-CHG PRGM/PERFORMANCE PAY SEMINAR	OTHERS (INTL/NATIONAL COURSES)	TOTAL	TOTAL PARTICIPANTS
KUCHING	3	4	2	4			13	325
MIRI/BINTULU	2	3	1	4			10	275
SIBU/SARIKEI	1	1	1	3			6	128
HQ			1		5	1	7	97
EXTERNAL						43	43	86
TOTAL	6	8	5	11	5	44	79	911

Officials were also sent to national and international level courses conducted by SBEU, UNI, MTUC and professional organizations in Sarawak & West Malaysia and overseas to attend Regional Training Courses & Conferences.

We congratulate 12 Officials who graduate from the IPMA Diploma in Business Administration in April 2008. All the participants completed the program with flying colours with one participant obtaining straight. As this should instill greater professionalism and effectiveness for SBEU. Our Union Yes Retreat and Training Centre has enabled us to hold more programs comfortably and economically at our very own training centre.

With the inclusion of a performance pay bonus system in the Collective Agreement, we will revamp the Grievance Handling course to prepare and educate members on their roles and rights in the appraisal process. This will ensure that the performance pay system will be equitable and there is a fair and objective assessment of the employees performance.

We are also working with Maybank to organize joint courses that focus on product knowledge, sales & service skills. This is inline with our belief that moving forward, we need to work in partnership with the Bank to instill mindset change among the staff. This will ensure that our members are equipped to give their best towards their work and customer service.

We will continue to sponsor officials who wish to take up professional programme in order to enhance their knowledge and ultimately in ensuring that SBEU continue to have a pool of highly qualified and professional and motivated officials to ensure effective service deliveries towards the membership.

IPMA Diploma in Business Administration	
<b>SBEU GRADUATES</b>	
Law Kiat Min	Assistant General Secretary
Hadah Leen	President
Ahmad Sharlie	Kuching Branch Chairman
Andy Ismail	Kuching Branch Committee
Faizal Dennis Aidan	Kuching Branch Secretary
Hazelyna Liza Chong	Kuching Branch Treasurer
Clement Hilary	Sarikei Branch Chairman
Agnes Tang You Keong	Vice President (SG)
Ting Yii Chiong	Sarikei Branch Committee
Anne Sabut	Miri Branch Chairman
Robert Thong	Miri Branch Treasurer
Zaliha Roshidi	Miri Branch Committee



We will empower members to strive for service excellence in their career and hope the management will view SBEU as a relevant partner in ensuring a better workplace and improved productivity in the Bank. Ultimately, with improved productivity and enhanced customer service, members can look forward to better benefits and higher pay.

## 7 VALUE ADDED SERVICES

The SBEU/Great Eastern Life Insurance Ltd Group Multiple Benefit Insurance Scheme (GMBIS) was first introduced in 1985.

Year Branch	GMBIS GREAT EASTERN LIFE ASSURANCE (M) BHD					
	No. of Insured			Premium Received (RM)		
	2005	2006	2007	2005	2006	2007
Kuching	982	1060	1054	446,055.00	477,418.00	448,288.00
Sibu	511	530	525	204,920.00	225,710.00	209,945.00
Miri	391	456	450	174,455.00	205,615.00	193,885.00
Bintulu	372	437	435	180,680.00	209,588.00	197,590.00
Sarikei	344	430	424	138,300.00	193,670.00	185,245.00
<b>TOTAL</b>	<b>2600</b>	<b>2913</b>	<b>2888</b>	<b>1,144,410.00</b>	<b>1,312,001.00</b>	<b>1,234,953.00</b>

We continue to face service issues with Great Eastern and are disappointed that GELA is more concerned about commission to its agents than in improving service for our members. We are taking steps to address the issue. The Scheme paid out a total of RM467,076.32 (RM606,086.24) for 16(15) claims during the period.

We launch the ING I Protection and Edusave to give members a greater choice in their insurance and retirement saving needs. Response is very encouraging with 811 members and families buying the insurance.

As at 31/3/2008 total of 3699(2687) members and their spouses participated in this schemes, an increase of 1019 and average premiums increase to \$20,000 a month.

Branch	2008 ING INSURANCE BHD				
	IPP/EDU SAVE		I.HEALTH		
	No of Insured (Inforce)	Premium Received (RM)	No of Insured (submitted)	No of Insured (Inforce)	Premium Received (RM)
Kuching	283	59,128.13	224	167	33,901.00
Sibu	90	23,550.00	-	-	-
Miri	221	52,008.80	32	-	-
Bintulu	109	27,868.54	51	7	1,421.00
Sarikei	108	29,468.53	21	8	1,624.00
<b>TOTAL</b>	<b>811</b>	<b>192,024.00</b>	<b>328</b>	<b>182</b>	<b>36,946.00</b>

### MEDICAL INSURANCE

We have also launch the ING I Health medical insurance for members' spouses and children to take advantage of the new provisions in the CA which allows members to claim up to \$300 of their family medical entitlement to buy such insurance.

We are the authorised agent for the ING Employee Medical Benefits Insurance. Currently RHB Bank is under this scheme, generating us an income of \$18265.00 for 2008

### GENERAL INSURANCE

SBEU is an authorized agent for MCIS Zurich & Lonpac

Insurance to sell General Insurance (Mainly Motor Insurance) to employees of the Bank and their immediate families. We also provide Fire Insurance and Home Content Insurance, amongst other types of General Insurance.

700 members and their families purchased their insurance from SBEU. It is an important value added service to our members.

### MOTOR INSURANCE

Year Branch	No. of Cases			Premium Received (RM)		
	2005	2006	2007	2005	2006	2007
	HQ	18	19	30	9,102.02	8,029.20
Kuching	148	194	201	41,630.32	55,020.48	60,210.01
Sibu	88	100	41	22,764.56	31,870.60	8,100.25
Miri	142	226	264	65,561.77	128,186.76	150,694.36
Bintulu	39	25	52	13,441.37	7,310.24	21,872.19
Sarikei	92	79	111	31,904.44	26,121.01	24,337.48
<b>TOTAL</b>	<b>527</b>	<b>643</b>	<b>699</b>	<b>184,404.48</b>	<b>256,538.29</b>	<b>276,096.73</b>

Our Value added services is what distinguished SBEU from other unions. Apart from offering value added services for our members, the scheme also generate substantial income for the union with insurance contributing \$311,119.00 and Retreat contributing \$145,015.00 for the 3 year period ending 31/3/08.

GMBIS CLAIM 2005 - 2008					
Date	Accidental / TPD	Death	Critical Illness	Hospital Benefits	Diagnosis
18/4/05			\$ 14,095.59		Nasopharyngeal carcinoma
31/05/06			\$ 90,790.43		Breast cancer
27/9/06			\$ 32,104.66		Breast cancer
22/12/06			\$ 69,984.93		Nasopharyngeal carcinoma
28/12/06			\$ 32,141.83		Heart Attack
23/04/07				\$ 300.00	
23/01/07			\$ 30,511.55		stroke
31/07/07				\$ 600.00	
13/09/07		\$ 70,167.73			
18/10/07				\$ 300.00	
19/10/07				\$ 60.00	
09/01/08				\$ 120.00	
09/01/08				\$ 30.00	
09/01/08			\$ 63,726.44		Nasopharyngeal carcinoma
23/01/08	\$ 4,000.00			\$ 510.00	
14/02/08		\$ 57,933.17			
<b>Total</b>	<b>\$ 4,000.00</b>	<b>\$ 128,100.90</b>	<b>\$ 333,355.42</b>	<b>\$ 1,620.00</b>	



## 8 AFFILIATION

### 8.1 MTUC

SBEU remains at the fore front of the Labour Movement in Sarawak through MTUC. The following SBEU officials hold positions in MTUC Sarawak Division:

General Secretary	Secretary
Assistant General Secretary	- Assistant Secretary
President	Head MTUC Women Committee,

We are assisting affiliates and other workers in conciliation meetings at Industrial Relations Department and in cases before the Industrial Court and will continue to provide whatever assistance we can to other unions and workers.

MTUC has provided valuable support for the various issues and disputes that SBEU was involved in. Our joint efforts towards the amendments of the Sarawak Labour Ordinance have paid off.



### 8.2 FIET/UNION NETWORK INTERNATIONAL (UNI)

We enhance our affiliation to UNI and participated fully in its activities. SBEU President sits on the UNI Apro Women committee and, together with Head Training has contributed to their training programmes in Phillipines, Thailand, S'pore and Malaysia. We continue to send participants to UNI training programmes. UNI also organised a Regional Training Course for Women at our Retreat.

Affiliation to UNI has brought significant benefits to SBEU in terms of training, International Solidarity, access to a global network as well as to information and research relevant to the Trade Unions Movement.



### 8.3 FEDERATION OF TRADE UNIONS IN BANKS & FINANCIAL INSTITUTIONS

The Federation has been largely ineffective due to the problems in one of the biggest affiliates.

### 8.4 NON GOVERNMENTAL ORGANISATIONS

SBEU also participated in activities of other NGOs including Suhakam which compliment our efforts to promote a more caring, equitable and transparent society.

## 9 WOMEN & SOCIAL WELFARE

### 9.1 SOCIAL WELFARE

SBEU continued to organize numerous social & welfare activities during the term. Apart from giving value-added services to members & their families, SBEU Social Welfare activities mobilized significant contributions for charity and community development.

We set aside 10% of the levy collection for welfare activities as part of our Corporate Social Responsibility. We organized blood donations, visits to old age homes and participation at open day sales of charitable organizations.

Social and recreational activities include futsal, badminton and bowling competitions, mass aerobics, treasure hunts and of course our 40th Anniversary Dinner & Dance on 31 December 2006.



SOCIAL & WELFARE ACTIVITIES 2006 - 2008			
	ACTIVITIES	PARTICIPANTS	COSTS
KUCHING	10	2480	\$ 68,688.53
SIBU	6	932	\$ 46,652.44
MIRI	7	1358	\$ 42,928.08
BINTULU	9	712	\$ 10,741.26
SARIKEI	5	388	\$ 12,864.26
TOTAL	37	5870	\$ 181,874.57

These activities help to maintain solidarity amongst members as well as to assist the less fortunate members of society as well as activities that are geared to protecting the environment.



### 10.2 WOMEN



Women make 60% of the total SBEU membership a slight increase from 59%. Both our President and Deputy President are women as well as 2 of the 3 Vice-President. Currently 2 Branch Secretaries, one Branch Chairman & 3 Branch Treasurers are women. 19 of the delegates to the TDC are women. These are encouraging signs and we do hope women will play a leading role in SBEU.

During the period we continue to organise numerous activities to integrate women into the union and to encourage them to play a greater role in the Union. These include talk on Eradication of Sexual Harassment at the Workplace & Managing stress at the work place.

We also participated in activities organised by the Ministry for Social Development for Women Organisation and other Non Governmental Organizations.

While women are well on their way of being fully integrated into SBEU activities and that we do not see the need to have a separate Women committee, we must continue to place emphasis on increasing women participation and developing women leaders.

WOMEN ACTIVITIES 2006 - 2008			
	ACTIVITIES	PARTICIPANTS	COSTS
KUCHING	4	148	\$ 926.27
SIBU	1	14	\$ 98.00
MIRI	4	176	\$ 540.00
BINTULU	3	52	\$ 364.74
SARIKEI	3	80	\$ 602.10
TOTAL	15	470	\$ 2,531.11

# SBEU OFFICIALS



SARIKEI



KUCHING



MIRI



BINTULU

SIBU



## 7.1 UNION YES RETREAT & TRAINING CENTRE

Our very own Retreat & Training Centre opened for Business on 1st May 2006. We are indeed pleased to report that we achieve an operating surplus in the 1st year and a net profit in the second year. Room occupancy rates are within our expectations. Members, including ex officials enjoy preferential rates. The Retreat is very popular during weekends and has hosted functions for Banks, Companies, NGOs, Government Departments and schools. Customer feedback is positive.

Given the encouraging response we have invested another \$3,5 million to purchase the adjoining piece of land and is constructing 7 units of chalets with 21 additional rooms and other facilities including car park, beach pavilion & spa.

We believe that it will improve our yield from 4.5% to 8.2% and allow us to capture the weekdays corporate and government functions and activities. The expansion is expected to be open for business by November 2008.



# NEWSFLASH!

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 DATE: 15 APRIL 06

[www.sbeu.org.my](http://www.sbeu.org.my)

## UNION YES RETREAT @siar & TRAINING CENTRE Open 1st May!

**SBEU members can now make reservation to stay at our very own RESORT.**

Located on prime beach-front land at Siar Beach, shaded by matured trees & equipped with resort style facilities & hotel standard accommodation, our exclusive retreat is the perfect place for members and their families to escape from the stress of banking work and enjoy a weekend getaway.

### HOW TO GET THERE

Lundu is just 1-hour drive from Kuching. From Lundu it is another 15 minutes along paved roads and lush scenery. Just follow the road signs. We can even arrange transport for you.

### Accommodation

We have a perfect mix of accommodation - with 9 Deluxe & Superior Rooms and two bedrooms Penthouse Suites to suit all family or group requirements. All rooms are equipped with self controlled air conditioning and ensuite bathrooms. We also have 5 hostels to cater to bigger groups and families.



### Swimming pool

Our Half Olympic size swimming pool, designed and built by a renowned swimming pool specialist, is great for serious or casual swimmers alike. Kids will love the children wading pool with water fall.



### BEACH FRONT

A protected and shaded beach area filled with soft and Clean sand for you to enjoy the view while

reclining on our beach chairs & swings, and just relax and unwind. Around this enclave are Gazebos and a children playground

### THINGS TO DO

Play futsal, beach volleyball and engaged in beach activities or swim in the warm waters of the South China Sea. Challenge your friends on our specially designed obstacle course.



Café Rafflesia welcomes you with local cuisine or western snacks. Enjoy a Poolside BBQ in the evening with fresh seafood at the poolside pavilion. Our Lobby bar to unwind and enjoy a drink. Play billiards or table football. Karaoke or catch the latest sports action live on satellite TV. Our KTV room allows you to sing the night away in private.



**For Reservation Please Call: 082-453027**