

# 20<sup>III</sup> Triennial Delegates CONFERENCE



Sarawak Bank Employees' Union (SBEU) 20th Triennial Delegates Conference (TDC) was held at the Union Yes Retreat & Training Centre in Siar Beach on 26th September 2020. More than 50 delegates and official from all over Sarawak attended the 2 day conference despite the ongoing Covid-19 pandemic.

After many years of seeing Executive Council (EXCO) Members being elected or re-elected unopposed, there was contest for the post of President, Deputy President and Assistant General Treasurer.

After many years of seeing Executive Council (EXCO) Men there was contest for the post of President, Deputy Preside TDC.

In a three cornered contest for the post of President, Fab has received the majority votes to be elected as Presiden RHB Bank obtained the majority vote to retain his positic contest, Li Fern Fang of RHB Bank obtained the majori Treasurer. They will hold the positions for the term of 2020

Bank, General Secretary Wong King Hock of Hong Leong Bank, Vice President SS2, Agnes Tang You Keong of Hong Leong Bank, Vice President SS3 and Robert Thong Meng Hon of Hong Leong Bank, General Treasurer.



Fabian Oliver Patrick Munan of Hong Leong



Bank was elected as President while incumbent Joseph Kong Ying Lung of RHB Bank retained his position as Deputy President and Li Fern Fang of RHB Bank was elected as Assistant General Treasurer. They will hold the positions for the term of 2020 to 2023 together with Law Kiat Min of HSBC Bank, General Secretary, Sukhdeep Singh of RHB Bank, Assistant General Secretary, Wong King Hock of Hong Leong Bank, Vice President SS2, Agnes Tang You Keong of Hong Leong Bank, Vice President SS3 and Robert Thong Meng Hon of Hong Leong Bank, General Treasurer.

We also bid farewell to Hadiah Bte Leen of Hong Leong Bank, the outgoing President who is due for retirement end of this year. Her contribution for the past 18 years was immense and has brought about more women into the position of power in SBEU in both the EXCO and Branch level. We express our deepest appreciation and gratitude for her service, dedication and contribution to SBEU.

General Meeting to Triennial. The other important motion is on the awarding of scholarship grant to members and members' family to ease their financial burden while they pursue their field of studies.

## **INTRODUCTION**

We have great pleasure in presenting this condensed version of the Executive Council Report up to 31 March 2020 which was adopted by the 20th Triennial Delegates Conference (TDC). This report incorporates the Financial Statement of both the General Funds and SBEU Benevolent Fund.

#### **COLLECTIVE AGREEMENT**

We take this opportunity to thanks all members and officials who have steadfastly stood by SBEU during this trying period.

After almost a year of tough negotiations, Sarawak Commercial Banks Association and SBEU has concluded the 2018-2020 Collective Agreement with a 12% salary adjustment for Non-Clerical and 10% salary adjustment for the Clerical and Special Grade in 19 January 2019. This was followed by the signing of the HSBC/SBEU CSB CA 23 January 2019 and the AMBank/SBEU CA in 02 May 2019.

We have achieved a landmark agreement that restructure clerical jobs to sales and service jobs. This will enable members to perform added duties, responsibilities and new roles in line with the evolving and changing needs of banks and as a result of rapid technological change and digitilisation. The enhanced job value is reflected in the increased salary range by 16%.

We are actively in discussion with all banks with a view to increase empowerment of all SS grades to take on more roles and duties, from SS3 to take over substantial duties of officer grade, while Special Grades duties to be cascaded down to the SS2 and SS1 accordingly.



#### THE FINANCE SECTOR

The Banking & Financial Industry has continued to remain robust throughout the period until March 2020.

The MCO effective from March 2020 as a result of the pandemic have impacted the economy badly and an economic downturn is expected. The Banking and Financial sector are not immune to the effect especially since the Government has instructed Banks to give a 6 months moratorium on loans. This will adversely affect the businesses of the Banking industry and subsequently the impact on staffs' requirement and the coming collective agreement is a great concern. Despite this difficult times, we are grateful that our members continue to show their utmost dedication and commitment towards their jobs. We will continue to monitor the situation and ensure that the safety and health of our members are not compromised.

Already we are seeing Banks introducing VSS, MSS, centralization, restructuring/automation even before the Pandemic resulting in shrinking membership which is a major cause of concern.

Notwithstanding the pandemic, Banks have performed well with record profitability for the 3 years ending 31/12/2019.

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

A major source of concern is the continuing deteriorating employment environment in the Banking Industry. Banks continued to outsource jobs. We foresee further reduction in jobs in the Banking Sector that will have an impact on SBEU's membership.

We deeply regretted the closure of Standard Chartered Bank Bintulu Branch in Sarawak and the underhand tactics deployed by the Bank to coerced and pressure its staff to take up the VSS.

We managed to minimize the adverse impact on our membership by making organizing our core focus. Numerous attempt since 2009 to amend the membership scope had failed, despite BAFIA being replaced by Financial Services Act 2013, resulting in us taking the HR Minister to Court under JR to order Mandamus/certeori. Surprisingly, finally the Trade Union Department has given approval to our application to amend the membership scope by replacing BAFIA with Financial Services Act 2013 and Islamic Financial Services Act 2013 in May 2018.

Compared to the previous 3 years, there are more VSS/MSS during the period for Hong Leong Bank, Standard Chartered Bank and AmBank, CIMB Bank with Flex My Carreer and Maybank with ERS. Employees are applying for the VSS/MSS as they are generally disillusioned with their jobs which have become more stressful, target driven and competitive due to the ever increasing demand from shareholders to increase profits.

#### DISPUTES

There were no major trade disputes during the period. We continue to represent those members who were forced to apply for the VSS at the Industrial Court and on grievances especially relating to Performance Appraisal and Performance Bonus.

#### PERFORMANCE

The performance of SBEU officials at HQ and Branch level in managing the union has room for improvement. It is crucial that we improve 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, display commitment. A passion for the job and always strive. All officials and EXCO must display leadership and lead by example and built teamwork. We need develop second line officials, especially women so that we are ready to take on the challenging roles in SBEU.

#### FUTURE

The future looks challenging for unions in the country in general and in the Banking Industry in particular. 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.

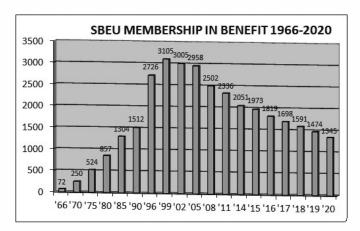
These are the tasks that SBEU officials and members, with hard work, vision dedication and professionalism of officials plus the solidarity and support of all members, will succeed in achieving.

# 1 MEMBERSHIP

M embers continued to be very supportive and united. Members also contributed RM729,000 after the signing of the 2018-2020 CA. Membership continue to be on the decline from 1698 to 1345 due to VSS, Centralization and rationalization exercise and promotion with very few new recruitment.

Trade Union Department has finally given approval to our application to amend the membership scope by replacing BAFIA with Financial Services Act 2013 and Islamic Financial Services Act 2013. This will allow SBEU to organize the insurance sector as well as the Islamic Banking sector.

Our attempt at organizing the insurance sector has been met with stiff challenges as the staffs were reluctant to join SBEU



since they were already enjoying the benefits when their West Malaysian counterpart (who are member of the national Union of Commercial Workers) signed their Collective Agreement. We will continue to make organizing in the Insurance Sector a priority and will not relent as organizing is the core of the Union's survival.

Members in benefit is **1345 (1698)**, a decrease of **353.** Whilst we also have members 72(90) who were promoted to nonexecutive 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 **831 to 514**, and account for **61% (60%)** of total membership. **30% (35%)** of members are **31 to 40** years old and **18% (27%)** under 30 years.

During the period **31(135)**employees joined SBEU. There is falling recruitment for the Clerical grades in the Banking and Financial Industry as the Bank focus its recruitment on Sales staffs.

At the same time a total of **301(306)** members left the union, due to promotions and resignations and, sadly, redundancies. A total of 139 (179) 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 14 Commercial & Islamic Banks.

The HR Ministry has been actively consulting stakeholder on the amendment of the Industrial Relations Act, Trades Union Act,

Employment Act since first quarter of 2019. The IRA amendment bill has been passed through parliament in its sitting in October 2019 and gazzeted in February 2020 but have yet to be enforced.

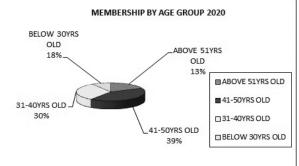
We regret the position by certain quarters who represent workers' interest who have tried to derail the amendments on the IRA and this will also have implication on the other relevant labour laws yet to be tabled to parliament.

## **ORGANISING – SBEU @Workplace**

SBEU @ workplace is key to enhance the effectiveness of our organising efforts. 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 **220 (331)** visits and reached out to **2229 (4548)** 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 our members.

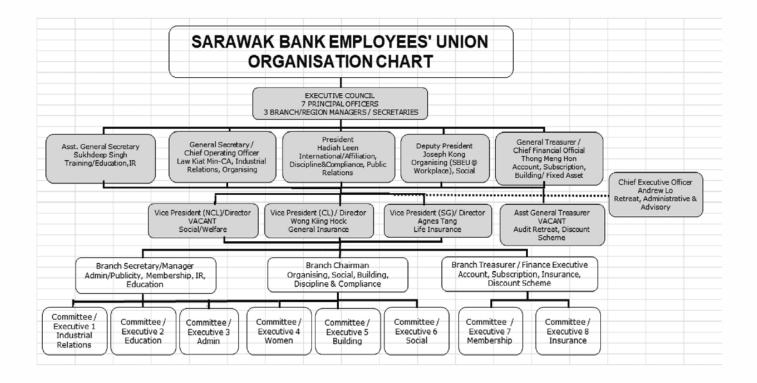
| SBEU @<br>Workplace | Ξ I ΔPR 2017 - MΔR 2018 |                  | APR 2018 -   | MAR 2019         | APR 2019 - N | /IAR 2020        | TOTAL        |                  |  |
|---------------------|-------------------------|------------------|--------------|------------------|--------------|------------------|--------------|------------------|--|
| BRANCH /<br>REGION  | NO. OF VISIT            | NO. OF<br>MEMBER | NO. OF VISIT | NO. OF<br>MEMBER | NO. OF VISIT | NO. OF<br>MEMBER | NO. OF VISIT | NO. OF<br>MEMBER |  |
| SOUTHERN            | 39                      | 375              | 27           | 229              | 18           | 177              | 84           | 781              |  |
| CENTRAL             | 25                      | 252              | 24           | 301              | 25           | 251              | 74           | 804              |  |
| NORTHERN            | 21                      | 247              | 30           | 270              | 11           | 127              | 62           | 644              |  |
| TOTAL               | 85                      | 874              | 81           | 800              | 54           | 555              | 220          | 2229             |  |



# ADMINISTRATION & MANAGEMENT

he key feature in SBEU's administration and management structure is the Annual Management Workshops held in the 1<sup>st</sup> quarter of 2018, 2019 & 2020. 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 23<sup>rd</sup> 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 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

There were no changes to the principal officials during the term except the resignation of Chiong Yew Hock as Assistant General Treasurer and the appointment of Sukhdeep Singh as Assistant General Secretary.

Overall the General Secretary, assisted by the Branch Secretaries, is responsible for the administration and management of SBEU. The 3 full time and 1 part-time staff assists in day to day running. The General Secretary and General Treasurer are seconded full time to SBEU. The President is granted time-off from 3PM to 5.30 PM while AGS/Kuching Br Sec, D-President and Miri Br Sec. are from 3.pm to 5.30 pm, Monday to Thursdays. VPSG and NRC are on time off from 3pm to 5.30 pm for 2 days in a week.

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 be present at the weekly work sessions at the union office. Attendances at these sessions are consistently above 80%.

The Minister of Finance has appointed President Hadiah Leen to the EPF Board for a further 2-year term wef from June 2019. GS has also been appointed to the SOCSO Appellate Board for a 6<sup>th</sup> 2 year term beginning January 2020. CEO is appointed as a member of the National Wage Counsultative Council and of the National Labour Advisory Council. CEO is also actively involved in discussion in the formulation and implementation of the Minimum Retirement Age Act 2012 and the Unemployment Insurance. CEO is also instrumental in the implementation of the Minimum Retirement Age through his involvement in Pemandu. CEO was also appointed to the SOSCO Board from Jan 2019 to June 2020.

Several SBEU officials were appointed as workers Panel members of the Industrial Court.

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 that are linked to the successful implementation of the programme of activities.

Zoom Meeting on Management Workshop and EXCO Meeting in May 2020

#### 2.2 EXCO MEETINGS

A total of 10 EXCO meetings were held during the period. Each Region, except Central Region, hosted a meeting at least once, whilst the rest were held in Kuching/Retreat. Attendances at the meetings are very good. 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 3 full time and 1 part-time Administrative Executives at HQ, our Chief Executive Officer-Andrew Lo, and one part time dispatch staff at HQ and 13 staffs at the Retreat. In view of the business expansion at the retreat, we foresee that we will need additional 1 Administrative Assistant and 3 staffs at the Retreat to ensure optimal services and proper maintenance of our facility. Staffs list as attached below.



|         | EXECUTIVE COUNCIL MEETING |  |            |  |  |  |  |  |  |  |
|---------|---------------------------|--|------------|--|--|--|--|--|--|--|
| -       | DATE                      | VENUE                                  | ATTENDANCE |  |  |  |  |  |  |  |
| Sp Exco | 10/9/2017                 | Union Yes Retreat &<br>Training Centre | 12         |  |  |  |  |  |  |  |
| 85th    | 22/3/2018                 | Sbeu Conf Rm,<br>Kuching               | 10         |  |  |  |  |  |  |  |
| 86th    | 14-15/5/2018              | Pullman Hotel, Miri                    | 9          |  |  |  |  |  |  |  |
| 87th    | 20-21/9/2018              | Sbeu Conf Rm,<br>Kuching               | 10         |  |  |  |  |  |  |  |
| 88th    | 13/1/2019                 | Sbeu Conf Rm,<br>Kuching               | 10         |  |  |  |  |  |  |  |
| 89th    | 23/3/2019                 | Dynasty Hotel, Miri                    | 10         |  |  |  |  |  |  |  |
| 90th    | 5/7/2019                  | Sbeu Conf Rm,<br>Kuching               | 7          |  |  |  |  |  |  |  |
| 91st    | 18/11/2019                | Sbeu Conf Rm,<br>Kuching               | 7          |  |  |  |  |  |  |  |
| 92nd    | 21/5/2020                 | Video conferencing                     | 9          |  |  |  |  |  |  |  |
| 93rd    | 20/7/2020                 | Union Yes Retreat &<br>Training Centre | 6          |  |  |  |  |  |  |  |



#### 2.4 OFFICES

All Branches have their own fully equipped offices all 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. Officials & Staff are computer literate. 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 also purchased several reference materials on Industrial Relations & Human Resources Management. We now have sufficient reference materials to handle all cases at the Industrial Court.

#### 1.5 SBEU WEBSITE

SBEU regularly maintained and updated 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. However usage by members is not very encouraging. The address is **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 with the exception of Sibu Branch whose performance has lagged behind. We have put the branch on performance watch and confident that it will improve. We are also pleased with the top performance of Miri Branch.

| BGM      |           |            |        |  |  |  |  |  |  |  |
|----------|-----------|------------|--------|--|--|--|--|--|--|--|
| BRANCH   | DATE      | ATTENDANCE | QUORUM |  |  |  |  |  |  |  |
| SOUTHERN | 19/6/2019 | 309/703    | 44%    |  |  |  |  |  |  |  |
|          |           |            |        |  |  |  |  |  |  |  |
| CENTRAL  | 15/6/2019 | 220/364    | 60%    |  |  |  |  |  |  |  |
|          |           |            |        |  |  |  |  |  |  |  |
| NORTHERN | 22/6/2019 | 204/435    | 47%    |  |  |  |  |  |  |  |
|          | TOTAL     | 733        |        |  |  |  |  |  |  |  |

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 %.

SARAWAK BANK EMPLOYEES' UNION

MANAGEMENT HANDBOOK

INTRODUCTION

gement Workshop, attended by all Princips & staff was held via series of video confe s due to the Movement Control Order restrict

shop reviewed the performance of officials and staff norarium for officials as well as bonus for staff.

EXCO meeting subsequently endorsed its fin dation subject to review by the 20<sup>th</sup> Triennial

This handbook is a useful reference and roadmap to assist Union offi in the discharge of their duties and manage SBEU in a professional control way in accordance with laid down procedures and guidelines

SECTION 1 - Introduction 2020-2021

ed that our officials develop leadersh nal skills and to perform their duties in. Le e instead of rewards. Rewards will follow r

for these challenges in a prudent ma ordinary steps to Sustain our Retreat : nance of SBEU for 2019-2020 and d od the budget for the year ending 31/

SBEU is deeply impacted by the Pandemic and anticipate serious challenges going forward.

| Vese | SARAWAK BANK EMPLOYEES' UNION             |
|------|---|
| 6    | 11 <sup>th</sup> Bienniai General Meeting |
|      |   |
|      |   |
|      |   |

#### 1.7 MANAGEMENT WORKSHOP

The key feature in SBEU's administration is the annual Management Workshops held in the 1<sup>st</sup> quarter of each year. The workshops, now in their 23<sup>rd</sup> year, 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 workshops have enabled SBEU to manage our budget in a prudent and cost-effective manner.

The SBEU Management Handbook, now in its 23<sup>rd</sup> edition, was produced as a guide and reference to assist officials to carry out their duties in a professional and effective way. SBEU introduced a Functional Organisation Structure in 1996. There are clear duties and responsibilities for each official both at HQ Level and at branch level. Going forward, we may develop a more liberal organizational structure to better suit the varied demands and requires of our members.



# **3 FINANCE**

#### 3.1 GENERAL FUND

The Financial position of SBEU continues to improve with total assets increased from RM19.9 million to \$21.5 million. This is mainly due to the 10% levy amounting to RM 789,912, 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% of book value easily.

Our subscription income register an increase from \$739,000 to \$759,000 per year.

Our value added services contribute a substantial \$235,000 to our income for the year ending 31/3/20. Other sources are rental from our buildings and interest on FDs.

Major expenses are staff salaries, allowances of officials, meeting expenses, Trade disputes and Collective Bargaining. We also spend a major portion on training and education and social welfare. While we maintained a surplus budget, we are always conscious of the need to manage our expenses prudently. Annual budget is in excess of \$ 748,000.00

We managed to keep our expenses to manageable levels despite more issues and disputes to handle. The computerized accounting system which is fully operational since 2016 will allow the SBEU to keep a tighter control of spending and ensure that expenses are within budget. However, it is timely for us to get an upgrade to the system once our cost permits. The annual management workshops has enable SBEU to manage our budget prudently and more importantly, in a cost-effective manner. We must continue to exercise financial prudence and discipline.

|              | SBEU ASSETS 1966-2020   |
|--------------|---|
| 5,000,000.00 |   |
| 0,000,000.00 |   |
| 5,000,000.00 |   |
| 0,000,000.00 |   |
| 5,000,000.00 |   |
| 20           | 1966 1970 1976 1980 1986 1990 1996 1999 2002 2005 2008 2011 2014 2017 202 |

#### 3.2 BENEVOLENT FUND

We continue to build up the asset of the Benevolent Fund which reached RM11,363,841.04 (10,532,080.69). Member's fund of those in Benefit - stood at RM8,323,017.22 (RM7,714,267.85).

We have invested the Benevolent fund into properties, mainly 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 4%, 4% and 2% for year ending 2018, 2019 and 2020 respectively. Our Retreat@ Siar contribute a substantial \$420,046.32 to our income for the year ending 31/03/2020.



Total withdrawal amounted to RM1,309,333.26 (1,413,808.18) by 227 (328) members who have retired, left the banking industry or promoted to an executive category. The Fund paid out Funeral benefit of RM2000 to the beneficiaries of 3 (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 have develop our Retreat further by building a 2 Unit of Culvert at a cost of RM300,000.00. SBEU now a total of 10 properties throughout Sarawak - 4 in Kuching, 2 in Lundu & one each in Miri & Bintulu, Sibu & Sarikei.

#### GENERAL FUND

#### SARAWAK BANK EMPLOYEES' UNION (Registered under the Trade Unions Ordinance, 1959)

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2020

#### 2020 2019 Note RM RM ASSETS Non-Current Assets 4 1,915,208 1,941,016 Property, plant and equipment 18,000 18,000 5 Investment 1,933,208 1,959,016 **Current Assets** 1,686,376 1,804,247 6 Other receivables 5,640,466 4,936,023 7 Cash and cash equivalents 7,326,842 6,740,270 9,260,050 TOTAL ASSETS 8,699,286 FUNDS AND LIABILITIES Funds Accumulated funds 8,794,653 8,349,802 LIABILITIES Current Liabilities 465,397 349,484 Other payables 9,260,050 8,699,286 TOTAL FUNDS AND LIABILITIES

BENEVOLENT FUND

SARAWAK BANK EMPLOYEES' UNION BENEVOLENT FUNDS (Registered Under The Trade Unions Ordinance, 1959)

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2020

| ASSETS   | Note   | 2020<br>RM             | 2019<br>RM             |
|--|--------|------------------------|------------------------|
| Non-Current Assets                                     |        |                        |                        |
| Property, plant and equipment<br>Investment properties | 5<br>6 | 2,244,605<br>7,122,327 | 2,825,996<br>7,288,223 |
| Current Assets   | -      | 9,366,932              | 10,114,219             |
| Receivables<br>Cash and cash equivalents               | 7<br>8 | 62,939<br>936,565      | 57,555<br>869,595      |
|  | -      | 999,504                | 927,150                |
| TOTAL ASSETS   | -      | 10,366,436             | 11,041,369             |
| FUNDS AND LIABILITIES                                  |        |                        |                        |
| FUNDS  |        |                        |                        |
| Accumulated members' funds                             | 9      | 5,702,580              | 6,186,426              |
| LIABILITIES  |        |                        |                        |
| Non-Current Liabilities                                |        |                        |                        |
| Deferred tax liabilities                               | 10 _   | 211,109                | 319,836                |
| Current Liabilities                                    |        |                        |                        |
| Sundry payables  | 11     | 1,737,390              | 1,792,999              |
| Dividends payable                                      |        | 2,715,357              | 2,742,108              |
|  |        | 4,452,747              | 4,535,107              |
| TOTAL LIABILITIES                                      |        | 4,663,856              | 4,854,943              |
|  |        | 10,366,436             | 11,041,369             |

|    | SBEU PROP       | ERTIES                        |   |                             |                 |               |                |
|----|-----------------|-------------------------------|---|-----------------------------|-----------------|---------------|----------------|
|    |                 |                               |   |                             |                 |               |                |
|    | Date of Purchas |                               | PROPERTY TYPE                               | CURRENT POTENTIAL USE       | Tenure(Lease)   | Expiry Date   | Purchase Price |
| 1  | 03 Apr, 1990    | 3rd Floor, Lot 32 Blk D       | Strata Title                                | SBEU Dormitory              | Leasehold       | 24 Sept 2038  | RM84,190.03    |
|    |                 | King Centre, 93350            | 3rd Floor of 4 storey Shophouse             |                             | 60 Years        |               |                |
|    |                 | Kuching                       |   |                             |                 |               |                |
| 2  | 05 July 1994    | Lot 3672-3-2 2nd Floor        | Strata Title                                | Bintulu Branch Office       | Leasehold       | 27 Feb. 2052  | RM100,507.9    |
|    |                 | Medan Jaya Comm. Centre       | 2nd Floor of 3 storey Shophouse             | General Treasurer Office    | 60 Years        |               |                |
|    |                 | Blk 31 Kemena Land Dist       |   |                             |                 |               |                |
|    |                 | 97000 Bintulu                 |   |                             |                 |               |                |
| 3  | 28 Feb 1995     | Lot 2441 Blk 5 Miri           | Commercial                                  | Miri Branch Office &        | Leasehold       | 21 Jan 2050   | RM453,487.2    |
|    |                 | Concession Land Dist.         | 3 Storey Shophouse                          | Gr and 1st Floor rented out | 60 Years        |               |                |
|    |                 | 98000 Miri                    | , ,   |                             |                 |               |                |
| 4  | 17 Nov 1998     | 2nd Floor, Lot 79 Queen's     | Strata Title                                | SBEU HQ & Kuching Br        | Leasehold       | Pending Title | RM200.000.0    |
|    |                 | Court, Jalan Wan Alwi         | 2nd Fl of 4 Corner Unit 4 Storey Shophouse. | Office                      |                 | <u> </u>      |                |
|    |                 | 93350 Kuching                 |   |                             |                 |               |                |
| 5  | 29 Jun 2001     | Lot 371 Blk 5 Gading Land     | Beach Front land                            | Union Yes Retreat           | FreehHold       | 0             | RM355,000.0    |
|    |                 | Dist. Siar Beach, Lundu       |   |                             | Perpetuity      |               |                |
|    |                 | Kuching                       |   |                             |                 |               |                |
| 6  | 23 Apr 2004     | Lot 317 Blk 4 Matang Land     | Country Land adjacent to mountain stream    | VACANT                      | Leasehold       | 12_May_2071   | RM140,000.0    |
| 0  | 20 Api 2004     | District, 11th ML Matang Rd   | Country Land adjacent to mountain stream    | Picnic/Camping Retreat      | 60 Years        | 12-1viay-2071 | 1101140,000.0  |
|    |                 | Kuching                       |   | Fichic/Camping Net eat      | 00 1 6415       |               |                |
| 7  | 03-May-05       | Sublot 10 Lot 16 Blk 24 SLD   | Corner Unit 3 Storey Corner Shophouse       | RENTAL INCOME               | New Development |               | RM485,000.0    |
|    | ,               | Tiang Soon Height Sarikei     | ,   |                             |                 |               |                |
| 8  | 26-Feb-08       | Lot 9 Block 5 Gading Land Dis | s Beach Front Land                          | UnionYes Retreat            | Leasehold       | 2036          | RM500,000.0    |
| 9  | 11-Jul-08       | 2nd FI Lot 78 Bld W Queens 0  | 2nd Flr of 4 Storey Intermediate Shophouse  | Kuching Branch/MTUC         | Strata Title    |               | RM243,000.0    |
|    |                 |                               |   |                             | Leasehold       |               |                |
| 10 | 18-Jun-10       | Lot 2351 Blk 9, Seduan Land   | Vacant Land                                 | Proposed Sibu Office &      | Leasehold       | 17-Oct-2098   | RM912,042.0    |
|    |                 | District Sibu                 | 1 Acre                                      | Recreational Centre         | 99 years        |               |                |
|    |                 | Pulau Li Hua                  |   |                             |                 |               |                |

## **4 COLLECTIVE AGREEMENT**

#### 1. SCBA/SBEU CA 2018-2020

After nearly one year of tough negotiation, we have concluded the CA with the last round of negotiation on 12/12/2018. CA signed on 14 January 2019 and cognizance obtained from Industrial Court on 30/1/2019 with cognizant no.026/2019. All salary arrears paid on March 2019.

Brief details of the CA as follows:

- Salary adjustment of 10% for Clerical and Special Grade Clerical & 12% for Non-Clerical with annual increment RM115 (SS1), RM177 (SS2) & RM216 (SS3)
- Non- Clerical, Clerical and Special Grade Clerical map over to Sales and Service Non Executive 1, 2 and 3 (SS1, SS2 and SS3) with increased empowerment
- Min of salary scale increase by 11.5% to 16% and Max increase by 16%
- Housing loan interest rate for the first RM100k at 0%

All Salary arrears paid as at March 2019 and levy remitted to SBEU. Current levy collection stood at RM717k.

#### 2. AmBank/SBEU CA 2018-2020

AmBank CA signed off on 2 May 2019 and arrears paid on 7 May 2019. Cognizant copy from Industrial Court obtained with cognizant number 132/2019. CA is similar to that of SCBA/SBEU CA.



# NEWSFLASH!

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www.sbeu.org.my

New Collective Agreement 2018-2020

DATE: 1 January 2019

Vol. 1/2019

- LANDMARK JOB RESTRUCTURING OF CLERICAL TO SALES & SERVICE ADDED DUTIES, ADDED RESPONSIBILITIES, ADDED VALUE, ADDED RELEVANCE 1. SALARY INCREASE BY 10% TO 12%. SALARY RANGE INCREASE BY 16%
  - SALARY INCREASE BY 10% TO 12%. INTEREST FREE HOUSING LOAN
- 3. MATERNITY LEAVE UP TO 180 DAYS & PRE AND POST NATAL CARE BENEFIT
- 4. UP TO 50% INCREASE IN ALLOWANCES
- PILGRIMAGE LEAVE FOR NON-MUSLIMS/UMRAH LEAVE FOR MUSLIMS
- 6. FLEXI HOURS, INCREASE ANNUAL LEAVE, IMPROVE WORK LIFE BALANCES BY RATIONALISING OVERTIME

## **MEMBERS TO DECIDE**

After almost a year of tough negotiations, Sarawak Commercial Banks Association and & SBEU has agreed in principle to a new CA for the period of 1 Jan 2018 to 31 Dec 2020.

Under the new CA, ALL SBEU members will get 10% to 12 % salary increase equivelant to an extra RM282 to \$980 a month. The Salary RANGE plus Swak Allowance is increased by 16% to \$1690 to \$7101 a month.

#### Arrears will be back dated to I January 2018 and will be payable within 30 days of the signing of the CA.

#### **CLERICAL TO SALES & SERVICE**

We have achieved a landmark agreement that restructure clerical jobs to sales & service jobs. Members will perform added duties, responsibilities and new roles in line with the evolving and changing needs of banks and as a result of rapid technological change and digitalization.

This will not only enhance our job value as reflected in the increased salary range by 16%, it will ensure that our job remain relevant and sustainable in the digital economy and Fintech.

We understand that members will be concerned whether they can perform the additional & higher value duties and new roles. We are confident that with their maturity as reflected in their performance over the past 12 years as reflected in their performance pay, they will rise to the challenges and flourish in the new environment. We will ensure that they are given sufficient training. SBEU decision to adopt performance pay in 2006 has resulted in improving performance of members to receive up to 4.5 months performance bonus. Most get 2 to 3 months performance pay

It has been SBEU longstanding policy to enhance the job value of our members in order to increase their income, living standards and career advancement. This has led to a positive increase in the salaries of our members during all these years.

It has also enabled us to adapt better to the challenges in Digital banking and it has prepared our members to take on supervisory and officers' roles going forward. Due to digital banking, the distinctions between clerical and non-executive officers are negligible. Clerical jobs are disappearing rapidly.

#### More than 30 IMPROVEMENTS

There more than 30 new/enhancement to other benefits and allowances, including delivery charges, childcare allowances medical benefits. Most importantly, we finally managed to secure zero percent interest for staff housing loan for the first \$100,000. This will assist members to own a house and will translate into savings of up to \$3000 a year.

SBEU members throughout Sarawak will decide by secret ballot to endorse the Agreement and to contribute 10% of the arrears to the Training Fund.

The CA for Ambank as well as for Customer Service Bankers with HSBC will be signed very soon.

#### 3. HSBC Bank/SBEU CA 2016-2019 for CSB

Bank has adopt similar benefits as that of SCBA CA on housing Loan interest rate at 0% for first RM100k. Salary range, adjustment and other monetary item increase by 10%.

HSBC and SBEU signed variation to the CA to increase the minimum and maximum salary from RM2,705 (existing) to RM2,754 (new) by additional 2% and RM6,325 (existing) to RM6,670 (new) by additional 6% accordingly and arrears of salary to be paid within 30 days from 20 Sep 2019.

#### 4. MBSB Bank/SBEU CA

We have submitted our proposal for CA negotiation on 11 March 2019 with terms and benefits similar to the SCBA CA.

The Bank has revised the staff's salary to be in line with the SCBA CA effective April 2019. Bank assured that it will adopt the full SCBA CA once their membership with SCBA has been accepted.

Bank has agreed to adjust their salary at 10% for SS2 and 12% for SS1 effective from 01 January 2019 and arrears of salary to be paid in July 2020. We will need to engage the members to obtain their ballot on deduction of

10% levy for arrears of salary and at the same time obtain their letter to consent for the said deduction.

#### 5. HSBC Bank/SBEU CA 2019-2022 for CSB

We have obtained feedback from members and have incorporated some of those feedback into our proposals and submitted SBEU proposal to HSBC Bank on 23/7/2020. Based on our information we have obtained, we are the first Union to submit the proposal.







# 5 INDUSTRIAL RELATIONS

A part from negotiating Collective Agreement, which is once in three years affair, Industrial relations matter took up substantial amount of SBEU officials' time. Following from the introduction of Performance Bonus in the Collective Agreement in 2007 which provide for members to invoke the grievance procedure, members have been exercising their rights by filling in grievances when they are dissatisfied with their job targets, performance rating and bonus payout and this has formed a large part of our industrial relation report.

We append below highlight of some of the various cases SBEU take up:

#### 1. AFFIN BANK

#### i. VSS

Meeting held with Bank on 4/7/2017. Bank informed VSS is introduced in response to numerous request from staffs and also to allow senior staffs to leave with some payment. Bank gives assurance that the VSS is entirely voluntary and factors of calculation to include Sarawak Allowance. A total of 4 members applied.

#### 2. AMBANK

#### i. Workforce Planning-MSS

Met with the Bank on 17/10/2017 and Bank planned to introduce MSS in early 2018. The Bank assured SBEU that the MSS is voluntary and that any excesses following from the restructuring will be managed through natural attrition. MSS announced by the Bank on 8/1/2018. A total of 26 members' application approved.

#### ii. Dismissal for missapropriation of RM1,208.10

The member has been suspended from service wef 24 June 2019 following from an incident of missapropriation on 30 April 2019 while accepting a transfer of cash from another teller at the end of day. He is alleged to have taken the cash based on cctv footage. He was terminated on 11 July 2019 and has filed in sect 20 under IRA. COnciliation held on 15 August 2019. Matter referred to Industrial Court by HR Minister. Hearing date has been vacated due to CMCO. 1<sup>st</sup> Hearing held on 13 July 2020 in Miri. Next hearing fixed on 1-3 September 2020 and 20-24 September 2020.

#### 3. ALLIANCE BANK

#### i. VSS

Meeting held with Bank on 28/8/2017. Bank informed VSS is introduced following from restructuring exercises in the Bank. Bank gives assurance that the VSS is entirely voluntary and factors of calculation to include Sarawak Allowance. A total of 3 members applied.

#### 4. BANK ISLAM

#### i. Closing down of HP centre

The Bank informed that they are closing down HP and centralising it in Head Office. There is an excess of 4 members as a result and they were redeployed to other branches within the same locality.

#### 5. BANK MUAMALAT

#### i. CRR convert to SS3

Due to the Federal Court's decision in the Bank Muamalat and

Alliance Bank's case which decided that CRR (G11) and Executive

officer II respectively's job scope are non-executive in nature, we will pursue with recognition claim for the G11 grade of Bank Muamalat as their job scope are non-executive in nature.

We have met Bank Muamalat HR on 21 Nov 2019 where the bank agreed on SBEU's proposal to integrate the CRR to SS3. Bank will make the necessary intergration.

#### ii. Section 20 dismissal case

We are representing two staffs- an acting BSM and acting BM in Kuching Branch with our capacity as MTUC official. They were terminated for negligence in the carrying out of their duty in end day balancing of cash, which has led to a lost amounting to over RM720,000 missapropriated/siphoned by the Chief Cashier. Industrial Court award in favour of the Bank. MTUC have filed Judicial Review against the Industrial Court award which has not taken into account all evidence adduced. However the High court decided in favour of the Bank. As the outcome of the case on the issue of counting of the notes piece by piece is not a requirement under the SOP, the High Court decisions will have a huge impact on the SBEU members, we will need to pursue the matter to Court of Appeal to quash the decisions.

#### 6. CIMB BANK

#### i. Grievance on Performance Bonus 2017

The member being dissatisfied with his appraisal grade filed his grievance. Following from meeting at HQ level on 9 August 2019, the bank reviewed his rating upward to 3 and paid the bonus as per 2017 payment scale on September 2019.

#### ii. Flex My Career (VSS)

Bank has initiated a VSS scheme wef 2 August 2019 that has no closing date. SBEU position on the scheme is that there should be no element of coercion and that applicant are to make their own choice freely and independently.

#### iii. New Performance Framework

Bank informed that they will be introducing new performance framework which will be based on four to five goals without competencies and the measurement/score for performance is made up of four categories- Oustanding, Strong, Satisfactory and unsatisfactory. While moderation/calibration has been removed, feedback on values and behaviours via questionnaire (randomly) and disciplinary records can impact the scoring.

While as a principle, Bank has the discretion to implement system to fit their organization, such system should be fair and the targets set should be reasonable and achievable. We will officially response to highlight on this areas of concern.

#### 7. HSBC BANK MALAYSIA BHD

# i. Grievance on Performance Bonus 2014 - Sibu (Trade Dispute)

3 members have their appraisal rating being marked down as a result of their involvement in an earlier case of misappropriation/ misconduct committed by an Officer. SBEU dispute the bank's contention that their rating is to be downgraded due to the seriousness of the case as the Bank has already instituted disciplinary action by stoppage of increment for one year as well as bonus. We view the downgrading of their appraisal rating as double punishment.

12 • SBEU 20TH TDC 26 SEPTEMBER 2020

We have referred the matter to the SCBA/SBEU Standing Committee. Matter referred to Industrial Court. We have managed to negotiate an out of court settlement on 25/6/2019 with top up of 3% in the next Bonus payout in 2020.

#### 8. MAYBANK

#### i. PERFORMANCE APPRAISAL

The Bank has wef Financial Year 2015 has revised the KPI rating to 3 grades while maintaining Competencies ratings remained at 5 grades. Meeting held on 19/5/2016. The Bank informed that the 3 scoring is to encourage teamwork and avoid dispute and dissatisfaction amongst staffs including our members.

The Bank pay for all 3 scoring with minimum of 1 month for need improvement and up to 4 months for exceed target.

#### ii. Grievance on Performance Bonus 2016

2 members of Kuching Selatan Br, 2members of Kuching Main, one member of Tabuan Jaya Br have filed in grievance over their rating of NI (need improvement) given. Meeting at Branch level held at Kuching Selatan with no settlement while no branch meeting held for the others. We have managed to obtain solution to 3 of the above cases with top-up paid in June 2018.

#### iii. Section 20- Dismissal of Micro Credit Grade J

The member with the position of Officer Band J Grade doing Micro Credit was dismissed due to performance below expectation. We have managed to negotiate a reasonable settlement and he has donated 5% from the settlement sum to SBEU.

#### iv. Grievance on Performance Appraisal/Bonus 2017

Four members have filed grievances on the performance appraisal rating for 2017. They are of Bau branch who were all rated NI. Their area of grievances is on Competency. Meeting at HQ level held on 15/1/2019. Bank has reviewed upward the rating for two complainant and top up bonus paid in May 2019.

#### 9. PUBLIC BANK

#### i. Show Cause of a Member at Miri Branch

The Bank issued a show cause letter on 22 May 2020 and threatened to take disciplinary actions for one incident being late for work by 15 minutes. This high handed manner is reflective of how the Branch is being managed. The staff has 37 years service with an unblemished record.

We are disturbed that the BSM can arbitrarily direct staff to come to work as and when at her whim and fancies. In the case of Entering, on 4<sup>th</sup> of May he was verbally instructed to report to work from 12.00pm instead of 12.30 pm on 5<sup>th</sup> May to perform additional duties and functions.

The staff had raised his concerns which was ignored by her. On  $6^{\rm th}$  May he was directed to report for work in the morning at 8.30 am. These haphazard working hours is arbitrary, inconsistent and discriminatory.

We find it unacceptable that the BSM called the said staff for a briefing at 8.05am on  $6^{th}$  May 2020 when his working hours is 8.30 am. It appears that this is an ongoing practice of the Branch to require staff to perform duties before their working hours.

The Bank has since rescinded the show cause and has called for a discussion between the two parties in the presence of the IRC to

clarify on the misunderstanding and ensure that work processes including time schedule to be kept in an orderly manner moving forward.

#### **10. HONG LEONG BANK**

#### i. Centers Hubbing and Relocation

The Bank has met us on 18/1/2018 to discuss on Bank's centralization of branch operations which will result in Trade Operation center being centralized in a centre in Sarawak while PFS creditcentres operations being moved to PJ City. Bank proceed with the centralization exercise where impacted staffs are given the option of redeployment to a location of their own choosing or to the centre with transfer package or opt for MSS. Bank has acceded to our request to open up the MSS to all staffs including those in other department and redeployment package to the centre. MSS takers of 44 exceeded the number of impacted staffs of 27.

#### ii. Outsourcing of Medication & consultation to Alpro Pharmacy

We have voiced our concern at the Bank's introduction of taking prescription, especially long term medication from Alpro Pharmacy. Bank has implemented the scheme for the Clerical grade in Sarawak and bank assured SBEU that the scheme will comply to the CA. We will continue to monitor the scheme to ensure that members benefit from the scheme.

#### iii. Upgrade of Non-Clerical to Clerical

The Non-clerical cadre has been upgraded to clerical position effective 1 July 2018. SBEU support the move to upgrade them as there are less function for non-clerical. We have not received adverse feedback from those who have been upgraded.

#### iv. Show cause-Non-Clerical of Jalan Central Branch

The above Non-clerical is among one of three staffs who have their account being used by the then Branch Manager to transfer proceeds from her illegal business from Jan-Jun 2018. He has been show-caused and we have assisted to draft his reply. Bank has reinstated him and issued him with stern warning.

#### **11. STANDARD CHARTERED BANK**

#### i. Closure of Bintulu Branch

We regretted the Bank's move to close down Bintulu Branch by July 2020. The Bank has not acceded to SBEU's proposal to improve on the package for those directly affected by the closure despite SCBA's intervention.

#### 12. UOB BANK

i. Grievance on Performance Bonus 2017- Bintulu Branch All four members in Bintulu branch filed grievances over the way the performance appraisal was conducted and the lack of transparency on the awarding of the bonus payout, where three of the members who were graded 3 were paid different amount from 1.1 to 1.5 months. Meeting at head office level held on 4/7/2018. Following from the meeting, bank has agreed to review Wong King Wei's rating upward to 3 from 2 and pay him any top up entitled to him. The other 3 members' case are still under review by the Bank.

Bank agreed to settle grievances with top up for all four members, paid on Dec 2018.

# **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 Program with Team Building Courses for IRCs & Members
- Managing Dispute Effectively, Industrial Relations and Domestic Inquiry Course for EXCO and Br Committees
- Enhancing Work Performance for Members, IRCs & Br Committees
- Leadership Courses for key Officials
- External courses conducted by MTUC, UNI, HRDF, MOHR, JHEKS & Management & Training Consultants
- SCBA / SBEU Joint Course for members, IRCs & Br Committees
- External Training courses for our Retreat Staffs & SBEU HQ Staffs

|              | TRAINING AND EDUCATION ACTIVITIES 2017-2020 |                                    |  |                         |                                 |   |       |                       |  |  |  |  |
|--------------|---|------------------------------------|--|-------------------------|---------------------------------|---|-------|-----------------------|--|--|--|--|
| BRANCH       | INDUCTION<br>PROGRAM                        | MANAGING<br>DISPUTE<br>EFFECTIVELY | ENHANCING<br>WORK<br>PERFORMANCE/<br>SEMINAR | OTHER<br>TALK/<br>FORUM | LEADERSHIP/<br>X-CHANGE<br>PRGM | OTHERS<br>(INTL/<br>NATIONAL<br>COURSES | TOTAL | TOTAL<br>PARTICIPANTS |  |  |  |  |
| KUCHING      | 1   | 1                                  | 4  |                         |                                 |   | 6     | 149                   |  |  |  |  |
| SIBU/SARIKEI |   |                                    | 3  |                         |                                 |   | 3     | 147                   |  |  |  |  |
| MIRI/BINTULU |   | 2                                  | 3  |                         |                                 |   | 5     | 161                   |  |  |  |  |
| но           |   |                                    | 1 SCBA/SBEU<br>Joint Course                  |                         | 3 Exchange<br>Program           |   | 4     | 99                    |  |  |  |  |
| EXTERNAL     |   |                                    | 3 High Value<br>Employees<br>Course (BGM)    | 10 Forum                |                                 | 56 MTUC/<br>UNI/HRDF/<br>MOHR/Ext       | 69    | 942                   |  |  |  |  |
| TOTAL        | 1   | 3                                  | 14   |                         | 3                               | 56                                      | 87    | 1498                  |  |  |  |  |

Our programme continues unabated with 87 Educational & Training courses organised during the past three years for 1498 members, IRCs and officials. This represents the total membership of SBEU.

We have conducted 1 Joint Course with SCBA, 3 course sessions by SCBA trainer during BGM in Kuching, Sibu and Miri & 3 Exchange Program between Singapore & Sarawak Bank Employees' Union for the past 3 years.

The joint course & training session is part of the joint effort between SBEU and SCBA to further improve the quality and performance of the employees. The course itself is designed to cater both the responsibilities of the employers and the employees in their respective workplace. Some of the topics covered were

- Sales, Service & Job Performance
- How to become High Value Employees
- ASEAN Financial Integration "Impact on Industrial Relation"
- Digitilisation





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

Education and training remains a key priority for SBEU and the EXCO will continue to implement a comprehensive training programme for the Union.

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 have revamped the Performance Appraisal course to 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 employee's performance.

We hope this will empower members to strive for service excellence in their career and that 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. Full details of courses/conferences attended by our officials are found in appendix.



# 7 VALUE ADDED SERVICES

Our value-added services are what distinguished SBEU from other unions. Apart from offering value added services for our members, the scheme also generates substantial income for the union with insurance contributing \$774,606 and Retreat contributing \$1,122,403 for the 3 year period ending 31/3/2020.

## 7.1 UNION YES RETREAT & TRAINING CENTRE

Our very own Union Yes Retreat & Training Centre opened for business on 1st May 2006.

During the period under review, we have invested another RM300, 000.00 to build 2 units of Dungeons, and continuously improve and upgrade the facilities. We have a total of 47 rooms, comprise of Chalets, Deluxe / Superior rooms, 2-Bedroom Penthouse Suites, Hostels, cozy Cabins, Beach houses, and our latest culvert-like Dungeons.

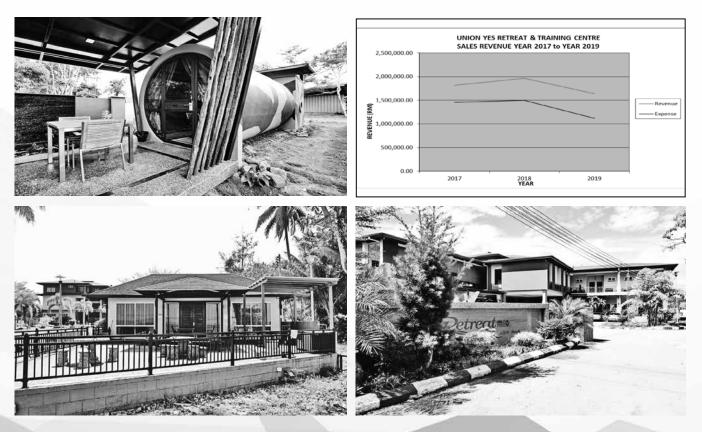
We generated gross income of more than RM1, 352, 199.00 over the 3 years on revenues of RM5, 423, 350.00 against expenses of RM4, 071, 151.00. Our investment yield is about 3.5% per annum.



Our room occupancy rates as follows: 55.72% (2017), 58.09% (2018) & 46.21% (2019). Our occupancy for 2019 had been adversely affected due to the on-going construction works of Pan Borneo, Haze in August & September 2019, and Covid-19 with MCO implemented 18/03/2020 onwards.

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. And we have very encouraging returning customers. Total staff is now 18 (including the café)



## 7.2 LIFE & MEDICAL INSURANCE- GMBIS

|          |   | GREAT EASTERN LIFE ASS (M) BHD |           |                       |            |              |  |  |  |  |  |
|----------|---|--------------------------------|-----------|-----------------------|------------|--------------|--|--|--|--|--|
|          |   | No. of Insured                 |           | Premium Received (RM) |            |              |  |  |  |  |  |
| Year     |   |                                |           |                       |            |              |  |  |  |  |  |
| Branch   | 2017/2018   | 2018/2019                      | 2019/2020 | 2017/2018             | 2018/2019  | 2019/2020    |  |  |  |  |  |
| Southern | 1900  | 1551                           | 1502      | 974,481.27            | 998,839.53 | 949,027.53   |  |  |  |  |  |
| Central  | 1615  | 1293                           | 1253      | 812,483.77            | 851,551.04 | 777,025.84   |  |  |  |  |  |
| Northern | 1575  | 1274                           | 1265      | 742,545.96            | 793,968.23 | 755,201.63   |  |  |  |  |  |
| Total    | 5090 4118   |                                | 4020      | 4020 2,529,511.00     |            | 2,481,255.00 |  |  |  |  |  |
|          | Total 5090 4118 4020 2,529,511.00 2,644,358.80 2,481,255.00 |                                |           |                       |            |              |  |  |  |  |  |

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

|          |                     |                |           |                       | _,,        |    |            |           | , ,        |  |  |  |
|----------|---------------------|----------------|-----------|-----------------------|------------|----|------------|-----------|------------|--|--|--|
|          |                     | AIA BERHAD     |           |                       |            |    |            |           |            |  |  |  |
|          |                     | No. of Insured |           | Premium Received (RM) |            |    |            |           |            |  |  |  |
| Year     |                     |                |           |                       |            |    |            |           |            |  |  |  |
| Branch   | 2017/2018 2018/2019 |                | 2019/2020 | 19/2020 2017/2018     |            |    | 2018/2019  | 2019/2020 |            |  |  |  |
| Southern | 236                 | 219            | 215       | \$                    | 71,278.80  | \$ | 122,772.68 | \$        | 107,854.80 |  |  |  |
|          |                     |                |           |                       |            |    |            |           |            |  |  |  |
| Central  | 351                 | 127            | 143       | \$                    | 125,793.10 | \$ | 92,054.87  | \$        | 94,628.80  |  |  |  |
| Northern | 422                 | 168            | 150       | \$                    | 139,228.30 | \$ | 101,106.95 | \$        | 97,351.90  |  |  |  |
| Total    | 1009                | 514            | 508       | \$                    | 336,300.20 | \$ | 315,934.50 | \$        | 299,835.50 |  |  |  |

We launched the ING I Protection and Edusave (now known as AIA) in 2005.

Our roadshow during BGM in June 2019 to promote the AIA has brought in an additional 47 participants.

As at **31/3/2020** total of **4528(4632)** members and their spouses participated in both schemes with average monthly commission of RM12,837.19. The Scheme paid out a total of **RM1,486,670.07** (**RM2,014,578.64**) for **81(65)** claims during the period. The AIA A.Educare also paid out a total of **RM480.00(5)** for the Education Excellence Awards for UPSR, PMR and SPM

## 7.3 MEDICAL INSURANCE

We currently have tie up with AIA A-Health medical insurance and ETIQA Insurance for members' spouses and children to take advantage of the provisions in the CA who allows members to claim up to \$828 off their family medical entitlement to buy such insurance. This benefit is also extended to Non-Clerical staffs.

#### **OVERALL SBEU**

|           | AIA (A.H                       | IEALTH) | ETIQA             | A H&S           | OVERALL           |                 |  |
|-----------|--------------------------------|---------|-------------------|-----------------|-------------------|-----------------|--|
| Year      | No. of Premiur<br>Insured (RM) |         | No. of<br>Insured | Premium<br>(RM) | No. of<br>Insured | Premium<br>(RM) |  |
| 2014-2015 | 31                             | 13,283  | 1042              | 521,025         | 1073              | 534,308         |  |
| 2015-2016 | 29                             | 12,833  | 1019              | 531,060         | 1056              | 533,858         |  |
| 2016-2017 | 23                             | 10,277  | 830               | 439,900         | 853               | 450,177         |  |

#### **BY REGIONS**

|          | AIA (A-HEALTH) / ETIQA H&S |                     |          |        |           |       |                       |         |           |         |           |         |  |
|----------|----------------------------|---------------------|----------|--------|-----------|-------|-----------------------|---------|-----------|---------|-----------|---------|--|
|          |                            |                     | No. of I | nsured |           |       | Premium Received (RM) |         |           |         |           |         |  |
| Year     | 2017-2                     | 2017-2018 2018-2019 |          |        | 2019-2020 |       | 2017-2018             |         | 2018-2019 |         | 2019-2020 |         |  |
| Region   | A-Health                   | Etiqa               | A-Health | Etiqa  | A-Health  | Etiqa | A-Health              | Etiqa   | A-Health  | Etiqa   | A-Health  | Etiqa   |  |
| Southern | 18                         | 440                 | 18       | 414    | 17        | 353   | 7,321                 | 220,025 | 7,763     | 219,420 | 7,400     | 187,090 |  |
| Central  | 9                          | 291                 | 8        | 282    | 4         | 238   | 4,395                 | 145,500 | 3,656     | 149,460 | 1,821     | 126,140 |  |
| Northern | 4                          | 311                 | 3        | 306    | 2         | 239   | 1,567                 | 155,500 | 1,414     | 162,180 | 1,056     | 126,670 |  |
|          | 31                         | 1042                | 29       | 1002   | 23        | 830   | 13,283                | 521,025 | 12,833    | 531,060 | 10,277    | 439,900 |  |
| Total    | 1073                       |                     | 103      | 1      | 1,0       | 56    | 534,                  | 308     | 533       | 858     | 450,      | 177     |  |

## 7.4 GENERAL INSURANCE

SBEU is an authorized agent for Chubb & Pacific 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 INSURA | NCE     |        |         |       |         |       |           |       |
|--------------|---------|--------|---------|-------|---------|-------|-----------|-------|
| Year         | 201     | 7-2018 | 2018-2  | 019   | 2019-2  | 020   | Ove       | erall |
| Branch       | Premium | Cases  | Premium | Cases | Premium | Cases | Premium   | Cases |
|              |         |        |         |       |         |       |           |       |
| SOUTHERN     | 91,048  | 239    | 101,520 | 287   | 113,820 | 298   | 306,388   | 824   |
| CENTRAL      | 158,258 | 442    | 119,975 | 301   | 86,746  | 207   | 364,979   | 950   |
| NORTHERN     | 233,386 | 481    | 196,125 | 486   | 207,166 | 471   | 636,677   | 1,438 |
| Total        | 482,692 | 1,162  | 417,620 | 1,074 | 407,732 | 976   | 1,308,044 | 3,212 |

## 7.5 DISCOUNT SCHEME

- 1. In 1990, SBEU first introduced a Merchant Discount Scheme whereby members will get discounts when they patronized merchants and other busies outlet
- 2. With the increasing cost of living and consumers prices, SBEU relaunched the scheme in 2012 to provide another value added service for members
- 3. While SBEU has been successful in increase the salaries of members, we felt the need for members to maximize their purchasing power.
- The scheme is designed to offer attractive discount BUT not to encourage members to spend unnecessary
- A total of 303 Merchants have signed up for the scheme offering discount between 5 to 40%. We hope to have more merchants in all towns throughout Sarawak
- 6. Members have to show their SBEU membership card at the selected Merchants, where the Discount Scheme logo displayed.



## 8 WOMEN & SOCIAL WELFARE

#### 8.1 SOCIAL WELFARE

SBEU continued to organize numerous social & welfare activities during the term. Apart from giving valueadded 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, Pre Christmas with Green Ribbon Home of Love, Charity Car Wash, visits to Kenneth Care Home, visits and Gets Together with PDK, Komuniti Program SBEU Bersamamu @ Kpg Bajo etc.

Social and recreational activities include Gunpla Workshop, Puzzle Solver, Amazing Run, Baking Cheese cake and cheese tart

Competition, Bowling Tournament, Creative Drawing Contest, Treasure Hunt and Lego Competition and of course our SBEU Labour Day Charity Fun Run on 1 May 2018.

These activities help in 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.



## 8.1.a. SBEU Labour Day Charity Fun Run

The SBEU May Day Charity Fun Run and May Day Rally on 1/5/2018 was indeed a sounding success. A total of 1,925 runners participating Fun Run 5km and 10km. We are organizing a Statewide Labour Day Charity Fun Run to raise fund for Charity in conjunction with Labour Day held in Kuching, Sibu & Miri at 7.00 am at the following venue:

- Kuching MBKS Kuching
- Sibu Permai Lake Gardens
- Miri Marina Bay





| REGION   | ACTIVITIES | PARTICIPANTS | COSTS |           |  |
|----------|------------|--------------|-------|-----------|--|
| SOUTHERN | 5          | 413          | s     | 10,490.15 |  |
| CENTRAL  | 4          | 487          | \$    | 5,073.56  |  |
| NORTHERN | 5          | 337          | s     | 12,281.45 |  |
| HQ       | 2          | 1985         | -\$   | 17,988.13 |  |
| TOTAL    | 16         | 3222         | \$    | 9,857.03  |  |

Expenses stood at RM 198,385.67 while income was at RM221,536.80. Donation RM24,000.00 is given out by SBEU throughout Sarawak:-

- Sarawak Society for the Blind
- Persatuan Bagi Kanak Kanak Terencat Akal (PERKATA)
- PDK Nurqaseh Nanga Sibu
- Sibu Cancer Care Society
- 10 Families Hardcore Poor

We also have attractive lucky draws to runners such as watches, cash vouchers, bicycles, top up credit card vouchers, gold coins, Retreat Resort room vouchers etc.







#### **8.2 WOMEN**

Women make 60% of the total SBEU membership a slight increase from 59%. Our President is woman as well as 1 of the 3 Vice-President. Currently 1 Branch Secretaries, 2 Branch Chairman and 1 Branch Treasurer. 19 out of 54 (35%) of the delegates to the TDC are women. Eventhough there is a decline in women representation at official level, 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.



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

While that 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.