



# RETAINER PROGRAM

EXCLUSIVE ACCESS. SHARED SUCCESS



# SHAPING YOUR NARRATIVE THROUGH INNOVATIVE HR/IR ADVISORY





# RETAINER HIGHLIGHTS

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1

## On-demand Consulting Access

Email, phone and messaging services with our legally qualified Consultant – prompt and reliable response

2

## Critical HR / IR Updates

Receive updates on changes to any employment related laws or governmental announcements

3

## Essential Templates

From employment contracts to compliance checklists, find what you need in one place.

4

## Priority Event Access

Participate in exclusive events, specially curated for HR professionals. Learn, update or network, we have it all crafted for you!

5

## Exclusive Discounts

Be entitled for special discounts for any additional services or trainings required by your Company.

# ON-DEMAND CONSULTING ACCESS

Our team of consultants are available for **telephone and email consultations** during office hours, offering the flexibility to connect via **phone, text, or online platforms**. We strive to address your inquiries **within 1 - 3 hours**, providing prompt and professional responses.

Whether you require assistance in addressing concerns, seeking a second opinion on Industrial Relations (IR) or Employment Relations (ER) issues, formulating strategies for desired outcomes, or reviewing and vetting letters and documentation, our team is dedicated to providing reliable support and delivering efficient, tailored solutions to meet your needs.



# CRITICAL HR / IR UPDATES

We provide comprehensive **case summaries from the Industrial Court**, as well as insights into notable movements arising from the Labour Court.

Additionally, we offer **circulars detailing amendments to employment-related laws and announcements from relevant authorities**. For your convenience, we supply templates, memos, FAQs, and related forms for easy reference, ensuring quick access to essential resources. Our content also includes **articles on trending issues** within the HR and IR space, both locally and globally, keeping you informed of the latest developments in the field.

**Need a sample? We're more than happy to send some across!**

# ESSENTIAL TEMPLATES

In your welcome kit, access a collection of expert-designed HR and workforce management templates to simplify your operations.

Having the right forms, templates and documents at hand can assist you in navigating complicated processes involved in your organization.

## PRIORITY EVENT ACCESS

Receive invites to **our members meeting**, exclusively held for retainer clients. Be prepared to gain insights from industry leaders and leading practitioners.

You will also be the first to catch glimpse of our **online training portal, a monthly webinar series** and any other publications by e2's consultants.

## EXCLUSIVE DISCOUNTS

Retainer clients are entitled to special **discounts of up to 15%** for additional services.

Special discounts for in-house training and paid public programs conducted by e2.



# RETAINER FEES

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Our retainer program is offered on a per year basis, for a period of 12 continuous months.

We have divided our fee structure into 2 separate tiers in order to cater to distinct needs of our Clients.

- **Standard plan**– Fixed pricing
- **Flexi plan**– Reduced retainer fee + commitment of in-house program, claimable under HRD Corp

Micro businesses and non-profits are entitled to a flat fee based at a discounted rate.

**\*Terms and conditions applicable**

# RETAINER FEES

Note: All in-house trainings under Flexi-plan can be divided into per hour, half-day or full-day slots subject to availability of Consultants.

**Trainings are fully claimable under HRD Corp.**

FEE STRUCTURE e2 Retainer 2025 – 2026			
On a per year basis, calculated upon joining date for 12 continuous months			
No of Employees	Standard Plan	Flexi Plan	Micro / Non-profit
	Standard pricing, no plans for training	Reduced fees, great for clients who are considering training	
	Standard and Flexi plan offers the same benefits		
Less than 50	RM3600	RM2400 + 1 day (in-house training)	Special discounts applicable. Contact us for individual quotes.
51 – 300	RM4800	RM2400 + 2 days (in-house training)	
301 – 500	RM7200	RM3600+ 2 days (in-house training)	
501 or more	RM9000	RM4800+ 2 days (in-house training)	

# OUR CONSULTANTS



**Victor Gan**  
Head Consultant



**Dzulfadli Bin Lamin**  
Consultant



**Cassandra Peter**  
Consultant



**Jassmine Joseph**  
Consultant



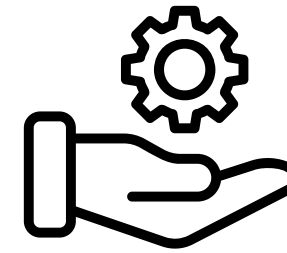
# GETTING TO KNOW US BETTER



Award  
winning Consultants



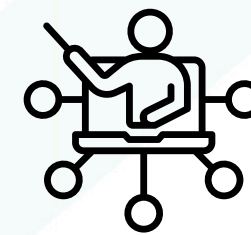
15+ years  
of industry experience



Over 1000+  
employers served



Certified  
workplace investigators  
& mediator



5k+ HR  
personnel trained  
per year

# OUR CLIENTS





# OUR CORE VALUES

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**Innovative:** The laws are fixed, your organization isn't! We blend the application of the law to each unique challenge through our innovative approach!

**Practical:** We apply the needs of our clients and understand their struggles. Rest assured; we're here to provide options.

**Keeping it simple:** We know how not to over-complicate matters. We cover all bases and in a simple, yet comprehensive manner.

**Integrity:** We operate with the highest degree of integrity and fairness. No messing around here!

**Responsible:** We don't leave our clients hanging, instead, we want to be with you as a trusted service provider - always willing to go the extra mile for you.



## **READY TO SIGN-UP?**

### **Next steps:**

- Fill up the attached form via QR or link, be sure to read the **terms and conditions**
- Confirmation e-mail by e2 within 24 hours with invoice for payment
- Retainer is activated
- Our team will schedule an on-boarding / welcoming meeting with nominated PICs



Retainer Sign-up Form



# FREQUENTLY ASKED

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## **How can clients contact e2's consultants**

Clients can reach us via telephone, email or messaging services. Whichever is most convenient for you!



## **What is the expected turnaround time?**

We strive to maintain the lowest consultant to client ratio in the market. This means that you can expect a fast turnaround for all your queries. Generally, you can expect a response within 1-3 hours unless our Consultants are engaged in a full day training / meeting.



## **Is there a maximum number of times / hours that e2 consultants can be contacted?**

No, there is no maximum time capped per client so as a client, you don't have to worry about keeping track.



## **What are some common examples of consulting services e2 consultants can provide?**

Clients utilize our services in many ways. You can call us because you're not familiar with a subject matter, or you can reach out to us for just a 2nd opinion. This could range from vetting through internal letters / documents to management of cases, trade union, policy and procedures, updates to the law, engagement activities and ideas – as long as the subject matter is IR.

We play a large role in strategy setting exercises and would often recommend for clients to get us on board at the earliest possible stage.

# FREQUENTLY ASKED

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## **How often will e2 send us updates?**

As and when needed! But we promise, we will be quick! We don't want to be spamming you with unnecessarily.



## **What kind of updates can we expect?**

You can expect the following updates from us

- Changes to the law
- Important case updates
- Articles
- Best practice concepts, success stories



## **How are event invitations sent?**

All communications from e2 will be via e-mail. We also operate an optional WhatsApp group, for those who prefer instant updates, the WhatsApp group is highly recommended.



## **I am in need of urgent support; can I utilize your services before confirming my registration?**

Yes, of course! We're more than happy to give you a hint of what you're signing up for!



# ADDITIONAL REFERENCES



# UPCOMING EVENTS




## The Hidden Traps:

### Common HR & IR Missteps Explained

**20 November 2025**

 **09.00 AM – 01.00 PM**





**CASSANDRA PETER**  
 Consultant,  
 E2 Workforce Consulting

**Who should attend**

- Line Managers
- Supervisors
- HR personnel
- IR/ER Specialist



## EMPLOYMENT ACT 2.0

### HR MUST KNOW





**SIM LING KU**  
 Influencing HR in Malaysia,  
 #AuntyHR #BebelBimbo



**VICTOR GAN**  
 Head Consultant,  
 E2 Workforce Consulting

 **19 & 20 JAN 2026**

 **9.00AM - 5.00PM**

 **RENAISSANCE JOHOR BAHRU HOTEL**



# POPULAR IN-HOUSE PROGRAMS

**Our training courses are fully customizable and our Consultants are able to conduct courses on the following:**

- Employment Act 1955
- Termination of Employment
- Misconduct, Workplace Investigation and Domestic Inquiry
- HR Law Essentials
- Harassment & Bullying at Work: Consequences to the Company
- Rightsizing - Retrenchments and Separation Schemes
- Optimising & Managing Performance at Work
- Managing Trade Unions at the Workplace
- Workplace Integrity: Anti-Bribery/Corruption, and Harassment Prevention
- Effective Management of Misconduct & Poor Performance
- Payroll Management: for HR & Finance

...speak to us for more!






# CONSULTANT PROFILES



# PROFILE - VICTOR GAN



 +6012 653 6262

 victor@e2consulting.com.my

Victor specialises in employment laws, covering all aspects of industrial relations and workforce management. He has a proven track record of handling complex and sensitive issues and has represented over a thousand employers across multiple industries throughout his career. Victor stands out in providing specialised services, which includes but is not limited to contract and policy management, disciplinary and performance, trade union matters, large scale termination, mergers, acquisitions and closures.


Victor is also a seasoned presenter and speaker. He is familiar and comfortable with complex environments requiring presentations to workplace committees and / or Board of Directors for government linked companies and listed companies. Victor is a frequent speaker at events and conferences throughout Malaysia.

In his past consulting firm, Victor, in his capacity as CEO led his team to multiple awards within the HR fraternity. Victor is also recognised in the 2nd edition of Britishpedia's Successful People in Malaysia and was awarded the Outstanding Leadership Award in Dubai.

Victor has also held senior positions in Human Resources for an international company with a headcount of over 1000 pax. Victor holds a degree in law from the University of Tasmania.

# PROFILE - DZULFADHLI BIN LAMIN



 +6012 392 1993

 dzul@e2consulting.com.my

Dzul is an experienced Industrial Relations (IR) consultant with a remarkable background in IR exercises and compliances. Renowned for his comprehensive grasp of legal compliance and best industrial practices, Dzul has crafted and reviewed employee handbooks, disciplinary procedures, performance management programs and various type of employment policies for local and multinational companies. His meticulous attention to detail ensures organizations operate within legal parameters while fostering a conducive work environment. Dzul has also been the lead consultant for various termination exercises such as mutual separation schemes, retrenchment (downsizing and closure of business) and etc.


Dzul is also known as an engaging educator. His training sessions cater to a wide spectrum of professionals, from top-level executives to entry-level staff. His adaptable communication style ensures complex concepts are relatable to all, cultivating an atmosphere of continuous learning. By incorporating real-life examples and practical insights, Dzul empowers participants with invaluable knowledge on vital legal and employment related subjects.

As a professional consultant and trainer, Dzul is committed to sharing his knowledge and expertise to empower individuals and organizations. His diverse background equips him to provide valuable insights into IR/ER matters, training needs, and organizational growth. Through engaging sessions and practical examples, Dzul strives to create a dynamic learning experience that equips participants with the tools they need to excel.



# PROFILE - JASSMINE JOSEPH



 +6016-454 7621

 [jassmine@e2consulting.com.my](mailto:jassmine@e2consulting.com.my)

Jassmine Joseph holds a Bachelor of Laws (LL.B.) degree from the University of Malaya and was admitted to the High Court of Malaya as an Advocate & Solicitor in 2018. With a strong foundation in law, Jassmine brings years of diverse experience in both legal practice and corporate advisory roles, specializing in Industrial Relations and Employment Law.


Before transitioning into the consultancy space, Jassmine practiced as a Civil Litigation lawyer, focusing on complex areas such as medical negligence, professional negligence (including solicitor's negligence), employment, construction, land, and appeals board. Her comprehensive legal background equipped her with the critical thinking and problem-solving skills essential for navigating the intricate legal challenges businesses face today.

Jassmine later took on a key role as a Regional Legal Executive in a multinational corporation specializing in recruitment and HR solutions. In this capacity, she provided legal counsel on a wide range of matters, including commercial contracts and employment law, to business operations across Singapore, Hong Kong, and Malaysia. This hands-on, multi-jurisdictional experience has allowed her to develop a deep understanding of the risks and nuances involved in managing human resources and employment-related issues in diverse legal environments.

Her unique blend of experience, both as a practicing lawyer and as an in-house legal expert, has honed her ability to deliver strategic, commercially viable, and legally sound advice on Employment and Industrial Relations matters. As a trainer, Jassmine is passionate about empowering organizations and individuals with the knowledge and skills to manage employment challenges effectively and ensure compliance with ever-evolving legal frameworks. Her practical insights, coupled with her legal expertise, make her an invaluable resource for any organization seeking to navigate the complexities of the workplace environment.

# PROFILE - CASSANDRA PETER



 +6016-364 3933

 cassie@e2consulting.com.my

Cassandra Peter is a consultant with a solid foundation in law, bringing a wealth of legal expertise and practical insights to the Human Resources and Industrial Relations sectors. She holds a Bachelor of Laws (LLB) degree from the University of Aberystwyth and was admitted as an Advocate and Solicitor of the High Court of Malaya in 2020. Prior to transitioning into consultancy, she honed her skills as a Civil Litigation Lawyer, gaining extensive experience in complex legal areas including medical negligence, construction, employment, criminal law, divorce and child custody, company law and bankruptcy.

Her extensive legal background has sharpened Cassandra's analytical capabilities and solution-oriented approach- key skills that she now applies in the HR/IR domain. This experience uniquely positions her to offer businesses strategic guidance in navigating complex HR and industrial relations matters with precision and clarity.

As a consultant, Cassandra has worked with numerous multinational companies, assisting them in strategizing and executing complex retrenchment exercises, restructuring efforts, downsizing initiatives, and business closures. She has also supported companies with mutual separation schemes, performance management, and disciplinary procedures. Her deep understanding of employment legislation, industrial relations frameworks, and dispute resolution mechanisms enables her to craft tailored, actionable business strategies that address both legal and operational challenges.

Cassandra's expertise also encompasses training and knowledge-sharing, where she has the ability to break down legal terminology and concepts for a diverse range of professionals. She is passionate about empowering HR teams and business leaders with the knowledge they need to effectively manage legal and regulatory challenges.

# RETAINER TERMS & CONDITIONS





# TERMS & CONDITIONS

These Terms and Conditions ('Agreement') govern the relationship between E2 Workforce Consulting Sdn. Bhd. ('E2') and the Client ('you' or 'your') by virtue of the Client signing up for the E2 Retainer Program. Through the Client's submission of the E2 Retainer Form, both parties agree to be bound by the terms set forth hereinafter.

## **Duration & Renewal**

The E2 Retainer program shall be for a period of one (1) year commencing from the date of submission of registration form or any other date as agreed by both parties. The Client shall be prompted for a renewal at the end of the 10th month and the retainer shall be automatically renewed for the subsequent year unless either party provides a notice of non-renewal within thirty (30) days from the renewal date.

## **Scope of Services**

E2 shall provide employment / industrial relations advisory services under the yearly retainer agreement which shall include the following:

- a. Advisory services on any matters within the employment / industrial relations landscape, via calls, e-mail, text messaging or any other agreed communication platform
- b. Invitation to employment / industrial relations events as and when it is organized by E2 throughout the year
- c. Updates on any changes or trends within employment / industrial relations, as and when needed basis
- d. Discounted rates of up to 15% for any additional services, except for trainings claimable under the Human Resource Development Fund by HRD Corp.

## **Exclusions**

The retainer shall not include representation in any court, nor does it include the actual undertaking of any additional scope of work not listed in items 3(a) – (d) as hereinabove mentioned.

## **Additional Services**

E2 shall be able to provide additional services on a case-to-case basis under which a formal proposal will be provided to the Client prior to any undertaking of additional services. The rate of pay shall be agreed by both parties.

# TERMS & CONDITIONS

## **Retainer Options**

The retainer program is contractable through options provided by E2, and they are as follows:

1. Standard - A one-off payment by the Client based on the standard fee structure for all the benefits provided under the E2 Retainer Program for a period of 12 months
2. Flexi - A discounted one-off payment by the Client for the same benefits provided under the Standard package with an additional commitment by the Client for 2 days of in-house training program that is to be conducted within the year of the Contract.
3. NGO / Micro - A reduced fee catered for smaller (25 employees or less) and non-profit organisations

Clients who opt for the flexi retainer option are required to complete any pending in-house program commitments based on the available training courses outlined by E2 in the E2 Retainer Deck within a 12-month period, failing which the Client's retainer contract shall be converted into a standard retainer option and any differences in rates shall be chargeable to the Client.

## **Invoices**

All invoices issued from E2 to the Client shall be payable within a 30 day period unless otherwise agreed by both parties.

## **Termination**

The Client may terminate this Agreement at any time by providing written notice to E2 and termination shall take effect thirty (30) days after the receipt of such notice. E2 may choose to terminate this Agreement if the Client fails to pay any fees when due, or if the Client engages in unethical or unprofessional conduct to the extent that would prevent or affect the delivery of services from E2.

In the event of a termination, and subject to the observance of this Agreement, any fees paid to E2 shall be refunded on a pro-rated basis.

## **Privacy**

Through the course of this program, it is likely and necessary for personal data of the Client, its employees or vendors to be disclosed to E2. It is highly advisable for both parties to execute a non-disclosure agreement prior to the disclosure of any information.

All personal data provided to E2 is to be consented by the relevant parties. E2 shall ensure the processing, safekeeping, security and removal of personal data is in compliance with the standards of the Personal Data Protection Act 2010.

[end of Terms & Conditions]



**E2 Workforce Consulting Sdn Bhd**

23, Jalan 20/1 Sea Park  
46300, Petaling Jaya  
Selangor, Malaysia

[www.e2consulting.com.my](http://www.e2consulting.com.my)