



**Sustainability Policy**  
**Grievance Handling Protocol**

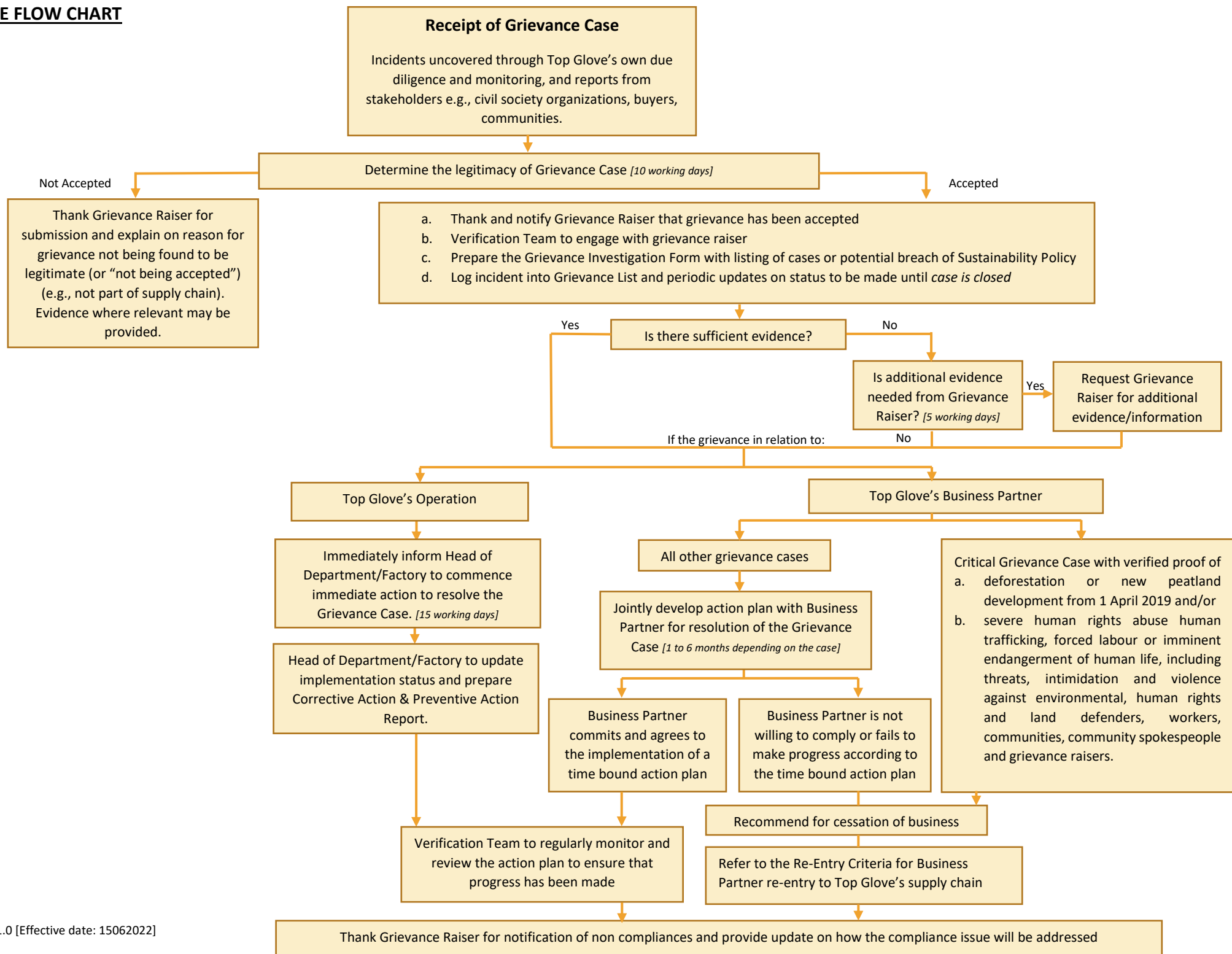
## **Introduction**

Top Glove Corporation Bhd is wholly committed to ensuring its business is managed and products are manufactured in a sustainable manner. This is realised through continual engagement and assessment of its business partners based on metrics including how they conserve and improve the natural environment; uplift employee socioeconomic wellbeing; and conduct business ethically and responsibly. All Business Partners are required to adhere to the principles of the Top Glove Sustainability Policy and the Business Partners Code of Conduct, and adopt practices within their operations and supply chains consistent with the said Policy and Code.

This Grievance Handling Protocol is developed for effective grievance management, towards monitoring and promoting compliance of the Top Glove Sustainability Policy and Business Partners Code of Conduct. This protocol consists of a comprehensive process supporting the resolution of grievances by linking business and grievance resolutions and applies after grievances have been assessed and confirmed to violate our policies. Grievances may be raised by stakeholders in relation to Top Glove's operations and Top Glove's business partners. The process for receiving, logging and verifying all grievances raised is outlined in the Grievance Flow Chart on page 2.

Top Glove believes that business partner engagement and stakeholder collaboration are the fundamental elements of creating responsible supply chains and contributing to sustainable landscapes. With the newly launched Top Glove Sustainability Policy, we aim to engage actively with all our business partners and promote open exchanges to continuously improve our respective practices. We stand by business partners who demonstrate a willingness to contribute to a sustainable practice. In the event business partners are proven to have committed chronic non compliances or serious violations of our policies and commitments, or fail to deliver on agreed improvements, they will be subject to a recommendation for "cessation of business".

# GRIEVANCE FLOW CHART



**Top Glove Business Partner Re-Entry Criteria**

In order to be eligible for re-entry into Top Glove’s supply chain, a Business Partner under “cessation of business” for violation of the provisions within the Top Glove Sustainability Policy or Top Glove Business Partners Code of Conduct, must demonstrate it meets the following minimum requirements:

New cases of deforestation and new development on peatland (Post 1 April 2019)	Other grievances linked to non compliance
<ol style="list-style-type: none"> <li>1. Implement an immediate moratorium on land clearing and peatland development including an immediate management directive that operationalises the moratorium through a Stop Work Order with immediate effect;</li> <li>2. Acknowledge the total area of non compliant development (areas developed post 1 April 2019) and publicly commit to resolving the non compliant development through a credible and comprehensive Remediation Plan;</li> <li>3. Immediately halt all planting activities on non compliant development areas (pending development of a Remediation Plan);</li> <li>4. Commit to conduct integrated HCV-HCS assessments for any new land development, which is approved by the HCVRN Quality Review Panel;</li> <li>5. Publish a Sustainability Policy or sign an agreement or letter undertaking to comply with the Top Glove Sustainability Policy and Business Partners Code of Conduct;</li> <li>6. Development of a time bound action plan reviewed and accepted by Top Glove to address all relevant grievance issues, including a commitment to develop a Remediation Plan for all non compliances in relation to deforestation and peatland development within 6 months.</li> </ol>	<p>With other grievances related to non compliance, a prescriptive approach may not be applicable as the nature of each grievance will vary, and depending on the complexity, the required progress and level of urgency needed for resolution will also vary.</p> <p>Top Glove, together with its suppliers and, as required, third party experts, will determine the milestones / criteria that need to be met in order to resume business.</p>