

TOP GLOVE SDN BHD

	HUMAN RESOURCE MANUAL	Revision No. 5
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Effective Date 22.4.2019	HRM: GRIEVANCE PROCEDURE	

Top Glove reserves the right to modify, revise, cancel or waive any policy, procedure or condition without notice and without revision.

SOP AMENDMENT RECORD

Amendment No.	Date	Type of Change
1	10/7/2019	a) Added clause 4.1, 4.7, 6 & 7 b) Deleted clause 6.5
2	9/7/2020	a) Revised clause 4.1, 4.2, 4.3, 4.4, 4.9, 4.10 b) Revised clause 5.1 c) Revise Appendix 3.1
3	24/10/2020	a) Overall policy review.
4	6/11/2020	a) Revised clause 8.0. b) Added clause 11.0. c) Revised Appendix A
5	21/9/2022	a) Revised clause 4.1. b) Added clause 5.7. c) Added clause 11.1(f). d) Revised Appendix A. e) Added Appendix B.

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1.0 OBJECTIVE

The objective of this policy prescribes the Company's policy on Grievance Procedure. It is the desire of the Company that the grievance arising between an employee and the Company to be settled as amicably and as quickly as possible. The Policy on Grievance Procedure (hereinafter referred to as "the Policy") is developed with the objective to:

- (a) provide a mechanism for employees to raise a grievance;
- (b) educate our employees to recognize the types of grievance; and
- (c) ensure adequate procedures are available to address the grievance and prevent or minimize its occurrence and recurrence.

2.0 SCOPE

This policy applies to all employees of the Company and its subsidiaries.

3.0 TYPE & DEFINITION OF GRIEVANCES

Below is the example of the type/definition of grievances and the following list is not exhaustive.

3.1 Infrastructure:

(e.g. the working room does not have sufficient lighting or ventilation, the space assigned to the employee is not sufficient to safely conduct the work)

3.2 Personal relation:

(e.g. a supervisor has used a physical or verbal harassment, there is a conflict between co workers).

3.3 Contractual rights:

(e.g. payment is systematically delayed, there are illegal deduction, overtime is not paid according to statutory rate)

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3.4 Human and labour rights:

(e.g. an employee has suffered discrimination based on gender, religion, place of origin, an employee has been punished without reasons, the water available during working time is not drinkable, sexual harassment either by verbally or physically and etc.)

4.0 METHODS OF GRIEVANCE REPORTING

- 4.1 Employee should try to resolve the disputes or minor problems at their lowest level harmoniously and informally. Alternatively, methods of raising a grievance can be made either via email, letter, text messaging, verbal via phone call/ one to one, text messaging by the employee to the immediate superior (IS)/ Head of Department (HOD)/ Head of Factory (HOF)/ Group Head of Department (GHOD)/ Factory Human Resource (FHR)/ Group Human Resources (GHR), online feedback form via HR Connect App, grievance box, TG@whistleblower.com.my, Centralized Worker's Helpline at +016-2062998, or workers can channel their grievance to their respective Worker's Representative (WR) or report directly to third party independent helpline (i.e. Impactt helpline).
- 4.2 However, in the event of a serious grievance, employee is advised to raise the grievance directly to the HOF/ GHOD/ GHR at the soonest available opportunity.
- 4.3 For any verbal or text messaging grievance made, it shall then transfer into a written document as it shall be the grievance evidence for future record reference.
- 4.4 In the event if the worker is incapable to write or report his/her grievance, he/she can seek help from worker representative (WR)/ trusted friend, whichever the worker feels comfortable to assist for the writing or to act as a witness to raise a grievance at any level.
- 4.5 Employee have an option to declare or not to declare their details such as name, employee number, designation and department during grievance reporting. Generally, Employees are encouraged to declare their information shall he /she wish to help the management to hasten the progress of resolving the grievance.

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5.0 PROCEDURE ON ADDRESSING A GRIEVANCE

- 5.1 Every grievance shall be treated with strictest confidentiality and the employee shall be safeguarded from all forms of unfair or unwarranted treatments. There shall be no repercussion or punitive action against the employee for reporting a grievance.
- 5.2 An employee has the absolute right to report a grievance in the workplace and this right is fully supported by the Company. If you have a grievance, don't keep quiet, please note that employees are allowed to report the grievances directly to IS/ FHR/ HOD/ HOF/ GHOD/ GHR.
- 5.3 Employee shall officially bring a grievance to the attention of the IS/ FHR/ HOD/ HOF/ GHOD/ GHR at the earliest opportunity within fourteen (14) days from the date of occurrence. Any grievance forwarded in writing to the Company, employee shall be reminded that where a grievance is left longer, it may be more difficult to gather accurate evidence to address the grievance.
- 5.4 When reporting a grievance, employee is advised to keep a record of all incidents with the person's name, dates, time, place of incident, a description of the incident, name of witnesses (if any) to support the investigation.
- 5.5 If the grievance raised involves the Immediate Superior, then the employee should immediately report to the HOD/ HOF.
- 5.6 Below steps shall be executed when a grievance reported is not addressed or resolved:

Step 1:

If the employee fails to obtain satisfactions, remedies or actions within five (5) working days from his/her IS or FHR, he/she may approach or write his/her grievance to Head of Group Human Resources (HoGHR). Any party handling the grievance and shall provide the details for follow up or future reference for record purposes.

Step 2:

If the matter is not resolved within five (5) working days after reference made to HoGHR, the employee may take up the matter to the Managing Director (MD) in writing.

Step 3:

MD shall decide within ten (10) working days and the decision made is final.

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6.0 PROTECTION AGAINST RETALIATION

- 6.1 Retaliation includes, but not limited to, any forms of abuse, threat, intimidation, termination or retraction of benefits, demotion, victimization, social exclusion, and defamation.
- 6.2 Retaliation against employees who have, in good faith, properly reported the grievance or against employees who have cooperated with a duly authorized investigation, is strictly prohibited.
- 6.3 After a grievance is reported, the Company shall strive to protect the identity of the employee who reported the grievance, and ensure confidentiality of all communications. Protection shall be given during and after investigation as and when necessary and appropriate.
- 6.4 Where there is a risk of potential retaliation the Company shall maintain confidentiality of the employee until the issue is resolved or the risk has been effectively mitigated.
- 6.5 Retaliation is a misconduct and any party who commits retaliation may be subject to disciplinary actions.
- 6.6 Employee who has been retaliated against shall report directly to HoGHR or third party independent channels (i.e. TG@whistleblower.com.my or Impactt helpline).

7.0 INVESTIGATION PROCEDURE

- 7.1 All the stages of the procedure where a time limit is specified, such time frame may be extended by mutual consent between the Company and the employee.
- 7.2 Appropriate action will be taken against any party who failed to follow up or take appropriate actions upon receiving the grievance.
- 7.3 In the event of the employee made a request to engage a third party investigation for the grievance, the Company will consider the request by engaging an independent counsellor.
- 7.4 If an employee leaves the Company or not being cooperative in the midst of the investigation, the Company shall proceed in their absence and to reach a finding based on the available evidence where decision shall be made accordingly.

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8.0 FEEDBACK TO THE EMPLOYEE

- 8.1 The employee shall be informed of the outcome of the investigation or if remediation action is taken to resolve the grievance.
- 8.2 Where a grievance is investigated, a letter detailing the findings and justifications for the grievance shall be provided to the employee. All decisions shall be fully justified in writing to the employee.
- 8.3 Although the Company encourages employees to raise a grievance immediately, the employees are expected to act in good faith.
- 8.4 If the grievance made is proven after investigation or inquiry to be malicious or the employee reported with wilful dishonesty and in bad faith, the Company reserves the rights to take the appropriate disciplinary actions against the employee.

9.0 RETRACTION OF GRIEVANCE

- 9.1 If an employee decides to withdraw the grievance at any stage of investigation, he/ she has to write in formally to the related personnel as stated in clause 4.0.

10.0 IMPLEMENTATION OF THE POLICY

10.1 This Policy shall be accessible to employees via:

- (a) Communication;
- (b) Education; and
- (c) Training.

10.2 Company shall provide training programme to both Management and employees regularly such as during orientation/ assembly/ briefing / annual refresher, in which employees could be educated in the area of handling a grievance and the reporting mechanism in place.

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11.0 REFERENCE

11.1 Employees are reminded to refer to Company's policies communicated on tgsharepoint/ learning apps that need to be understood before raising a grievance, as follows:

- (a) Staff Handbook or Worker Handbook
- (b) HR Manual: Prevention of Sexual Harassment Policy
- (c) HR Manual: Prevention of Bullying Policy
- (d) HR Manual: Social Media Policy
- (e) HR Manual: Worker Resignation & Termination Procedure
- (f) HR Manual: Workers' Representative Election and Duties

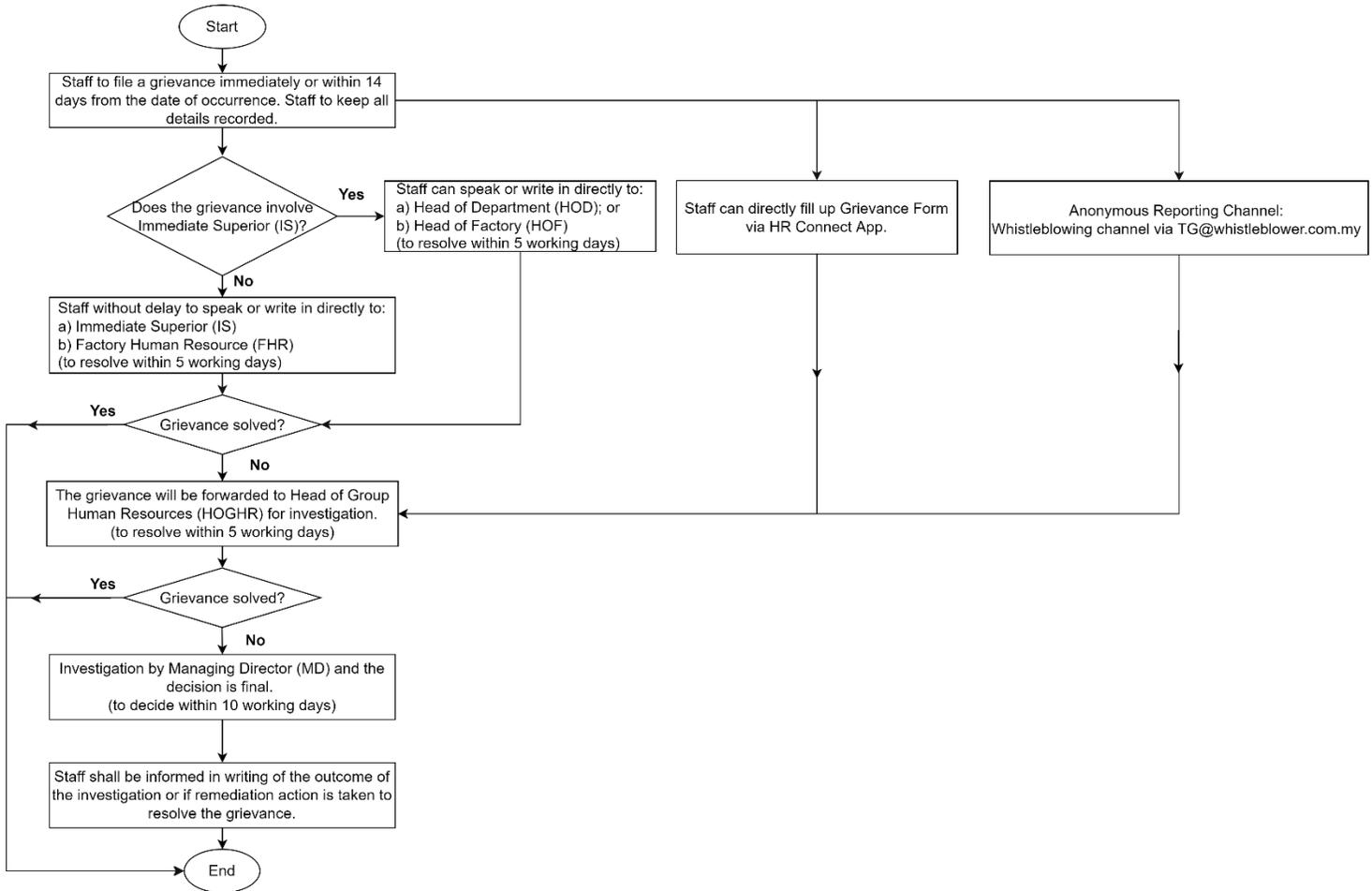
12.0 POLICY REVIEW

12.1 The Company shall revise and update the policy as and when it deems appropriate.

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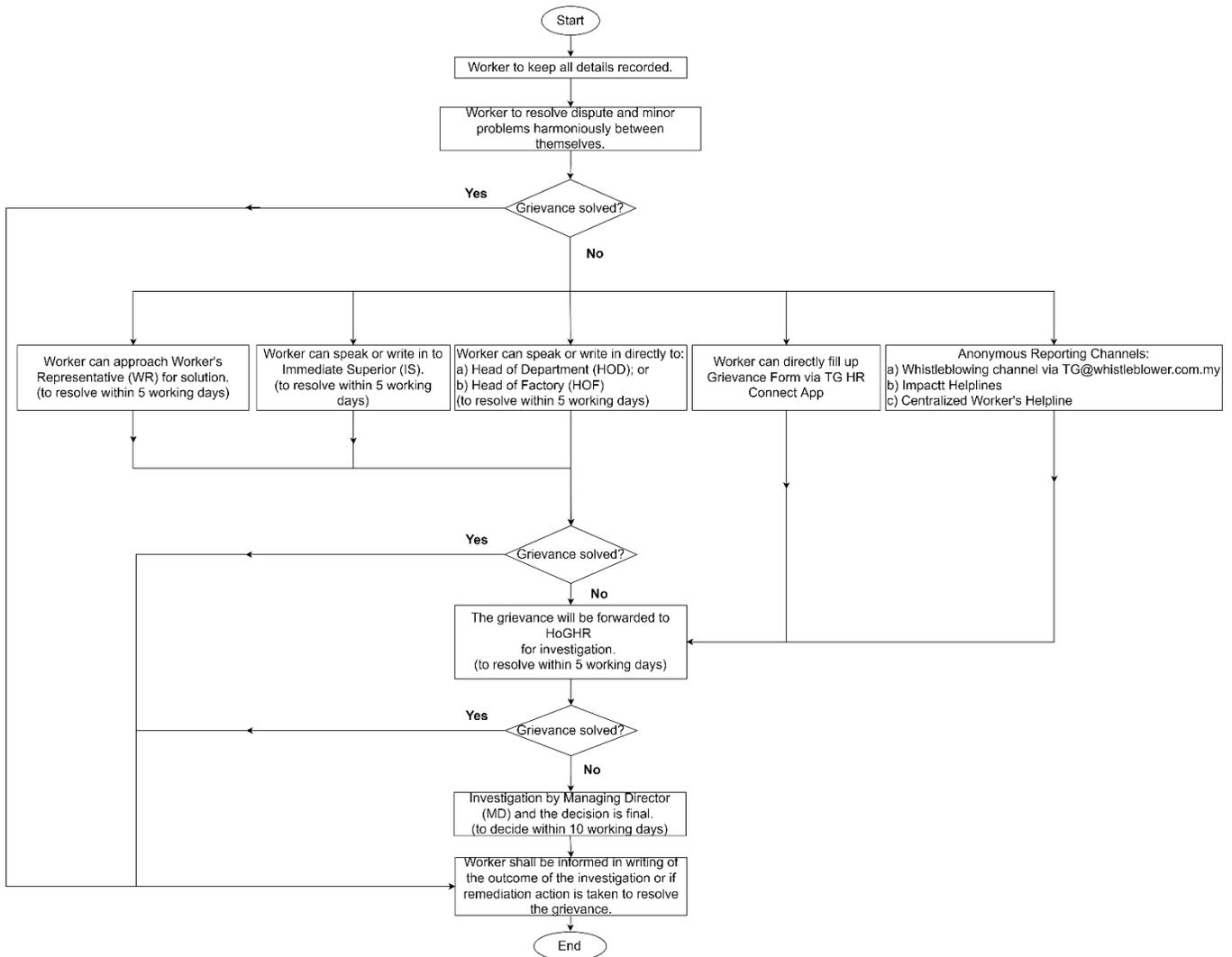
Appendix A: FLOWCHART OF GRIEVANCE PROCEDURE FOR STAFF



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Appendix B: FLOWCHART OF GRIEVANCE PROCEDURE FOR WORKER



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