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GRIEVANCE HANDLING POLICY

1.0 Purpose

- 1.1 To provide a transparent and consistent process for resolving grievances.
- 1.2 A grievance is a wrong or hardship suffered (real or perceived) including discrimination at the workplace, which is the grounds of a complaint.
- 1.3 A complaint is an expression of grievance, dissatisfaction or concern.
- 1.4 To victimize is to act or omit to act towards a person in a way which is intended to cause disadvantage to that person because they have made a complaint, or may make a complaint, or may be or are the subject of a complaint.

2.0 Scope

- 2.1 Every manager and employee has a responsibility to comply with this policy and to treat everyone who works in XXX Sdn. Bhd. with dignity and respect.

3.0 Responsibility and Authority

- 3.1 The Grievance policy is owned and maintained by Human Resources function. Human Resources is responsible for the creation, administration, updating and communication of the policy.
- 3.2 All persons have the right to make a complaint to their direct supervisor or another member of the company at an appropriate level.
- 3.3 All persons have the right to be treated with respect and impartiality and provided with support throughout the grievance process.
- 3.4 All persons have the right to have the principles of natural justice and procedural fairness observed. This means:
 - 3.4.1 Complaints must be fully described by the person with the grievance
 - 3.4.2 The person who is subject of concern must be informed of all allegations in relation to their behaviour.

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- 3.4.3 The person who is the subject of concern must have a full opportunity to put forward their case
- 3.4.4 All parties to the complaint must have the right to be heard
- 3.4.5 All relevant submissions and evidence must be considered
- 3.4.6 Irrelevant matters must not be taken into account
- 3.4.7 The decision-maker must be impartial and fair
- 3.5 All persons have the right to investigations and proceedings that are conducted honestly, fairly and without bias.
- 3.6 All persons have the right to no undue delay in investigations and proceedings.
- 3.7 It is the responsibility of all parties involved in a grievance to fully participate in the resolution process in good faith.
- 3.8 Confidentiality must be respected and maintained at all times within the constraints of the need to fully investigate the matter, subject to any legal requirements for disclosure and consistent with the principles of natural justice.
- 3.9 This policy will be subject to review on an annual basis.

4.0 Reference

- 4.1 ETI Base Code.

5.0 Attachment / Page(s)

- 5.1 Nil.

6.0 Procedures

- 6.1 The Company observes four levels in handling grievances and complaints.
- 6.2 Level 1: The employee attempts to resolve the complaint as close to the source as possible, generally by discussing the issue with the person involved. This level is quite informal and verbal.
- 6.3 Should the employee not feel confident in discussing the matter or if it could not be resolved, they should proceed immediately to level 2.

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- 6.4 Level 2: The employee notifies their superior (in writing or otherwise) as to the substance of the grievance and states the outcome sought. Discussion should be held between the employee and any other relevant party. This level will usually be informal but either party may request written statements and agreements.
- 6.5 Should the person who is the subject of the complaint be the employee's superior, the employee should notify another manager of the company at an appropriate level. This level should not exceed one week.
- 6.6 If the matter is not resolved, proceed to Level 3.
- 6.7 Level 3: The superior / manager must refer the matter to the General Manager or HR Manager. A grievance taken to this level must be in writing from the employee. The superior / manager will forward any additional information that is relevant. The General Manager or HR Manager will provide a written message to the employee. The General Manager or HR Manager also communicates with any other parties involved or deemed relevant. This level should not exceed one week.
- 6.8 If the matter is not resolved, proceed to Level 4.
- 6.9 Level 4: The employee will be advised of his/her rights accordingly to pursue the matter with external authorities if they so wish.

7.0 Record

- 7.1 Nil.

End.

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