

PLS PLANTATIONS BERHAD

(Company No. 160032-K)

Setapak Office:

NO.122, Jalan Desa Gombak 1,
Jalan Gombak, 53000 Kuala Lumpur

Damansara Office:

Unit No.9-01, Level 9, Menara TSR,
No. 12, Jalan PJU 7/3, Mutiara Damansara,
47810, Petaling Jaya, Selangor

GRIEVANCE HANDLING POLICY

OVERVIEW

PLS Plantations Berhad aims to foster good relations amongst employees and other stakeholders and management.

We also acknowledge that problems can arise at plantation units that may sometimes cause you to feel aggrieved. These problems can sometimes arise from the behaviour or decisions of management or other employees.

The purpose of this policy is to allow you to have such problems, referred to as grievances, addressed internally in a timely and confidential manner.

A grievance can be about anything that is done or not done, by management or other employees or related stakeholders, which you feel affects you unfairly or unjustly. A grievance can also be about discrimination, harassment, bullying or any other employment-related decision or behaviour that you think is unfair, unjust or upsetting.

This Grievance Handling Policy outlines the procedures you should follow to try to resolve a grievance and also outlines the steps the Company will take to resolve your grievance if you make a formal complaint.

The Company may unilaterally introduce, vary, remove or replace this policy at any time.

WHAT ARE YOUR OPTIONS IF YOU HAVE A GRIEVANCE?

In general, there are two options to consider if you have a grievance, being:

- **Deal with the matter informally** - A grievance can be dealt with informally by approaching the involved in your grievance if you feel comfortable in doing so. You can tell them that their behaviour, decision, actions, etc. were unfair, offensive, discriminatory etc., and why you believe this to be so. The person may have been totally unaware of the effect of their behaviour or decision on you. By telling them, you will give them a chance to redress the situation. This may not be appropriate in some cases, particularly if you do not feel comfortable speaking to the person.
- **Make a formal complaint** - If you do decide to make a formal complaint, this can be done by putting the complaint in writing and reporting it to the Company Management (or another senior person). The written complaint should contain a description of the incident(s), decision, behaviour in question, the time and date of the incident(s), the names of any witnesses, your signature and the date of the complaint.



IF YOU MAKE A FORMAL COMPLAINT HOW WILL YOUR GRIEVANCE BE HANDLED?

Grievances will be handled in accordance with the following guidelines:

- Grievances will be treated with the utmost confidentiality (except where the Company deems it is necessary to disclose the complaint for the purpose of dealing with it effectively; disclosure will be no wider than is strictly necessary). It is important that you also maintain confidentiality and do not discuss your complaint with others unless the Company gives you permission to do so;
- Any grievance will be taken seriously, handled impartially, and any steps taken will be in accordance with the principles of procedural fairness;
- Employees who raise grievances are protected from victimisation;
- Grievances will be dealt with promptly, taking into account all the circumstances, and generally, you may have a support person with you at any stage of the process.

THE INVESTIGATION

Where a grievance cannot be resolved informally, and the company deems an investigation is required, the matter will be investigated by such appropriate person as the Company deems appropriate. This may be an external investigation.

WHAT ARE THE POSSIBLE OUTCOMES?

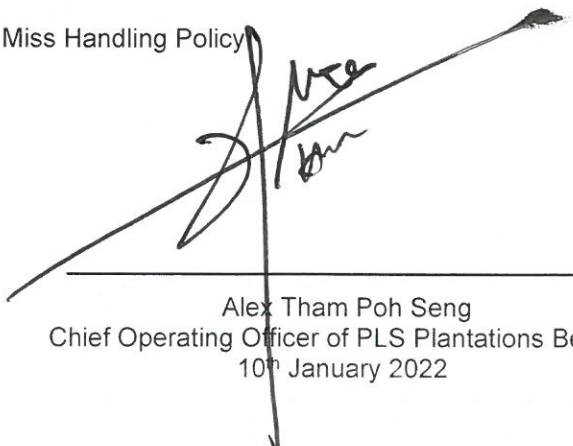
If the investigation reveals that your complaint is valid, a number of actions may be taken, depending on the nature of the complaint. If the investigation is inconclusive, i.e., the complaint cannot be proved due to lack of evidence or the conduct is not sufficiently serious to justify disciplinary action, the Company may nevertheless take a number of actions. These may include appropriate correction actions to resolve the issues.

If the complaint is found to have been completely fabricated or raised vexatiously, appropriate action may be taken such as providing official formal written explanations to the complainants explaining on the actual circumstances.

OTHER POLICIES

Employees are encouraged to read this policy in conjunction with other relevant Company policies, including:

- ✓ Anti-Harassment Policy;
- ✓ Equal Employment Opportunity
- ✓ No Discrimination Policy.
- ✓ Near Miss Handling Policy



Alex Tham Poh Seng
Chief Operating Officer of PLS Plantations Berhad
10th January 2022