



**POWER ROOT BERHAD**  
**Registration No.: 200601013517 (733268-U)**  
**("the Company")**

# **Grievance Procedures**

## **Introduction**

The purpose of this document is to formalize the management of grievances received from Power Root Berhad's ("PRB") stakeholders (both internal and external) to promptly address genuine grievances received by the Company and minimize the risks to the business. The grievance process, outlined in the document, provides an avenue for stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships with stakeholders.

## **Objectives**

To provide clear, appropriate and comprehensive guidelines and procedures on the appropriate response(s) to a stakeholder's grievance(s) in order to promptly investigate, address and resolve any grievance(s) received in a fair and equitable manner and in line with the relevant clauses in the PRB Sustainability Framework, Code of Conduct and Whistle Blowing Policy. The Company is committed to ensuring a transparent and open process.

## **Scope**

This Grievance Procedure is applicable to all companies in Power Root Group i.e. Power Root Berhad and its subsidiaries, excluding associated companies. These procedures covers activities related to the handling of stakeholders' grievances and includes responsibilities of various parties, receiving grievances, actions to verify claims, reporting the verification results, proposed actions and recommendations, delivering the response to reporting stakeholders and managing and monitoring any follow-up action.

## **Reference Documents**

- PRB Sustainability Framework
- PRB Code of Conduct
- PRB Whistleblowing Policy
- PRB General Terms and Conditions of Service

## Grievance Channel

All grievances shall be reported via the appropriate channels as stated in the respective policies i.e. Whistle Blowing Policy; Code of Conduct and/ or Employee Handbook. When a complaint from a stakeholder is submitted to PRB, the assigned person shall engage with the named stakeholder to discuss the issue(s) raised in accordance with this procedure, with the objective of verifying the grievance allegation(s) and if possible, resolving the issue(s) promptly. In the event that the stakeholder's allegation(s) are fair and valid, PRB will review its relationship with that stakeholder and may implement a corrective action plan accordingly.

Grievances may be reported to the following:

By email to:

Key Sustainability & Risk Officer ("KSRO"): [sustainability@powerroot.com.my](mailto:sustainability@powerroot.com.my)

By telephone to: +607 – 386 6868 (Ext. 130) – (Grievance Coordinator)

In writing to: No.1, Jalan Sri Plentong, Taman Perindustrian Sri Plentong, 81750 Masai, Johor Darul Takzim, Malaysia.

Attn: Internal Audit Department (Grievance Coordinator)

Grievances allegations should include the following information in order for the company to fully investigate the matter:

- Full Name
- Company/Organization
- Address
- Phone No. /Fax No. /Email Address
- Description of the grievance in detail
- Evidences to support the grievance

Contact details are required to seek further clarification on the grievance. The party reporting the grievance ("Grievance Raiser") may request that their identity remain confidential and PRB will protect the identity of the Grievance Raiser as per PRB Whistleblowing Policy.

In addition to grievances submitted through the official channel above, issues raised or highlighted through unofficial channels, such as the mass and social media, will be recorded as grievances if they allege a breach of policy(s) by PRB, or one of its direct and indirect suppliers/ customers or other material stakeholders. As for PRB's internal grievance process, the Grievance Raiser should adhere to standard operating procedures of the Human Resources Department. Reference can be made to Article 8 of the General Terms and Conditions of Service.

PRB is committed to the transparent handling of grievances received to avoid any lingering doubts and misinterpretation of actions or non actions by the company. The KSRO or person in charge will update the status of a grievance complaint, particularly when the complaint is registered, action has been taken and resolution outcome is

agreed upon. The Grievance Raiser may also contact the KSRO regarding the status of complaint in writing.

The procedures in place allows for dialogues and communications to remain confidential and for the protection of the confidentiality of the Grievance Raiser.

### **Timelines for Handling Complaints and Grievances**

This Grievance Procedure is intended to be used to address generally stakeholder grievances reported and/ or coming to the attention of the Group which will often involve numerous parties with conflicting interests. As such, the resolution of such grievances will at times involve lengthy processes of enquiry and mediation between various stakeholders and it will be necessary to apply a flexible approach in order to resolve such complex issues. However, it is important that grievances received are addressed in a timely manner in order to demonstrate the commitment of the Group towards timely resolution of grievances and whistle blowing and to protect the company reputation. In this context, the following timelines are provided for the key stages of this procedure. For clarity, externally reported refers to grievances received from parties/ stakeholders not in the employment of the Group, including mass and social media reports

#### For all Externally Reported Grievances:

- i) Within **seven** working days of receiving the grievance, the KSRO will prepare a grievance dossier and contact with the Grievance Raiser.
- ii) If it is assessed that the grievance is unmerited or no field action is required, the KSRO will submit a Response Letter to the Grievance raiser within **fourteen** working days of PRB receiving the grievance.

#### For Internally Reported cases relating to PRB's own operations:

- iii) Within **one** month of receiving the grievance the KSRO will send an official letter to the relevant Head of Department requesting them to take the necessary steps/ action in the field to resolve the grievance.

#### For Internally Reported cases relating to PRB third-party suppliers/ customers:

- iv) Within **three** weeks of receiving the grievance, the KSRO will prepare a case file assessing the validity of the grievance and if deemed valid, assessing the third-party supplier's/ customer's willingness to comply with the PRB Policy.
- v) Within **two** months of receiving the grievance, the KSRO will submit an action plan agreed with the third-party supplier/ customer for resolution of the grievance and/ or make a recommendation to the CEO on a mitigation plan to resolve the matter.

The complexity of each grievance will vary greatly across specific cases and as such it will be necessary to adjust the timeline to accommodate the complexity of the specific case. When adjustments to the timeline are required, they will be communicated to the Grievance Raiser.