



POWER ROOT BERHAD

Registration No.: 200601013517 (733268-U)

GRIEVANCE PROCEDURES

CONTENTS	PAGE
A. INTRODUCTION	1
B. OBJECTIVES	1
C. SCOPE	1
D. GRIEVANCE CHANNEL	2 - 3
E. TIMELINES FOR HANDLING COMPLAINTS AND GRIEVANCES	3
F. PENALTIES FOR ABUSE OF THE GRIEVANCE PROCEDURES	3
G. REVIEW OF THE PROCEDURES	4
APPENDIX 1 – Grievance Mechanism Process Flow	5
APPENDIX 2 - Grievance Form	6

A. INTRODUCTION

Employees are the most valuable asset of any organization, and their satisfaction and engagement are critical to organizational success. A fair and transparent grievance policy helps organizations in ensuring a structured approach to addressing employee concerns, providing employees with clear guidelines for raising and resolving grievances, preventing issues from escalating and affecting employee morale and productivity and highlighting the Company's commitment to the well-being of employees. The grievance process, as outlined in this document, provides an avenue for employees to raise their concerns and provides clarity and transparency on how grievances are managed internally, which also aims to reduce potential conflict(s) as well as strengthen relationships with employees. The purpose of this policy is to provide an avenue for employees to raise a grievance arising from their employment. This policy will also ensure that such grievances are dealt with promptly, fairly and in accordance with other related policies of the organization.

B. OBJECTIVES

To provide clear, appropriate and comprehensive guidelines and procedures on the appropriate response(s) to employees' grievance(s) relating to employee related issues, in order to promptly investigate, address and resolve any grievance(s) received, in a fair and equitable manner and in line with the relevant policies of the Group, including Code of Conduct and Whistle Blowing Policies. The Company is committed to ensuring a transparent and open process in the handling and management of grievances received.

C. SCOPE

This Grievance Procedure is applicable to employees at all the companies in Power Root Group ("PRB") i.e. Power Root Berhad and its subsidiaries, excluding associated companies. Employees for the purpose of this Grievance Policy shall include full time and part time employees, temporary and casual workers, staff of contractors working at the Group's premises, "quasi employees" such as promoters/ persons not employed by the Group but are under a reward or incentive schemes of PRB. These procedures cover activities related to the receiving and handling of employees' grievances and includes responsibilities of various parties, receiving grievances, actions to verify allegations, reporting the investigation results, proposed actions and recommendations, delivering the response to the reporting employee and managing and monitoring any mitigating or follow-up action.

Reference Documents

- PRB Code of Conduct
- PRB Whistleblowing Policy
- PRB General Terms and Conditions of Service
- PRB Employee Handbook
- Employment Act 1955 and Amendments
- Occupational Safety and Health Act 1994 and Amendments

D. GRIEVANCE CHANNEL

All grievances shall be reported via the company's official grievance channel using the Grievance form (Appendix 2) as provided below or contacting their direct supervisor or the Human Resources department. In all cases, employees will be required to raise the complaint via the established channel. When a complaint from an employee is received by PRB, the assigned person shall engage with the aggrieved employee 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 employees' allegation(s) are found to be fair and valid, PRB will review its course of action to address the grievance(s) and where necessary, implement a corrective action plan accordingly.

Grievances may be reported to the Grievance Coordinator at the following:

By email to: internaudit@powerroot.com.my (Attn.: Grievance Coordinator)
By telephone to: +6014 - 3755988
In writing to: No.1, Jalan Sri Plentong, Taman Perindustrian Sri Plentong,
 81750 Masai, Johor Darul Takzim, Malaysia.
 Attn: Internal Audit Department (Grievance Coordinator)

Grievance allegation(s) to be reported should include the following information in order for the Company to be able to fully investigate the matter:

- Full Name
- Department
- Designation
- Contact Phone No. /Email Address
- Description of the grievance in detail including any relevant facts, individuals involved, action(s) taken by the employee to try to resolve the matter (if any), etc.
- Evidences to support the grievance (including copies of any relevant documents)

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

In addition to grievances submitted through the official channels above, employee related 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 Company policy(s), relevant statutory regulations or laws affecting the employees. For other issues not relating to employee affairs, aggrieved stakeholders are advised to use the procedures set out in the PRB Whistleblowing Policy which is published on the Company's website.

As for PRB's internal grievance process, the Grievance Raiser should adhere to the standard operating procedures of the Human Resources Department. Reference can be made to Article 8 of the General Terms and Conditions of Service and/or the Employment Handbook.

PRB is committed to the transparent handling of grievances received to avoid creating any potential doubts or misperception and misinterpretation of actions or non-actions by the Company. The Grievance Coordinator will update the status of a grievance complaint, particularly when the complaint has been evaluated as fair and valid and registered, on action(s) taken and resolution(s) outcome agreed upon. The Grievance Raiser may also write-in to the Grievance Coordinator regarding the status of his/her complaint.

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

E. TIMELINES FOR HANDLING COMPLAINTS AND GRIEVANCES

This Grievance Procedure is intended to be used to address generally employee's grievances reported and/ or coming to the attention of the Company which may often involve numerous parties with potentially conflicting interests. As such, the resolution of such grievance(s) will at times involve lengthy processes of enquiry and mediation between various parties 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 to demonstrate the commitment of the Company in responding to genuine reports and to protect the Company reputation and image. In this context, the following timelines are provided for the key stages of this procedure:

Within one(1) month of receiving the grievance the Grievance Coordinator will send an official email to Human Resources Department and the relevant Head of Department requesting them to take the necessary steps/ actions to investigate the grievance and report to management on the results and recommendations and keeping the Grievance Coordinator informed on the progress of the investigation.

As a guideline, the Grievance Coordinator will review the case at least on a monthly basis, to ensure prompt and proper resolution of the grievance and keep the Chief Executive Officer ("CEO") informed on the status of the matter and its resolution.

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.

F. PENALTIES FOR ABUSE OF THE GRIEVANCE PROCEDURES

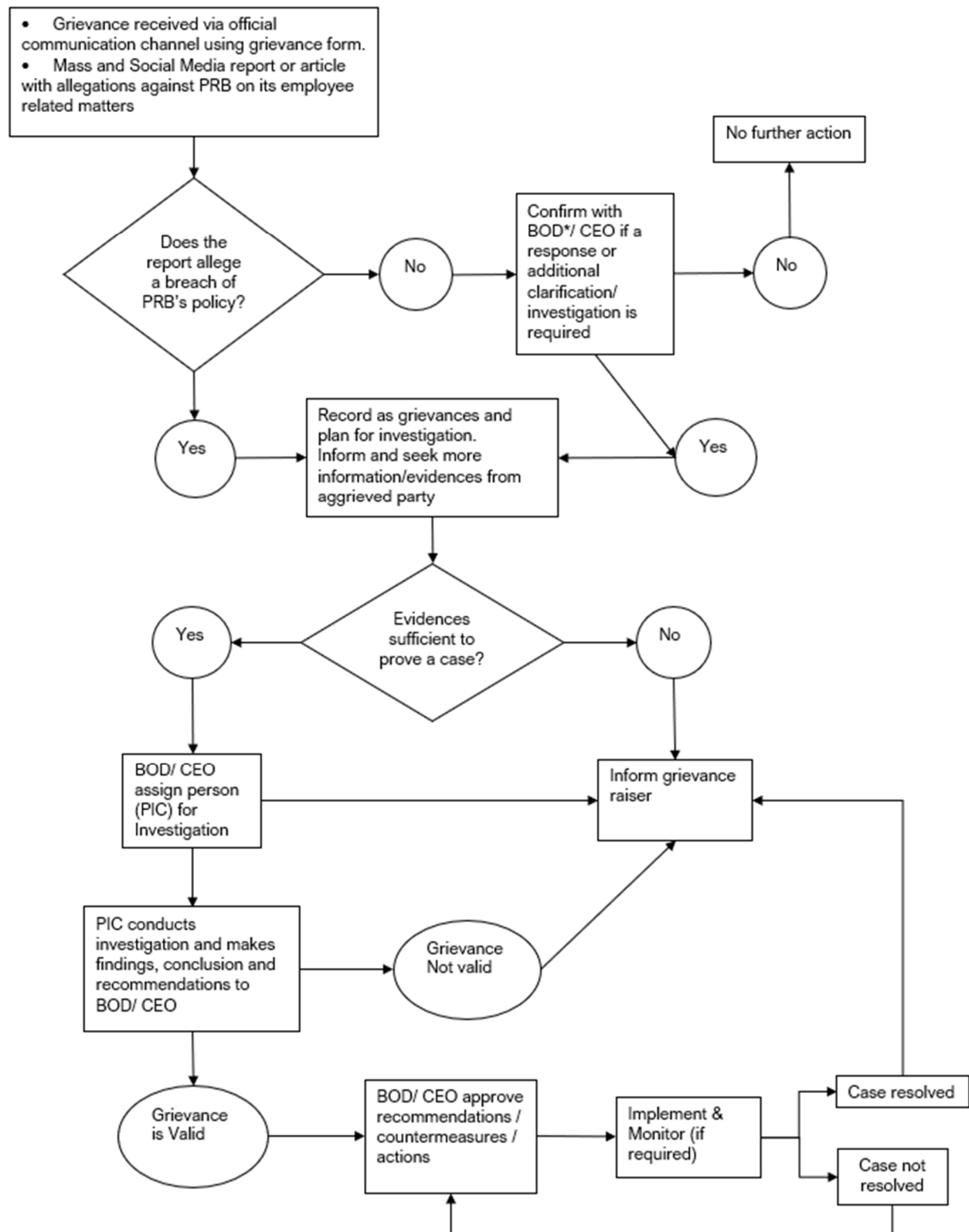
PRB will impose severe disciplinary action on employees who report grievances which are untrue, not factual, irrelevant, frivolous, vexatious, vengeful or with the intention to damage the

reputation of the Company or another employee.

G. REVIEW OF THE PROCEDURES

The Procedures shall be reviewed as and when required when internal or external events warrant a review and update(s) to be undertaken.

APPENDIX 1 – Grievance Mechanism Process Flow



* BOD – Board of Directors (where allegations relate to CEO or Key Senior Management)

APPENDIX 2 - Grievance Form

Grievance Form

Grievant Information			
Employee name		Employee ID	
Designation		Department	
Contact Phone No./ Email Address		Date	

Grievance Details			
Date, time and location of the incident			
Witnesses (if applicable)			
Description of the incident <i>(Including relevant facts, individuals involved, action taken to resolve the matter)</i>			
Violations of policies/guidelines			
Has this grievance been discussed with your direct supervisor	☐ Yes	☐ No	☐ Others, please specify _____

Proposed grievance resolution

Employee Signature	
--------------------	--

Received by	
Name	
Date	
Signature	