

GRIEVANCE POLICY

Johor Plantations Group Berhad (JPG) recognises the value and importance of full discussion in clearing up misunderstandings and preserving harmonious relations. Every reasonable effort shall be made both by the company and the employee to dispose of any grievances or complaints. The procedures are designed to ensure that throughout the JPG there is a transparent process for ensuring stakeholders' grievances and complaints are dealt with fairly, consistently and promptly.

TYPE OF COMMON GRIEVANCES

The following is an indication of situation that stirs up grievances:

ADMINISTRATIVE AND GENERAL GRIEVANCES

- Administration of policies, procedures and rules by agency house, operating units and departments
- Inequity of wages
- Job classifications
- Incentive systems
- Arbitrary rules by supervisor
- Unfairness or favoritism
- Layoffs
- Promotion
- Transfers
- Safety and health

The following are some examples of employee complaints which fall into the category of management prerogatives:

- Location of company's office or operations
- Selection and hiring of employees
- Size and composition of work-force
- Organisational structure
- Method of operations
- Quality requirements
- Determination of prices
- Sales practices and advertising
- Security requirements