

# REFERRAL LETTER POLICY

The Policy sets out the guidelines for handling referrals received by Johor Plantations Group Berhad (JPG) from individuals or entities outside of the organization and outlines the procedure and the responsibilities of the parties involved.

## **1. Management procedures on the referral letter**

- Referral letters received in writing must be kept and registered in the Referral Letter Register Form. If a referral is given verbally, the employee shall record the communication in the Referral Letter Received Form, detailing the information about the party who provides the referral, the date, and the kind of referral being requested.
- Within seven working days of receipt of the referral letter, the employee must immediately report in writing to the Head of Department or immediate superior (applicable to Head of Department) for evaluation and decision made upon the referral letter in relation to the department's operations using Referral Letter Received Form.
- If the referral letter is related to JPG's policies, the employee through the Head of Department or immediate superior (applicable for the Head of Department) must immediately submit a written report within seven working days regarding the referral letter to the Chief Executive Officer/Managing Director for evaluation and decision.
- A copy of the referral letter received together with the proof of the report must be submitted to the Integrity Unit within seven working days for record keeping.
- Examples of notes/recommendations of referral letters are as follows:  
"Please consider", "Strongly recommend", "I have no objection", "Approved, and so on", and "Please arrange".

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### **2. Basis of consideration by the officer in charge**

- Any recommendation following the referral letter received shall not be used as a basis, merit, or qualification in considering a decision in JPG.
- Employees must always act in accordance with the provision of the law, regulations, JPG's policies and procedures, and Code of Business Ethics.