

Grievance Handling Procedure (Foreign Workers)

Purpose: This procedure outlines the process for fairly and effectively responding to grievances related to human rights, labor, misconduct, corruption, and harassment reported by employees and external stakeholders.

1. How to Report:

- You may report via email, online bulletin board, postal mail, or in person.

2. Process Timeline:

- Acknowledge and classify your report within 3 business days.
- Investigate and respond within 10 business days from receipt.
- Notify the result in writing or via email.
- You may file an appeal within 7 days of receiving the result.

3. Confidentiality & Protection:

- Your identity will be strictly protected.
- Retaliation against whistleblowers is strictly prohibited and subject to disciplinary action.

4. Anonymous Reporting:

- You can report anonymously via our internal and external online systems.

5. Victim Protection & Sanctions:

- Secondary harm prevention measures will be taken.
- Investigations are conducted fairly.
- Disciplinary actions are taken via HR Committee if necessary.
- Company-wide training for recurrence prevention is implemented.

6. Effectiveness Review:

- The grievance system is reviewed annually based on number of cases, response time, and satisfaction.