



KULIM (MALAYSIA) BERHAD

GRIEVANCE POLICY

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

TYPES OF COMMON GRIEVANCES

The following is an indication of situations that stir 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 employees 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;
- ❖ Organizational structure;
- ❖ Method of operations;
- ❖ Quality requirements
- ❖ Determination of prices
- ❖ Sales practices and advertising
- ❖ Security requirements

Approved By:



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