

investenergy	Invest Energy Group	Doc. Ref. : IESB/GP/001
	Grievance Procedure	Rev. No. : 1 Rev Date : 11 th Feb 2022

Introduction

The purpose of this document is to formalize the management of grievances received by Invest Energy Sdn Bhd ("the Company") stakeholders (both internal and external) and to promptly address genuine grievances received by the Company and minimize the risks to the Company. The grievance process, outlined in the document, provides an avenue for internal and external stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships with stakeholders.

Objectives

To provide clear, appropriate, and comprehensive guidelines and procedures on the appropriate response(s) to a stakeholder's grievance(s) in order to promptly investigate, address and resolve any grievance(s) received in a fair and equitable manner and in line with the relevant clauses in the IESB Employee Handbook and IESB Responsible Procurement Policy. The Company is committed to ensuring a swift, transparent and open process.

Scope

This Grievance Procedure is applicable to all companies in Invest Energy Group. It covers activities related to the handling of stakeholders' grievances and details the responsibilities of various parties for receiving grievances, verifying claims, reporting the verification results to the Managing Director proposing actions and recommendations, delivering the response to the grievance raiser and managing and monitoring any follow-up action.

Reference Documents

- IESB Responsible Procurement Policy
- IESB Employee Handbook

Stage 1 (Frontline Resolution)

Try to resolve the complaint quickly and to the complainant's satisfaction. Provide a decision within 5 days. Communicate the decision to the complainant.

A complaint may be made in person, by phone, by email or in writing to the Sustainability Officer (SO). Ascertain if the complaint should be dealt with at Stage 1 (Frontline resolution) or Stage 2 (Complaint/Investigation).

Stage 2 (Complaint/Investigation)

Investigate where the complainant is still dissatisfied after communication of decision at Stage 1. Investigate where it is clear that the complaint is particularly complex and will require detailed investigation. Acknowledgement sent within 3 working days

Discussion to take place with the SD and SO.

Action identified and undertaken

Issue is unresolved. Employee moves to Formal Process.

Complaint closed and outcome recorded.

Issue is resolved

Formal Grievance Process

Employee completes grievance form

Grievance form is sent to the SO.

Grievance form is reviewed by the SD.

Key
MD: Managing Director
SD: Strategy Director
SO: Sustainability Officer

Determine correct policy to follow

No

Is the issue appropriate to be dealt with via the grievance procedure?

Yes

Grievance meeting is conducted together with the MD, SD and SO

Outcome is reached and decision is made within 14 days.

Yes

Grievance is upheld

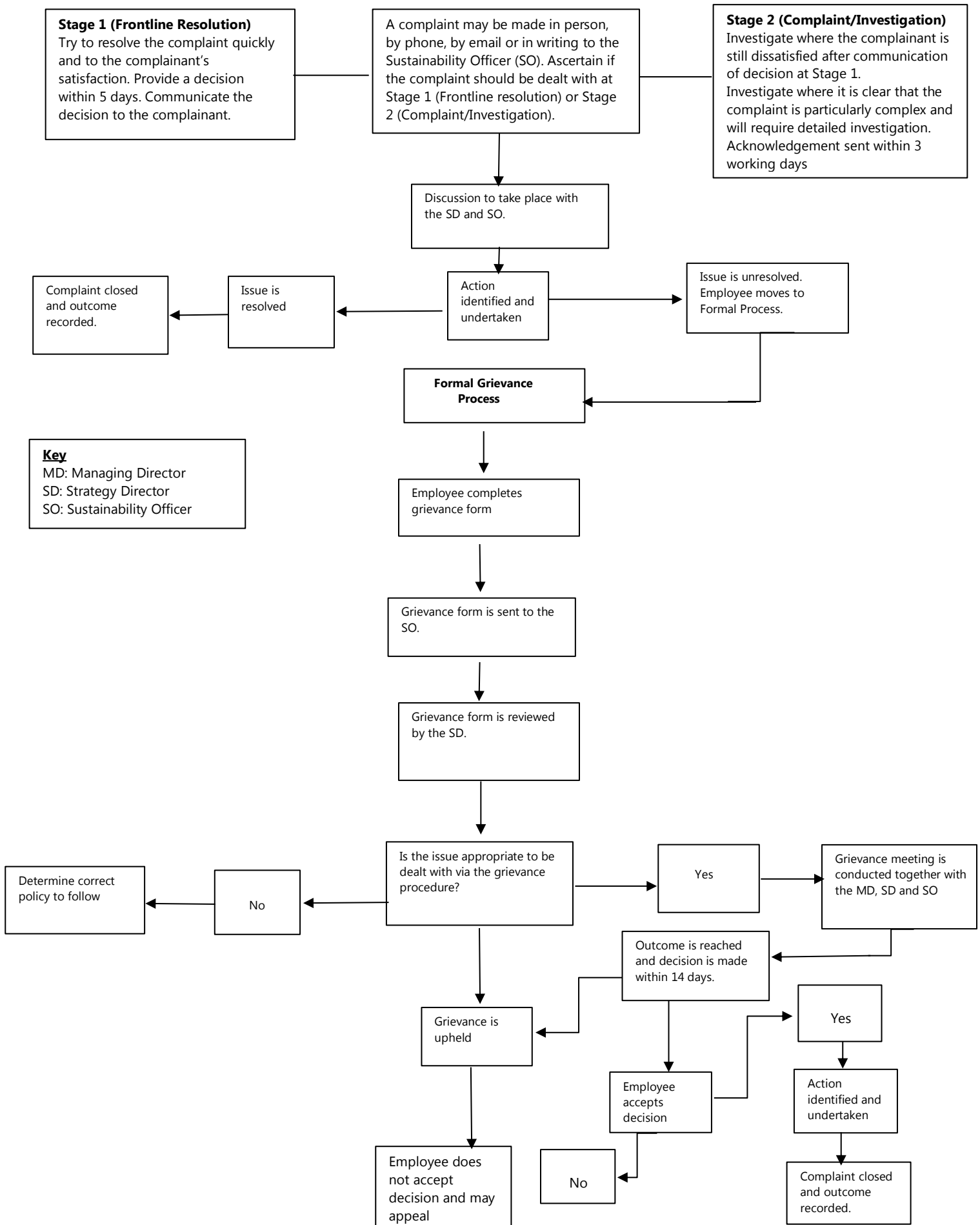
Employee accepts decision

Action identified and undertaken

Employee does not accept decision and may appeal

No

Complaint closed and outcome recorded.



Key

MD: Managing Director
SD: Strategy Director
SO: Sustainability Officer

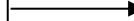
Employee completes
grievance appeal form
and sends it to the SD

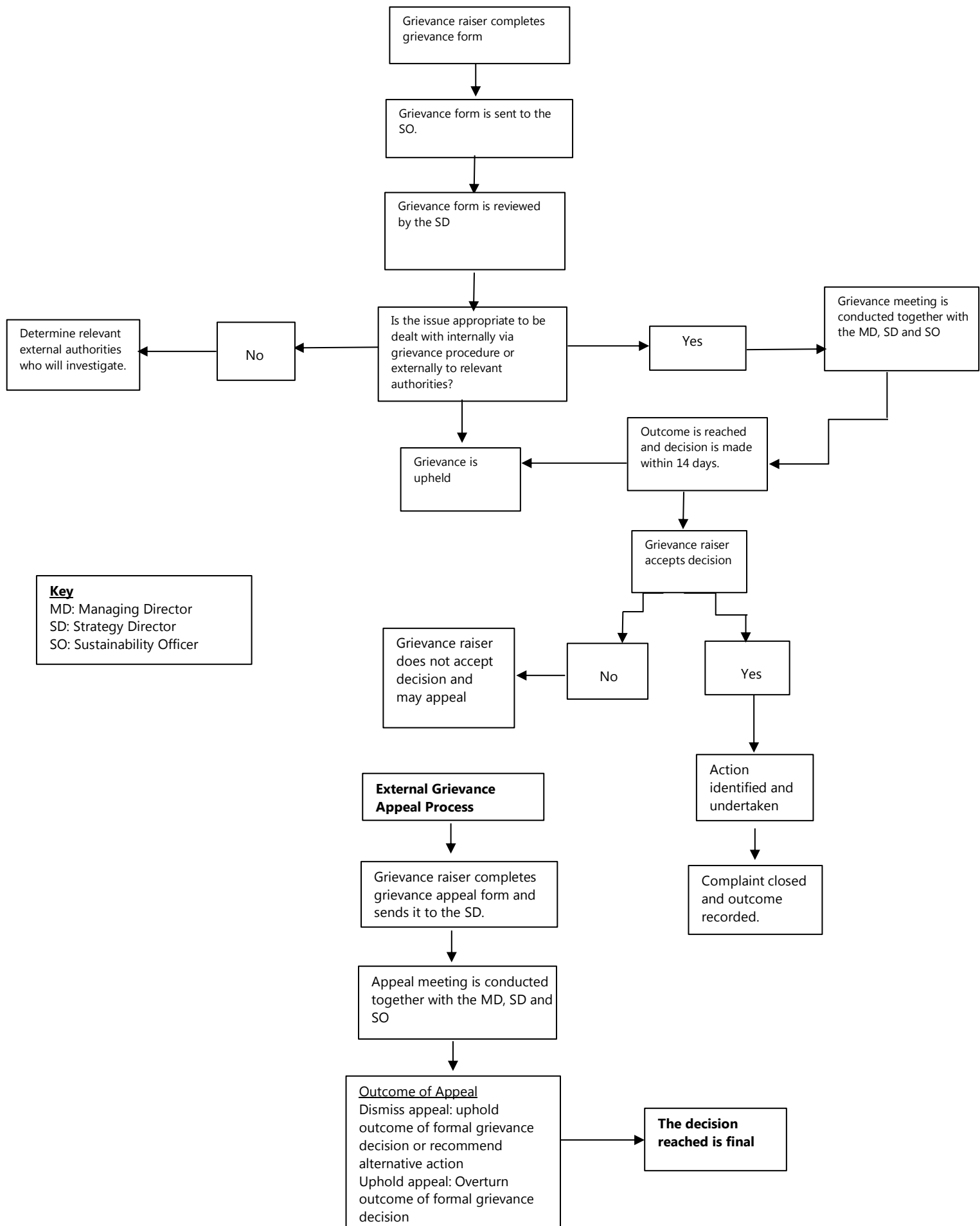
Appeal meeting is
conducted together with
the MD, SD and SO

Outcome of Appeal

Dismiss appeal: uphold
outcome of formal grievance
decision or recommend
alternative action
Uphold appeal: Overturn
outcome of formal grievance
decision

**The decision
reached is final**





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Grievances Channel

All grievances shall be reported via the appropriate channels as stated in the respective policies i.e. Responsible Procurement Policy and Employee Handbook. When a complaint from a stakeholder is submitted to IESB, the assigned person shall engage with the named stakeholder 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 stakeholder's allegation(s) are valid, IESB will review its relationship with that stakeholder and may implement a corrective action plan accordingly. Grievances may be reported to the following:

Website: <http://investenergygroup.com/Contact.aspx>

E-mail: sustainability@investenergygroup.com

By telephone to: +603 5633 4088/ 6636

In writing to:

Invest Energy Sdn Bhd,

Wisma Konpro, No. 1, Persiaran Teknologi Subang,

Subang Hi-Tech Industrial Park, 47500 Subang Jaya, Selangor

Attention: Sustainability Department

Grievance and other feedback reported should include the following information in order for the company to fully investigate the matter:

- Full Name (Optional)
- Company/Organization (Optional)
- Address (Optional)
- Phone No. /Fax No. /Email Address
- Description of the grievance in detail
- Evidence to support the grievance

Contact details are required to seek further clarification on the grievance. The party reporting the grievance may request that their identity remain anonymous or confidential and IESB will protect the identity of the Grievance Raiser.

In addition to grievances submitted through the official channels above, issues raised or highlighted through unofficial channels, such as the mass and social media, will be recorded as grievances if they allege a breach by IESB, or one of its direct and indirect suppliers/ customers or other material stakeholders. For IESB's internal grievance process, the Grievance Raiser should adhere to standard operating procedures set by the Human Resources Department.

IESB is committed to the transparent handling of grievances received to avoid any lingering doubts and misinterpretation of actions or non-actions by the company. The Sustainability Department will update the status of a grievance complaint, particularly when the complaint is registered, action has been taken and resolution outcome is agreed upon. The Grievance Raiser may also contact the Human Resources Department regarding the status of complaint in writing.

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

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Timelines for Handling Complaints and Grievances

This Grievance Procedure is intended to be used to address generally stakeholder grievances reported and/ or coming to the attention of the Group which will often involve numerous parties with conflicting interests. The resolution of such grievances at times will involve lengthy processes of enquiry and mediation between various stakeholders and will be necessary to apply a flexible approach to resolve such complex issues. However, it is important that grievances received are addressed in a timely manner in order to demonstrate the commitment of the Group towards the resolution of grievances and whistle blowing and to protect the reputation of the Company. The following timelines are provided for the key stages of this procedure. For clarity, externally reported refers to grievances received from parties/ stakeholders not in the employment of the Group, including mass and social media reports.

For all Externally Reported Grievances:

- i. Within **seven** working days of receiving the grievance, the Sustainability Department will prepare a grievance dossier and contact with the Grievance Raiser.
- ii. If it is assessed that the grievance is unmerited or no field action is required, the Sustainability Department will submit a Response Letter to the Grievance Raiser within **fourteen** working days of IESB receiving the grievance.
- iii. If it is assessed and the grievance is valid, the Sustainability Department will submit an action plan together with recommendations to solve the matter within **two** months after conducting further investigation together with the Strategy Director.

For Internally Reported cases relating to IESB's own operations:

- i. Within **one month** of receiving the grievance the Sustainability Department will send an official letter to the relevant Head of Department requesting them to take the necessary steps/ action in the field to resolve the grievance.

For Internally Reported cases relating to IESB third-party suppliers/ customers:

- i. Within **one month** of receiving the grievance, the Sustainability Department will prepare a case file assessing the validity of the grievance and if deemed valid, assessing the third-party supplier's/ customer's willingness to comply with the IESB Policy.

Within two months of receiving the grievance and after consulting the Strategy Director, the Sustainability Department will submit an action plan agreed with the third-party supplier/ customer for resolution of the grievance and/ or make a recommendation to the Managing Director on a mitigation plan to resolve the matter. The complexity of each grievance will vary across specific cases and 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.