

# SOCIAL INITIATIVES



Employee



Community



Business Partners



Safety and Security

## SOCIAL INITIATIVES: Employee



### DIVERSITY & INCLUSION INITIATIVES

Top Glove is shaping up the diversity and inclusion initiatives such as the enforcement of non-discriminative hiring practice and empowerment of women at work and working parents. Our D&I policy demonstrates the commitment towards equal opportunities for employment and career development based on merits, without regards to their ethnicity, religion, gender, nationality, age, physical, mental and development abilities, physical appearance, sexual orientation and so on.

### PREVENTION OF FORCED LABOUR, MODERN SLAVERY AND HUMAN TRAFFICKING

Top Glove has eliminated the 11 ILO's Forced Labour indicators in its direct operations based on the verification findings in April 2021 by Impactt Limited (an award-winning ethical trade consultancy). Our efforts to eliminate the forced labour indicators including the full remediation payment to foreign workers, enforcement of new ethical recruitment policies, prevention of sexual harassment and bullying at workplace, improvements in workplace safety and workers' accommodation and other initiatives. Top Glove also continuously improve the labour practices in grievance mechanism, set up sinking fund of the remediation payment on good will basis for former workers as well as multi million investment in new workers' accommodation projects. We conduct systematic periodic review of the risk mapping of potential human rights issues in direct operation and indirect operation in long term.





## H&S PERFORMANCE (SAFETY)

In Top Glove, we seek every opportunity to constantly improve and upgrade the level of Occupational Health and Safety (OHS) at our workplace. Third party audits such as the Safety Verification Audit by Impactt Limited was conducted to verify the various procedure and policies on Occupational Safety & Health. The audit method including interview with workers, Q&A with head of department, head of factory as well as the Safety Department.



## H&S PERFORMANCE (SAFETY)

Top Glove Sdn. Bhd. has successfully obtained its very first Occupational Health and Safety Management System Certification with ISO 45001:2018 Standard. In our pursuit of continuous improvement, there will be additional factories going for the ISO 45001 certification this year. This important milestone marked the commitment of Management to the adoption of ISO 45001 OHS management system in order to be effective and efficient in managing OHS risks and improve overall OHS performance.



## H&S PERFORMANCE (SAFETY)

Improving workplace safety by reducing the human dependency, frequency and likelihood of contact and exposure at the manufacturing lines. Moving towards Industrial Revolution 4.0, automation reduces the risk of injury at the operational level through the safe process design. This is our ongoing effort focusing on engineering controls with the objective to improve safety level and at the same time increasing the manufacturing efficiency.



### H&S PERFORMANCE (HEALTH)

Nursing support is crucial as breastfeeding nourishes and provides children with the best start in life. Ideally, newborn should be breastfed for 6 months exclusively, with the addition of other food, until the age 2 or older. Thus, at Top Glove we seek to provide a breastfeeding friendly environment to encourage working mothers to continue breastfeeding in accordance to WHO's recommendations. Moreover, with the amenities provided, we wish to ease the transition period of new mothers who are returning to work. Furthermore, we encourage women to stay with their career after maternity with the supports provided at the workplace.

### **DEVELOPING LEADERS PRESENT AND FUTURE**

### LEADERSHIP TALK SERIES

With Top Glove's aspiration to become a Forbes & Fortune Global (FG) 500 company by 2030 in mind, Group HR, Talent Development has initiated the "Leadership Talk Series" to invite key leaders from industry players to conduct sharing sessions on their best leadership and organizational practices. Through these sessions, our leaders are able to gain valuable key takeaways for them to emulate successes from these companies.

Since its inception in April 2019, we have been privileged to have speakers from FG500 companies such as BASF, Microsoft, Shell, Amazon Web Services and more recently, Samsung, Huawei and DHL Express. A few more sessions are being planned by year end, and we're aiming to have more industry experts participating in 2022!

Through the speakers' generosity in sharing, our leaders are able to gain first hand insights to the clockwork of operating a FG500 company. From leadership principles to company culture to state-of-the-art technology, it was evident what made these companies thrive and got ahead of the game.





## OUR FLAGSHIP LEADERSHIP DEVELOPMENT PROGRAMME

Top Glove is committed to grooming our future leaders and equipping them with the right best skillsets to realise their potential. Power Up, our Leadership Development Programme covers the entire spectrum of skills from Leading Self to Leading People, Leading the Organisation and Leading for Results.

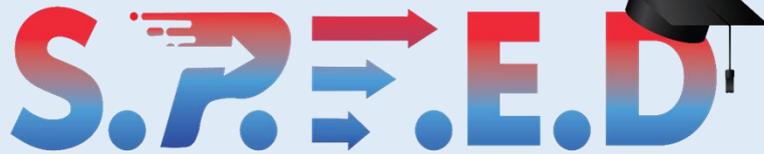
In recognition of the different levels of leadership, our Power Up Programme consists of 4 levels, starting with Power Up Elevate (Assistant Managers), Power Up Engage (Managers), Power Up Energize (Senior Managers) and Power Up Envision (Executive Management) covering over 200 leaders. Each level is specially curated in collaboration with notable external consultants to create a journey that is in line with Top Glove's business strategy and culture.

Stepping into the shoes of a leader requires quantum change. This 1 year programme allows future leaders to continuously develop as we tie in development, coaching and assessment, so as to enable our people are performing now and ready to perform in the future in line with our HR Mission.

## EMPLOYEE EDUCATION ASSISTANCE PROGRAMME (EEAP)



We are committed to human capital development and enriching our employees' growth through the pursuit of higher education or professional qualifications. Through Top Glove's **Employee Education Assistance Programme**, we provide our employees with financial assistance to pursue higher education on a part time basis in the fields of study relevant to their roles and business needs. This will also promote continuous learning among our employees for career growth.

**DRIVING TECHNICAL KNOW HOW***Exclusively for our Packing Executives***STRUCTURED PACKING EXECUTIVE ENRICHMENT & DEVELOPMENT***An in house certification programme***STRUCTURED PACKING EXECUTIVE ENRICHMENT & DEVELOPMENT (S.P.E.E.D) PROGRAMME**

In Top Glove, SPEED is an acronym for Structured Packing Executive Enrichment & Development (S.P.E.E.D) Programme, a 4-month job specific development training programme for Packing Executives. This internal certification programme with over 45 hours of virtual instructor-led training and E-Learning modules is designed to empower our packing executives in their work responsibilities, ranging from technical to safety knowledge, as well as soft skills development. This upskilling programme enables them to refine their skill sets in ensuring continuous quality performance.

**HUMAN RESOURCES OPERATIONS EXCELLENCE CERTIFICATION PROGRAMME (HROECP)**

HROECP is our in-house certification programme designed based on the fact that HR business partners' (HRBPs) roles are mission critical to organizational operations, strategies and its implementation. This development programme enhances our HRBPs' knowledge as an HR generalist while helping them stay up-to-date with the latest and emerging HR trends and development. Since it was launched in 2020, we have cultivated 23 HRBPs who had successfully graduated from this programme. Since the programme was well received, it is back! This year also we collaborate with MECA, the Industry Relations Consultant for a tailored HR fundamentals workshop and we have 87 selected HRBPs who are currently undergoing the programme. The implementation of HROECP has significantly improved the performance of our HRBPs





### BRAND NEW JOB SPECIFIC DEVELOPMENT PROGRAMME FOR WORKERS

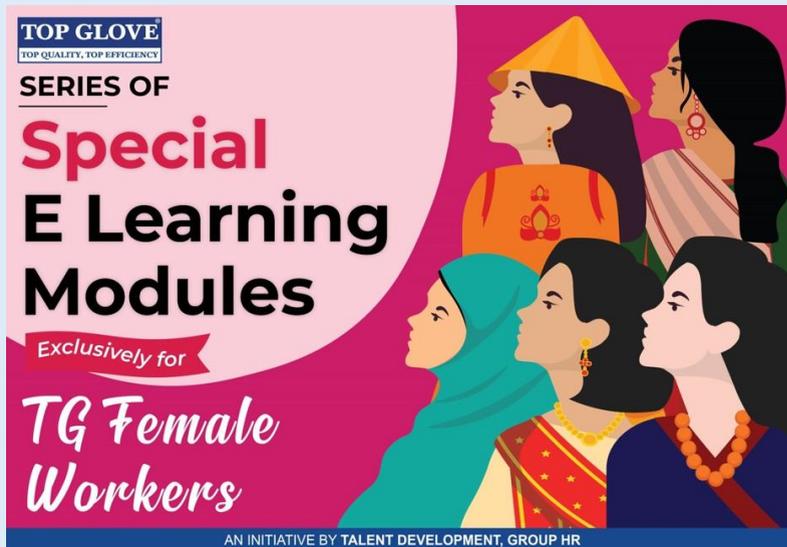
Top Glove is determined to provide extensive career development programmes to every employee with the aim to increase job mastery. Catering to local workers, for first-ever 2-year Top Glove Supervisory Skills Development (TGSSD) Programme was introduced to provide our workers with a platform to enhance their supervisory and soft skills, while also providing career progression opportunities within Top Glove. The programme structure includes a few stages, where successful completion will result in job level upgrades. Our workers will attend a series of interactive classroom-based trainings with post-assessment.

### PROTECTING AND EMPOWERING WOMEN



### "SHE IS" WOMEN EMPOWERMENT TALKS

"SHE Is" is a women empowerment talk that is centred around making women POWERful. It is a platform where women from all walks of life are sharing their real-life stories, celebrate their high and lows, and inspire others. Through these conversations, women of Top Glove are empowered to nurture their self-worth, confidence and freedom to choose their own path. It is important to celebrate and salute the heroic women who are changing the world and empowering other women to do the same. In addition, we also had a dialogue session with 3 male employees on their involvements and supports to promote gender equality during this virtual talk. There is no one word that defines any women. You decide who SHE Is!



### **WOMEN EMPOWERMENT @ TOP GLOVE**

Top Glove strives to provide a nurturing and empowering working environment for the women of Top Glove. For female workers, Group HR Talent Development team had developed various Women Empowerment modules to educate them in the areas of motivation, leadership and femininity. Top Glove encourages a continuous learning culture and those workers who completed each module and achieved 100% marks in their assessment were rewarded.

We interviewed six of our female position workers and we are truly amazed with their journey.

We also had the privilege to interview 2 inspiring iron ladies from the Embassy and High Commission, namely Ashu Basnet (Secondary Secretary of Nepal Embassy) and Rahnuma Salam Khan (Deputy Secretary of Bangladesh High Commission). The sessions were also converted as an E learning offering. These modules are a crowd's favourite, with approximately 90% completion rate. Check out the links below to know more.

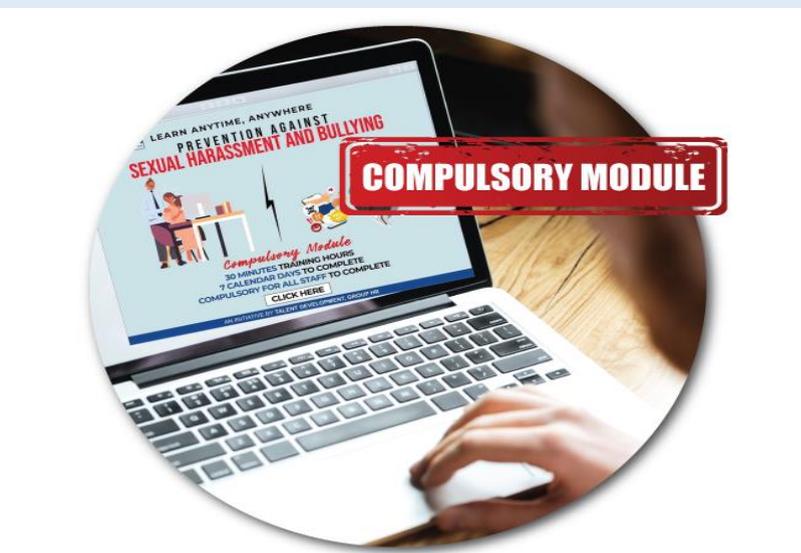
1. Women Empowerment Journey of TG Iron Ladies  
[https://youtu.be/Q6rZkYr\\_iu](https://youtu.be/Q6rZkYr_iu)
2. Leadership Talk 1.0 on "Get Yourself Empowered" by Ashu Basnet (Secondary Secretary of Nepal Embassy)  
<https://youtu.be/Bhj6nvRmno4>
3. Leadership Talk 2.0 on "Get Yourself Empowered" by Rahnuma Salam Khan (Deputy Secretary of Bangladesh High Commission)  
<https://www.youtube.com/watch?v=sJoae6EWAMQ>



### "SAY NO TO SEXUAL HARASSMENT AND BULLYING AT THE WORKPLACE" SEMINAR

Top Glove has a zero-tolerance policy to any form of sexual harassment and bullying at the workplace. The Group HR Talent Development team in collaboration with internal subject matter experts had initiated various initiatives in our effort to raise the level of awareness among our workers towards curbing sexual harassment and bullying at the workplace.

We had conducted classroom and virtual training sessions, launched a compulsory e-learning module, developed a tutorial video and also released 3-week of daily pop up quiz to continuously educate and raise awareness among our workers.



### LEARNINGS CAPSULES ON SEXUAL HARASSMENT AND BULLYING AT THE WORKPLACE

Top Glove is committed to maintaining a workplace that is free of sexual harassment and bullying. As part of our continued efforts to deepen knowledge among our staff on these important topics, the Talent Development Team coordinated a series of training programmes related to this area which commenced early this year. We also launched a compulsory online module for staff to learn at their own pace and from the comfort of their own home or office, which was extended to Management Team and our Board of Directors too. A 100% completion rate was attained for this module and we are delighted with the learning spirit demonstrated by Top Glovers. To keep the momentum going, we have outlined several programmes and modules for next year.

**MAKING LEARNING FUN AND BITE-SIZED****TOP GLOVE TIKTOK COMPETITION**

Top Glove not only embraces continuous learning but also never fails to make learning fun. From 17th to 31st March 2021, the first TikTok competition with the theme of #tgfunlearning was launched. Workers can choose from up to 4 themes to create TikTok video using the #tgfunlearning hashtag. Workers who uploaded the best videos were rewarded with a gift as a token of appreciation for their participation, commitment to learning and of course, their creativity. All smiles, the grand prize winner walked home with a smartphone!

We received over 50 entries and the competition was a big hit as videos posted with the #tgfunlearning hashtag accumulated 1.1 million views.

**INITIATIVE ON MOBILE BASED LEARNING FOR SHOP FLOOR WORKERS**

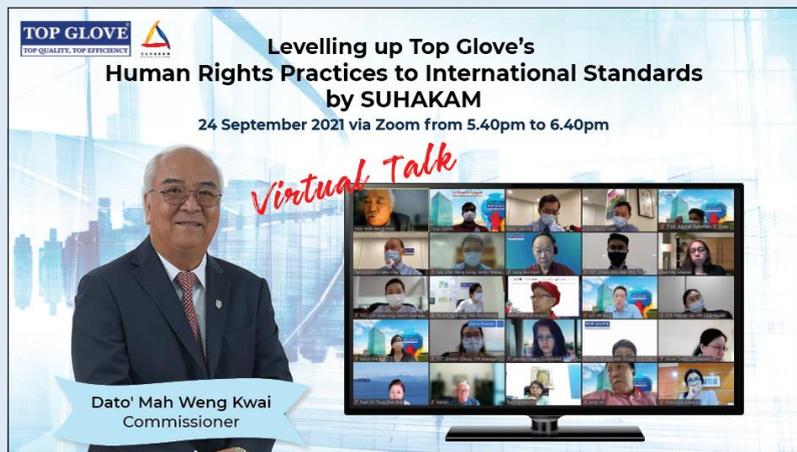
Shop floor personnel tend to receive fewer learning opportunities by sheer virtue of the numbers, language barriers and uneven technical proficiency. But at Top Glove, we ensure everyone is given an equal opportunity to receive training through the launch of the TG Workers' Learning App (TGWLA) in April 2020, built in-house to enable our workers to perform mobile-based learning too. The app caters to a wide range of multilingual videos, articles and assessments to enhance and support learning ranging from technical, safety, soft skills and mental health topics. To enlist workers' acceptance, over 100 familiarisation sessions were conducted in their native languages over the course of a year. This has proved fruitful and we are pleased to see that all our workers have downloaded the app and are using it actively. Top Glove remains committed to continuously providing platforms which enable workers to develop their skill sets and increase their job related knowledge.

## KNOWING YOUR RIGHTS IS YOUR RIGHT



## “PRINCIPLES OF PROTECTING HUMAN RIGHTS” TALK

In conjunction with Top Glove’s Year of ESG, the Group HR Talent Development team in collaboration with the Year of ESG Committee, invited Human Rights Commission of Malaysia (SUHAKAM) for a talk aimed towards raising human rights awareness among our employees. Datuk Lok Yim Pheng (Commissioner) and Shahzad Sulaiman (Head of Education and Training Division) from SUHAKAM delivered the hour long virtual talk on “Principles of Protecting Human Rights” in August 2021. The session saw the participation of 200 personnel including our Management Team. Our Executive Director, Mr Lim Cheong Guan, delivered an opening address before handing the floor over to our honourable guests. During the talk, Datuk Lok also applauded Top Glove's robust efforts which in promoting employees health through numerous progressive and innovative programmes.



## LEVELLING UP HUMAN RIGHTS PRACTICES TO GLOBAL STANDARDS

Top Glove Group HR Talent Development team collaborated with the Year of ESG Committee to organise another talk titled “Levelling Up Top Glove’s Human Rights Practices To International Standards” featuring Dato Mah Weng Kwai, a Commissioner at Human Rights Commission of Malaysia (SUHAKAM) on 24th September 2021.

We were delighted to have our Executive Chairman, Tan Sri Dr Lim Wee Chai himself with Board of Directors and Senior Management team in attendance at this hour long virtual talk and productive Q & A session. Our deepest appreciation to Dato' Mah Weng Kwai and SUHAKAM for such an insightful session.

**SAY NO** to  
**SLAVERY AND TRAFFICKING**



### **SERIES OF TRAINING PROGRAMMES IN COMBATING FORCED LABOUR AT TOP GLOVE**

To raise the bar on our labour practices, Group HR collaborated with International Organization for Migration (IOM) in March 2021 to conduct a series of workshops in the area of combatting forced labour. The primary purpose of the collaboration was to promote stronger migrant employment and ethical recruitment practices in our operations and supply chain. We trained about 100 specially selected participants on the key topics of International Recruitment Integrity System (IRIS) & Corporate Responsibility in Eliminating Slavery and Trafficking (CREST). IRIS helps identify ethical labour recruiters and align their business practices to the IRIS standard, while CREST promotes the awareness of modern slavery and guides companies to eradicate it.

In addition, we had several in-house sessions on Ethical Labour Practices and Understanding the Social Compliance Audit facilitated by our internal subject matter experts, which garnered close to 400 participants including our Head of Departments and Human Resources Business Partners. We have also outlined our training programmes for FY2022 and we are ready to go!

**Top Glove Cares:  
Launching of New & Enhanced Family Friendly Benefits**

An initiative by Group Human Resources

**FAMILY FRIENDLY LEAVE BENEFITS & FLEXIBLE WORK ARRANGEMENTS.**

At Top Glove, we are dedicated to being a family friendly employer and committed to continuously strengthen our existing commitments in building a diverse and equal opportunity workplace. To promote an inclusive work environment that brings out the best in our employees, we provide extended family care benefits with effective 1 September 2021.

In support of gender equality and embracing women in our workforce, all women working at Top Glove are entitled to an extended maternity leave up to 67 consecutive days on full pay. Subject to the job requirements, mothers are also given an option to have additional consecutive days of work from home after maternity leave, so that they can ease into work while still attending to new baby. Paternity leave is not stipulated in Employment Act 1955. However, we further extend fully-paid paternity leave up to 3 days for all working fathers, and subsequently an option of 14 consecutive days to work from home for eligible fathers to facilitate bonding with new baby.

Working parent with children under the age of 12 and expectant mother have the option to work from home for an aggregate of 30 days in a year or to change work shift schedule, subject to policy. To support our employees who care for immediate family members diagnosed with terminal illness, injuries, disabilities, or in need of special medical needs, we provide up to 6 days of fully-paid family care leave in a calendar year. Flexible work arrangement is available in addition to family care leave. Alternatively, employees can also request for work from home for an aggregate of 10 days in a year depending on eligibility and specific needs.



Work Stress? Worried? Need to Talk?

## Complimentary Counselling Sessions for All Employees

Workplace counselling could help you with the below:

1. Understand situations with a new perspective and positive outlook
2. Improve decision making
3. Change unhealthy/ destructive thinking patterns
4. Manage work stress/ burnout
5. Manage work anxiety
6. Utilize emotional management techniques (i.e. depression, anger) to improve work life
7. Understand yourself better to cope with workplace challenges
8. Increase your self confidence/ self esteem

### Operating hours

Monday to Friday | 9.30am to 5.00pm



An Initiative by Group Human Resources

### MENTAL HEALTH AND WELLBEING SUPPORT

In January 2021, Top Glove has launched a counselling service unit under Group Human Resources. With the rise of anxiety and other mental health issues amid covid19 pandemic, we extended our counseling services to cater to our employees' needs. As we continue to advocate and care for our employees' overall wellbeing, our certified counsellor conducted several initiatives, including mental health webinars and setup TG Careline, a dedicated hotline for our employees to reach out directly to our counselor on mental health issues and personal problems. Over the past months, we saw full participation in almost every webinar. With well-received webinars on the mental health topics, we increased the participation capacity from 100 pax to 250 pax per session due to the popular demand, where our participants cited high satisfaction on learning new knowledge on topics such as stress management and managing emotions.



### QUALITY CONTROL TRAINING

In Top Glove; we are committed to provide quality training to our employees continuously with the purpose to increase Quality Mindset, create Quality awareness and cultivate employees working towards well quality controls Manufacturing processes to produce high quality products; which is aligned with TG Business Direction to produce consistently high quality glove at efficient low cost.

In conjunction with Top Glove's 30th Anniversary; Talent Development of Group HR had organized Quality & Regulatory Affairs training session by inviting key speakers from JMC, Quality Assurance and Regulatory Affairs departments to provide comprehensive training to Top Glove employees regarding quality and regulatory controls.

Through the speakers' sharing, employees are able to learn and understand more on the quality controls with technology for incoming materials, in process controls, Finished Goods inspections and testing, product compliance requirements, importance of Quality and also the roles of Quality Assurance and Regulatory Affairs departments to assure quality compliance for Top Glove products.

# SOCIAL INITIATIVES: Community



## VISIT WELFARE HOMES DURING FESTIVE SEASON

TG Foundation teamed up with Top Glove factories in Malaysia to visit 13 welfare homes during Chinese New Year, with strict adherence to SOPs. While the celebration was different this year, the spirit of giving remained warmth and joyful. We donated food groceries and daily essentials to Orphanage Homes, OKU Centres and Old Folks Homes as part of our ongoing efforts to continuously support our local communities, especially the people in need.



## DISTRIBUTION OF GROCERIES TO B40 FAMILIES IN MERU AND KAPAR

TG Foundation spearheaded the distribution of groceries to B40 families in Meru and Kapar to lend some support to ease their financial burdens during the recent COVID-19 pandemic. Top Glove donated the daily essentials and PPEs such as face masks and hand sanitizers. The handover of 400 units groceries bags was conducted over several weeks at Pusat Khidmat Rakyat N42 Dun Meru and Kapar. Our staff volunteers also assisted in carrying the rice and groceries' bag for elderly residents and those who had mobility constraints.



## DONATION OF FOAM MATTRESSES TO ORPHANAGES HOMES IN KLANG AND SHAH ALAM

TG Foundation orchestrated the donation of 4 inches foam mattresses to 3 Orphanage Homes in Klang and Shah Alam. With the support from Top Glove's dedicated staff volunteers to carry and move a total of 104 Mattresses to the following welfare homes :

- 35 units to Good Samaritan Home
- 49 units to Padmasambhava Children Loving Association
- 20 mattresses to Promise Home

Thanks to staff volunteers from IT, Manufacturing and M&E Depts. for their assistance in loading/unloading of the mattresses and transporting them to the respective homes.

# SOCIAL INITIATIVES: Community



## DONATION OF TG RECONDITIONED LAPTOPS TO MPKK

On 23 April 2021, TG Foundation donated 5 units Top Glove Reconditioned Laptops to Kampung Meru Community Centre (MPKK) which is aligned with their objective of providing the residents/students an equipped centre to access the internet and/or to learn some basic ICT.

Thanks to the IT Dept, for championing this flagship project "EduShare" that involves the refurbishment and reformatting of the company's outdated laptops and computers for community access especially for students. With classes abruptly shifting to online, many students from the poorer families at risk of falling behind in their school lessons as they do not own a computer at home. The core objective of this on-going initiative is to equip as many as possible Community Centres with several units of computers or laptops.



## DONATION OF PLANTS TO MPK

TGF donated 1000 plants worth RM 13,750 to Tapak Semaian Majlis Perbandaran Kelang as a positive contribution towards our environment. It provides practical way to improve our surroundings' landscape in the neighborhood and local community. It is our way of 'giving back" to the society with a meaningful and purposeful project such as Plant Donation.



## TOP GLOVE STAFF VOLUNTEERS COLLABORATED WITH YAYASAN FOOD BANK MALAYSIA TO PACK FOOD BAGS

TG Foundation and 26 Top Glove staff volunteers collaborated with Yayasan Food Bank Malaysia to pack 1,000 food bags for B40 communities. It was a half day event that started from 8.00am until 1.00pm where a total of 11 food items were packed into individual bags. Though the warehouse was hot and humid, the warmth and joy from each team members brought out the fulfilment and satisfaction altogether. It was a great half day of CSR tasks.

**TOP GLOVE**

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# SOCIAL INITIATIVES: Community



## TOP GLOVE STAFF VOLUNTEERED WITH RISE AGAINST HUNGER TO PACK DRY RATION

12 TG staff volunteered with NGO partner; Rise Against Hunger in assisting to pack dry ration where these hydrated food packs are distributed to disaster areas. It was a remarkable experience for some of our young employees who worked in an organized food chain together with volunteers from other corporations. We achieved to pack 60,000 packets of hydrated foods within 2 hours. \*\* Rise Against Hunger is a growing global movement aim to end hunger by empowering communities, nourishing lives and responding to emergencies.



## LAUNCHED GROW GREEN PROJECT IN CONJUNCTION WITH EARTH DAY

In support of our philanthropic pillars, TG Foundation launched Grow Green Project in conjunction with Earth Day on 22 April 2021. The objective of Grow Green Project is a gardening activity that promotes sustainable landscaping practices, starting small in a manageable level and learning to propagate the plants. Grow Green is also a simple educational step towards conserving CO2, recycling and encouraging TG staff to own a potted plant on every work table

Greens are not just for gardens, it works in the office too.

## TOP GLOVE STAFF VOLUNTEERS HIKED UP TO MIRROR LAKE, SETIA ALAM

After successfully cleaning up, providing wooden benches and rebuilding the Peak Garden, Setia Alam Community Forest, Shah Alam, TG Foundation together with 21 staff volunteers hiked up to Mirror Lake, Setia Alam on 24 April 2021 to recce 3 different locations of the hillside. The main aim was to identify areas of Safety improvements and to study the suitable accessibility of the trail. The team managed to plan out the forth coming activities where we will setup better handrails for difficult slopes and proper directional signage.

The team achieved approximately 18,000 steps during this recce, which was tiring but fulfilling.



# SOCIAL INITIATIVES: Community



## **ORGANIZED A FIRST TIME PUBLIC BUBUR LAMBUK PROGRAM**

The month of Ramadan saw TG Foundation organized a first time public Bubur Lambuk program for Top Glove. With the support from Government Affairs & Security Departments, our staff volunteers and community had the opportunity to cook 5 giant pots and distributing 2,000 packed porridge to the residents around Meru and Jalan Teratai on 5 May 2021. Another similar program that we experienced was a joint sponsorship program with the Management of PPR Kampung Baru Hicom, Shah Alam, started from preparation of ingredients, cooking the porridge and distributing 1,000 packs of Bubur Lambuk to the residents from 3 blocks of PPR flats on 3 May 2021.



## **INITIATED TG ECOBRICK : GIVE THE EARTH A BREAK PROJECT WITH R&D DEPARTMENT**

TG Foundation collaborated with R&D Department to drive the awareness of reducing and reusing the plastic wastes by initiating TG EcoBrick : Give the Earth A Break project. The Eco-Brick is a plastic bottle packed tightly with used plastic waste that can be upcycled into a modular structure such as tables and chairs, benches and fences for both indoor or outdoor use. EcoBricks certainly offer a ready-made solution to the immediate plastic problems faced to our ecosystem. Whilst mankind is embracing the 5Rs; Refuse, Reduce, Reuse, Reject and Recycle. EcoBricks certainly form a potent reminder of humankind's poor management of plastic waste which has created a huge catastrophe of plastic pollution on land and ocean.



## **TOP GLOVE MANGROVES NURSERY**

Large corporations like Top Glove are increasingly aware of their "carbon footprint" and are actively looking for ways to offset the environmental impact. We need to make a positive impact and a cost-effective way to deliver this value to the environment. Scientific studies have shown that Mangroves "sequester carbon at a rate two to four times greater than mature tropical forests", and contain "the highest carbon density of all terrestrial ecosystems." Mangroves are also key part of coastal ecosystem services including fisheries and fibre production, sediment regulation, and storm/tsunami protection. TG Foundation and staff volunteers together with crew guides from Kampung Sijangkang plans to scout for mangrove shrubs along the coastal/river side and bagging them in polybags to be nurtured in the nursery, which then be transferred to designated planting areas. Volunteers and efforts from Top Glove employees.

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# SOCIAL INITIATIVES: Business Partners

## CODE OF CONDUCT



### CODE OF CONDUCT

At Top Glove, creating value through sustainable practices ranks high on our corporate agenda. Over the years, Top Glove established several initiatives to improve our sustainable practices such as implementing a Zero Cost Recruitment Policy, introducing solar power systems in our factories and implementing Anti-Bribery and Anti-Corruption Management System in our group of companies. We always believe that strengthening and solidifying a healthy foundation is the key to business sustainability.

Our customers and suppliers also affirmed their commitment towards sound and sustainable business practices by signing the Customer Code of Conduct and Business Partners' Code of Conduct from Top Glove.

**TOP GLOVE**

TOP QUALITY, TOP EFFICIENCY

FSC™ CERTIFIED LATEX GLOVE  
POWDERED & POWDER FREE

### SUSTAINABLE NATURAL RUBBER LATEX SOURCING & PROCUREMENT

Both our latex concentrate factories in Thailand have been Forest Stewardship Council™ (FSC™) certified; Factory 16L has been certified (FSC™C149477) since June 2019 while Factory 17L was certified (FSC™C163323) in January 2021. Meanwhile, one of our glove factories in Malaysia, Factory 13, also received its FSC™ certification (FSC™C165505) in April 2021.

### SUPPLIER ENGAGEMENT SOURCING & PROCUREMENT

As a way to reinforce Top Glove's business initiatives and extend best practices to suppliers, we had successfully held 7 Town Hall sessions on topics related to Social Compliance and Business Partners' Code of Conduct throughout FY2020 & FY2021.

Moving forward in financial year 2022, the Supplier Town Hall will broaden its scope of coverage; this shall encompass other scope such as, Anti Bribery and Corruption, Risk Management, Quality Assurance, Safety & Security, Labour Practices, Environmental Compliance & Cybersecurity.

By creating outlets/programs like this, suppliers may comprehend better the needs and expectations of Top Glove Group of Companies in order to supply consistently high quality material and service, thus, demonstrating better compliance for a healthier business direction, culture and mind-set.

The Supplier Town Hall is targeted to all 100% active suppliers of Top Glove Group of Companies.



# SOCIAL INITIATIVES: Business Partners



## SUPPLIER MONITORING MEASURES

In Top Glove Group of Companies, the suppliers' lifecycle management system plays a pivotal role in the supply chain in ensuring good relationship between external providers are fostered

As Top Glove continues to be compliant with International Standards & Regulation, it's necessary for suppliers to emulate, ultimately run parallel as we strive to achieve greater heights. Top Glove has been aggressive in attaining globally recognised standards as to build trust with customers and stakeholders for a more sustainable business. Supplier Audit is a scheduled audit program initiated to engage with critical suppliers to enable performance appraisal in areas of Quality, Security, Social, Business Ethic and Environmental. Our supplier audit program shall be conducted annually based on the risk posed to the organization.

The audit program is divided into three methods, which includes, On Site Audit, Self-Evaluation & Remote Audit. All critical suppliers (new & existing) shall undergo supplier audit program as appropriate. Notwithstanding, the Improvement Request Form (IRF) shall act as a notification for improvement for our suppliers to continually enhance its processes and practices as we work hand in hand realizing better compliance locally and internationally.

# SOCIAL INITIATIVES: Business Partners



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TOP QUALITY, TOP EFFICIENCY

## MARKETING MODULES E LEARNING CALENDAR

*Mouth of Continuous Learning*

THE MARKETER'S HANDBOOK

1	BASIC INFORMATION OF MARKETING MODULE 1 & 2	MODULE 1 & 2: BASIC INFORMATION OF MARKETING 20 MINUTES TRAINING HOURS	▶
2	CUSTOMER FOLLOW UP & ORDER PROCESSING FLOW CHART MODULE 3	MODULE 3: CUSTOMER FOLLOW UP & ORDER PROCESSING FLOW CHART 15 MINUTES TRAINING HOURS	New! ▶

AN INITIATIVE BY TALENT DEVELOPMENT, GROUP HR & MARKETING

## SALES & MARKETING CODE OF CONDUCT

Top Glove further solidified our commitment to sustainable initiatives, and our business ethics of Honesty, Integrity, and Transparency through the establishment of Sales & Marketing Code of Conduct, which includes the principles of sales, marketing and advertising. Read the Sales & Marketing Code of Conduct [here](#).

Encompassing the aspects of sales, marketing and promotional activities, ethical customer engagement, safeguarding of information, providing accurate and balanced information about our products and services, zero tolerance on corruption and bribery, and sustainable business practices, our employees are always fully committed to ensure that we exhibit a level of ethical behaviour that exceeds legal requirements.

To ensure our customers are serviced exceptionally by our Sales and Marketing Employees, a variety of E-learning modules, and training programs are conducted continuously to all Sales and Marketing Employees to ensure the utmost compliance with the Sales & Marketing Code of Conduct, and to equip them with comprehensive product knowledge, and other skills.

# SOCIAL INITIATIVES:

## Safety & Security

### Cyber Security



#### CYBER SECURITY AWARENESS

Cybersecurity is solidifying as a top governance concern within environmental, social, and governance (ESG) considerations as cyberattacks increase in frequency and severity, alongside the financial losses and disruptions that can follow in their wake. As in Top Glove, cybersecurity awareness is being carried out by the IT team for Top Glove employees to ensure that they are well acknowledged on the cybersecurity threats. Aside from email awareness, we also conducted a monthly phishing email test, where the employee who accidentally disclosed their login credential will be captured and follow up with individual training. These activities are performed monthly to give a brief understanding of the latest cybersecurity threats which could cause major damage to the business reputation or financial loss due to lack of awareness. Below are the few examples of awareness email which has been circulated to the Top Glove employees.

- A. Cryptolocker
- B. Password protection and the importance
- C. How to check if a website is trustworthy
- D. Password protection and the importance
- E. Security risk of public wifi
- F. Love Letter Virus "I LOVE YOU"

#### MIGRATION OF ERP SYSTEM FROM ON PREMISE TO CLOUD

The ERP system which was previously on premise has been migrated to the cloud which is an initiative taken to move the critical systems' data to the cloud. The purpose of the migration is to have fewer machines and less hardware, which translates into lower cooling and space requirements. Cloud computing presents firm with the ability to help mitigate the consumption of energy, reduce their carbon footprint and move toward a greener and smarter future. Moving the system to the cloud also improves performance and the overall user experience for our employees. By placing the system application in cloud data centres, it helps to keep employees connected no matter where they work with anytime and anywhere access. That means no more risk of files being stored on any device.



### ERP Cloud System

# SOCIAL INITIATIVES:

## Safety & Security



### Secure Printing

#### SECURE PRINTING IMPLEMENTATION

The implementation of secure printing is expected to reduce 50% printing over the next 5 years and reduction of printers as an initiative to reduce carbon dioxide (CO<sub>2</sub>) emissions.

The purpose of this implementation is to reduce paper waste as secure printing prevents document from automatically printing which promotes environmentally friendly printing behaviour. This effort also minimizes printers that require more maintenance and consumption of electricity & space. Additionally, secure printing ensures that only authorized users can access and print their documents, thereby avoiding data security leaks by unauthorized users



### Electronic Workflow System

#### ELECTRONIC WORKFLOW SYSTEM

It is a system which converts manual to digital form and an approach to move towards paperless strategy which complements to the organisation's goal to achieve environmental value. Digitalization saves effort and reduces errors as organisations that receive electronic forms do not need to expand effort deciphering hand written forms and transcribing data, hence transcription errors are eliminated. Next, it improves quality of submitted applications because form filling is made easier and more flexible for users. Data submitted integrates easily into workflow processes and the submitted data can be readily transferred to the receiving organisation's databases and workflows thereby helping to streamline back office processes.

**TOP GLOVE**

TOP QUALITY, TOP EFFICIENCY

# SOCIAL INITIATIVES: Safety & Security



## ELIMINATE DATA BACKUP USING PHYSICAL BACKUP TAPE

Previously system data are backed up using backup tape and now has been moved to disk backup using backup tool and cloud backup. This significantly improves the energy efficiency as a result of fewer carbon emissions. Disk arrays are usually much more closely monitored and theft of hard drives, especially from an active array, is much more likely to be noticed than theft of tapes hence it is more reliable & secure. It is a cost effective solution for high density storage requirements.