

Grievance Data

Disclosure Framework/ Guidelines									
ISS ESG	Type of grievance helpline	External helpline (managed by Impactt)				Internal Helpline: TG Counselling Line			
	Quarter	1Q FY2022 (number)	Q2 FY2022 (number)	Q3 FY2022 (number)	Q4 FY2022 (number)	1Q FY2022 (number)	Q2 FY2022 (number)	Q3 FY2022 (number)	Q4 FY2022 (number)
	Number of grievance received quarterly	30	16	28	39	18	16	10	7
	Total number of grievance received in FY2022 (as of Q4 FY2022)	113				51			

External helpline (managed by Impactt)				Internal Helpline: TG Counselling Line			
Category	Percentage	Action Taken	Status	Category	Percentage	Action Taken	Status
Recruitment (general inquiries and queries on recruitment fee reimbursement)	43.4%	The workers failed to apply for the recruitment fee reimbursement or remediation within the given timeline. It has been verified by Impactt.	Concluded.	Other issues (request to transfer hostel and factory, feedback on hostel facilities, enquiry on wages, passport and visa renewal)	74.5%	Action has been taken to rectify and address all issues	Concluded.
Info Inquiry (repatriation, other general queries)	38.0%	Provided adequate information to Impactt and workers on repatriation and other general queries. The workers may approach respective factory HR personnel for further clarification and assistance.	Concluded.	Workplace bullying	11.8%	We have investigated all cases and action has been taken against those found guilty upon investigation.	Concluded.
Bonus and Overtime	8.0%	Workers are not entitled to bonus due to performance which is not up to mark. Besides, due to current business condition, we rationalised some of the production facilities. Subsequently, the total overtime hours have reduced and overtime only offered based on necessity.	Concluded.	Sexual & physical harassment	9.8%	We have investigated into the cases and actions were taken against the harassers who were found guilty upon investigation.	Concluded.
Medical (information and assistance request)	5.3%	Provided adequate information on general queries related to medical assistance and benefits to Impactt and workers. The workers may approach respective factory HR personnel for further clarification and assistance.	Concluded.	Emergency due to family matters and health issues	3.9%	We provided emergency assistance to arrange for workers to be sent back to their home countries.	Concluded.
Others (wages, passport/permit renewal, and home leave)	5.3%	Worker observed to have been absent without prior approval from superior and with valid reason. Passport renewal delay at the Bangladesh High Commission due to nationwide pandemic and new renewal system.	Concluded.				