

External Social Audits Data

Disclosure Framework/ Guidelines									
ISS ESG	Type of grievance helpline	External helpline (Managed by Impactt)				Internal Helpline: TG Centralized Workers Helpline & TG HR Connect App			
	Quarter	Q1 FY2023 (number)	Q2 FY2023 (number)	Q3 FY2023 (number)	Q4 FY2023 (number)	1Q FY2023 (number)	Q2 FY2023 (number)	Q3 FY2023 (number)	Q4 FY2023 (number)
	Number of grievances received Quarterly	10	21	6	3	88	119	108	198
	Total number of grievances received in FY2023 (as of Q4 FY2023)	40				513			

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External helpline (Managed by Impactt)				Internal Helpline: TG Centralized Workers Helpline & TG HR Connect App			
Category	Percentage	Action Taken	Status	Category	Percentage	Action Taken	Status
Information & assistance request (medical, repatriation and other general queries)	47.5%	Provided adequate information to Impactt and workers on medical assistance/ benefits, repatriation as well as in regards to general queries.	18 concluded + 1 pending for verification.	Other issues (request to transfer hostel and factory, feedback on hostel facilities, enquiry on wages, passport and visa renewal)	98.24%	Action has been taken to rectify and address all issues	Concluded.
Information request (recruitment fee reimbursement)	35.0%	Provided adequate information to Impactt and workers on recruitment and reimbursement. The workers may approach respective factory HR personnel for further clarification and assistance.	Concluded.	Workplace bullying	0.40%	We have investigated all cases and action has been taken against those found guilty upon investigation.	Concluded.
Discrimination (Bonus and Overtime)	10.0%	Workers are not entitled to bonus due to performance which is not up to mark. Besides, due to current business condition, we rationalized some of the production facilities. Subsequently, the total overtime hours have reduced and overtime only offered based on necessity.	Concluded.	Sexual & physical harassment	0	NIL	NIL
Physical/sexual/verbal/psychological abuse	5.0%	Top glove provided counselling to worker and he stated his acceptance of the outcome from the last counselling session.	Concluded.	Emergency due to family matters and health issues	1.36%	We provided emergency help to arrange workers back to their home countries due to family issues and health issues	Concluded.
Accommodation	2.5%	Top Glove maintains hygiene and cleanliness standards in its dormitory premises through a comprehensive duty roster.	Concluded.				