

TOP GLOVE

TOP QUALITY, TOP EFFICIENCY

Grievance Mechanism

Top Glove Corporation Bhd

A grievance SOP is in place which requires corrective action for issues raised to be taken within 5 days.

Available Grievance Channels for Employees to Raise Concerns

1. Multilingual Independent Grievance Helpline (external)

- Managed by independent 3rd party auditor: Impactt UK
- Available in multiple workers' languages

2. Whistleblowing Channels

- Managed by independent third party
- Oversight by Whistleblowing Committee
- Channels: online form, email, mail box (external)

3. Workers Welfare Committee

- Worker Representative in each nationality & gender in every factory
- Monthly engagement with HR

4. TG Care Lines

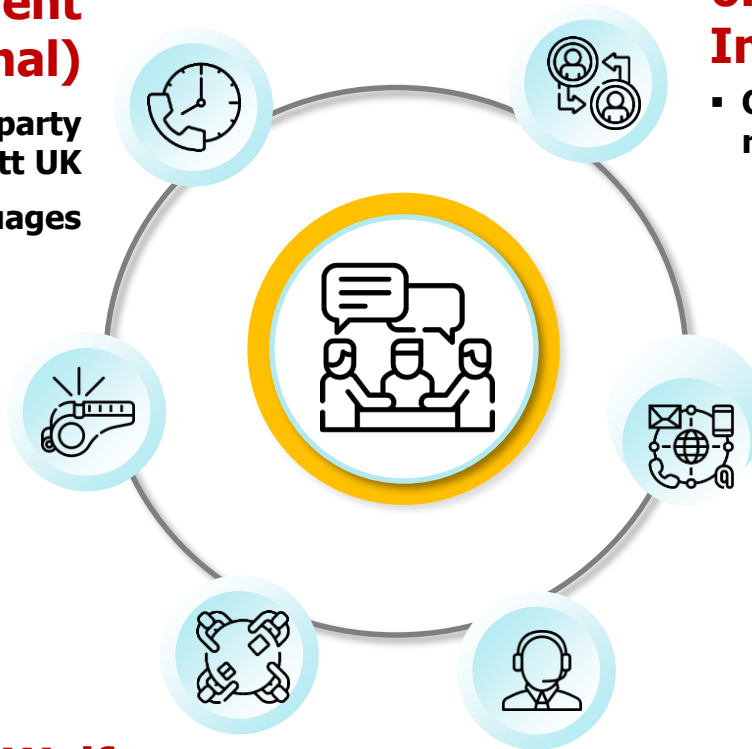
- Care lines for workers to report harassment and bullying cases

6. Engagement with Independent Directors

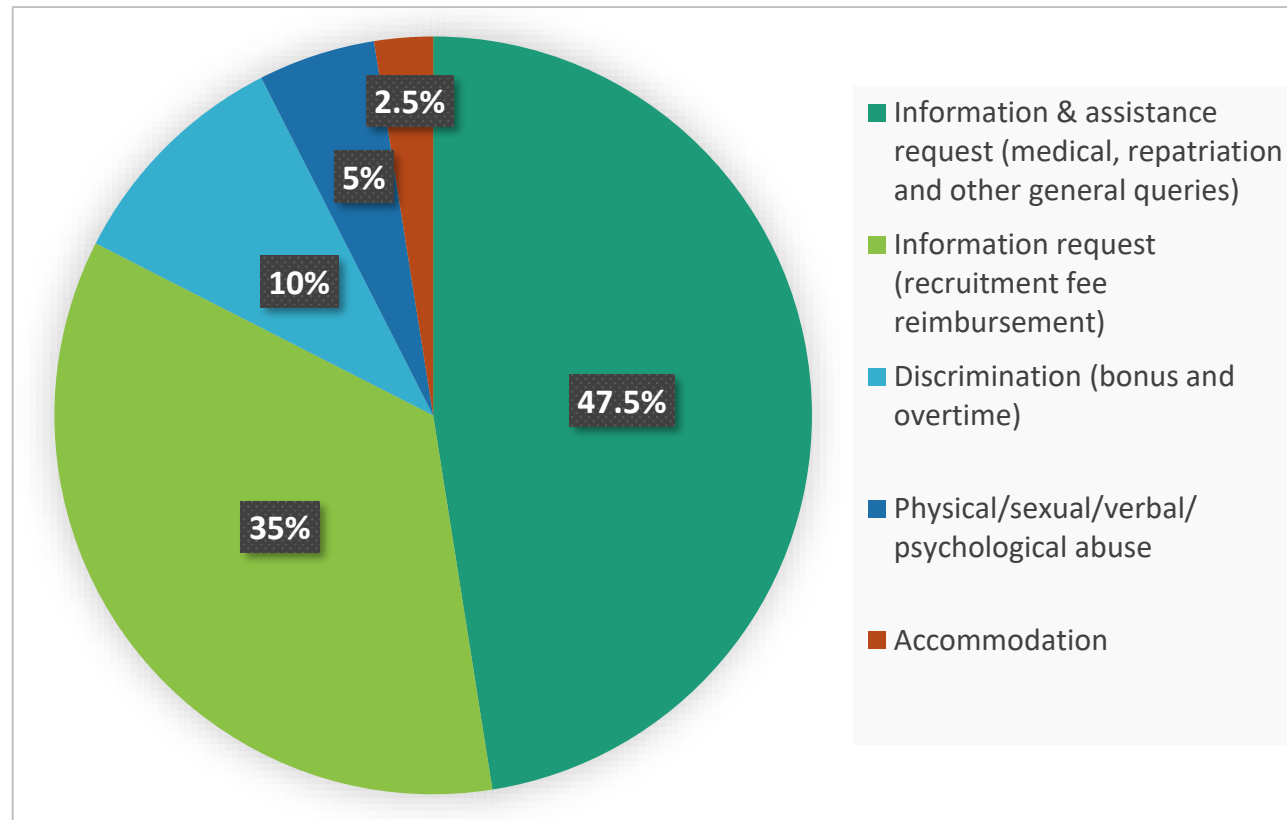
- Quarterly meeting with workers' representatives

5. Centralized Workers Helpline, Email, Grievance Forms, WhatsApp and HR Connect Apps grievance

- Various platforms for workers to raise workplace, safety, health, accommodation etc. issues
- Grievance raised will be channeled to HQ Social Compliance team



FY2023 Grievance Data



We work with Impactt Limited which managed for Top Gloves, an independent grievance helpline available in multiple workers' language. In FY2023, a total 40 cases received with 98% of the cases resolved and closed with remaining 1 pending Impactt's verification on the action taken by the Company.