

Sustainability Policy Grievance Handling Protocol



Introduction

Top Glove Corporation Bhd is wholly committed to ensuring its business is managed and products are manufactured in a sustainable manner. This is realised through continual engagement and assessment of its business partners based on metrics including how they conserve and improve the natural environment; uplift employee socioeconomic wellbeing; and conduct business ethically and responsibly. All Business Partners are required to adhere to the principles of the Top Glove Sustainability Policy and the Business Partners Code of Conduct, and adopt practices within their operations and supply chains consistent with the said Policy and Code.

This Grievance Handling Protocol is developed for effective grievance management, towards monitoring and promoting compliance of the Top Glove Sustainability Policy and Business Partners Code of Conduct. This protocol consists of a comprehensive process supporting the resolution of grievances by linking business and grievance resolutions and applies after grievances have been assessed and confirmed to violate our policies. Grievances may be raised by stakeholders in relation to Top Glove's operations and Top Glove's business partners. The process for receiving, logging and verifying all grievances raised is outlined in the Grievance Flow Chart on page 2.

Top Glove believes that business partner engagement and stakeholder collaboration are the fundamental elements of creating responsible supply chains and contributing to sustainable landscapes. With the newly launched Top Glove Sustainability Policy, we aim to engage actively with all our business partners and promote open exchanges to continuously improve our respective practices. We stand by business partners who demonstrate a willingness to contribute to a sustainable practice. In the event business partners are proven to have committed chronic non compliances or serious violations of our policies and commitments, or fail to deliver on agreed improvements, they will be subject to a recommendation for "cessation of business".

GRIEVANCE FLOW CHART Receipt of Grievance Case Incidents uncovered through Top Glove's own due diligence and monitoring, and reports from stakeholders e.g., civil society organizations, buyers, communities. Determine the legitimacy of Grievance Case [10 working days] Not Accepted Accepted Thank Grievance Raiser for Thank and notify Grievance Raiser that grievance has been accepted submission and explain on reason for Verification Team to engage with grievance raiser grievance not being found to be Prepare the Grievance Investigation Form with listing of cases or potential breach of Sustainability Policy legitimate (or "not being accepted") Log incident into Grievance List and periodic updates on status to be made until case is closed (e.g., not part of supply chain). Evidence where relevant may be Yes No provided. Is there sufficient evidence? Is additional evidence Request Grievance needed from Grievance Raiser for additional Raiser? [5 working days] evidence/information If the grievance in relation to: No Top Glove's Business Partner Top Glove's Operation Immediately inform Head of All other grievance cases Critical Grievance Case with verified proof of Department/Factory to commence deforestation or new peatland immediate action to resolve the development from 1 April 2019 and/or Jointly develop action plan with Business Grievance Case. [15 working days] b. severe human rights abuse human Partner for resolution of the Grievance trafficking, forced labour or imminent Case [1 to 6 months depending on the case] Head of Department/Factory to update endangerment of human life, including implementation status and prepare threats, intimidation and violence against environmental, human rights Corrective Action & Preventive Action **Business Partner Business Partner is not** land defenders, workers, Report. commits and agrees to willing to comply or fails to communities, community spokespeople the implementation of a make progress according to and grievance raisers. time bound action plan the time bound action plan Recommend for cessation of business Verification Team to regularly monitor and review the action plan to ensure that Refer to the Re-Entry Criteria for Business progress has been made Partner re-entry to Top Glove's supply chain Version 1.0 [Effective date: 15062022] Thank Grievance Raiser for notification of non compliances and provide update on how the compliance issue will be addressed



Top Glove Business Partner Re-Entry Criteria

In order to be eligible for re-entry into Top Glove's supply chain, a Business Partner under "cessation of business" for violation of the provisions within the Top Glove Sustainability Policy or Top Glove Business Partners Code of Conduct, must demonstrate it meets the following minimum requirements:

New cases of deforestation and new development on Other grievances linked to non compliance peatland (Post 1 April 2019) 1. Implement an immediate moratorium on land With other grievances related to non compliance, clearing and peatland development including an a prescriptive approach may not be applicable as immediate management directive the nature of each grievance will vary, and that operationalises the moratorium through a Stop depending on the complexity, the required Work Order with immediate effect; progress and level of urgency needed for resolution will also vary. 2. Acknowledge the total area of non compliant development (areas developed post 1 April 2019) Top Glove, together with its suppliers and, as and publicly commit to resolving the non compliant required, third party experts, will determine the development through credible milestones / criteria that need to be met in order а and comprehensive Remediation Plan; to resume business. 3. Immediately halt all planting activities on non compliant development areas (pending development of a Remediation Plan); 4. Commit to conduct integrated **HCV-HCS** assessments for any new land development, which is approved by the HCVRN Quality Review Panel; 5. Publish a Sustainability Policy or sign an agreement or letter undertaking to comply with the Top Glove Sustainability Policy and Business Partners Code of Conduct; 6. Development of a time bound action plan reviewed and accepted by Top Glove to address all relevant grievance issues, including a commitment to develop a Remediation Plan for all non compliances relation to deforestation and peatland

development within 6 months.