

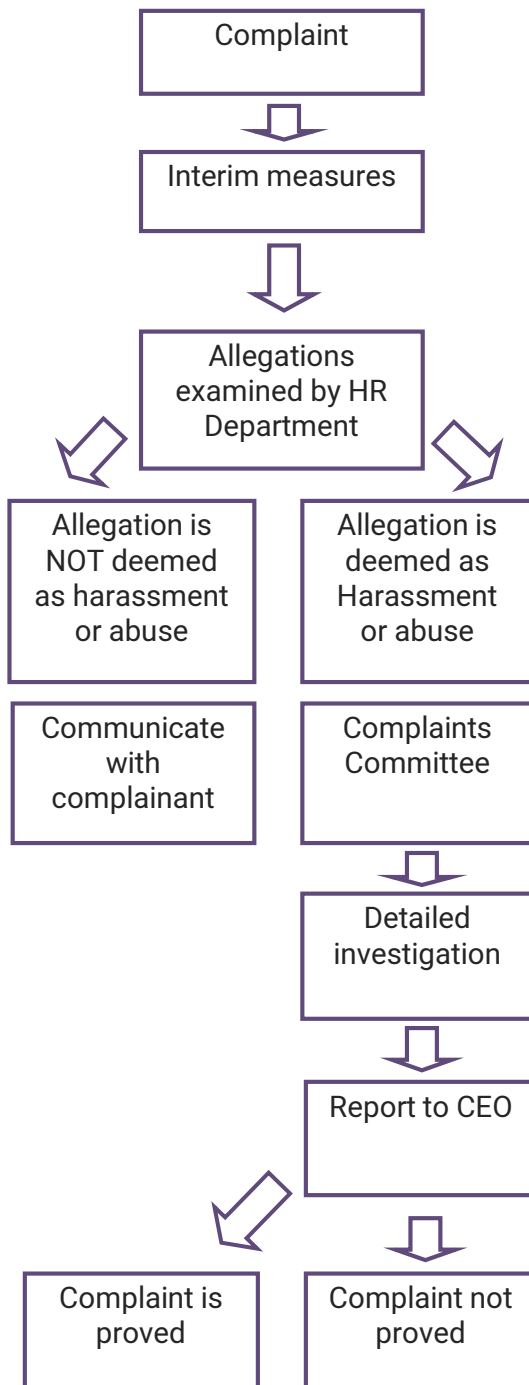


Standard Operating Procedures to Address Any Harassment or Abuse at Workplace

REMIEDIATION PROCESS – RECOMMENDED STANDARD OPERATING PROCEDURES (SOPS)

This is an example of a process to follow when there is an indication of potential abuse or harassment in the company. It is vital to maintain the dignity, safety and anonymity of both parties.

Abuse Remediation Process - to Investigate a Harassment or Abuse Case



1). Upon receipt of a complaint, the Management shall take immediate interim measures to address concerns regarding safety and well-being of the complainant (and the respondent). Such interim measures could be:

- No contact between the alleged perpetrator (respondent) and the complainant;
- Changes in work schedules;
- Alternative living arrangements; and
- Or other measures the Management deems appropriate.

2) The complaint is examined by Human Resource department (minimum 2 people), preferably within 5 working days of receipt of the allegation.

3) If the allegation is **not** deemed as harassment or abuse, the concern will be dismissed and this will be communicated to the complainant. If the allegation does prove to be harassment or abuse, the Management refers the matter to a "Complaints Committee" (the Committee should have a balance of management and employee representatives)

4) Complaints Committee conducts a detailed investigation (separately) with the complainant, accused and other individuals.

5) Complaints Committee submits a Report to the CEO/ED preferably within a set number of days from receipt of Complaint. Report shall determine if the complaint is legitimate or false.

6) If the complaint is proved, disciplinary action shall be taken against the accused; if complaint is not proved, disciplinary action may be taken against the complainant if deemed fit.



Standard Operating Procedures to Address Any Harassment or Abuse at Workplace

DISCLAIMER: The information in this document is prepared for a brief and general guideline on recruitment and have been compiled using various sources publicly available. Efforts have been made to ensure that relevant information have been included; however EF does not claim that the information in this guideline is exhaustive. Further, this document does not purport to contain all the information that the end user or reader including but not limited to employers, buyers, importers, manufacturers, suppliers or distributors (collectively "End User") may desire in understanding regarding the processes, practices or laws in Malaysia in respect of harassment and abuse. The intent of this document is to provide basic guidelines which may be of some help to the end user. With the help of this document, the end user should ensure that the relevant laws, rules, regulations and guidelines are applicable, suitable, updated and relevant to their company or business as a whole. EF, its subsidiaries, related corporation, affiliates, associates, business partners (collectively, "EF Group") and EF's directors, shareholders, officers, employees, agents, representatives and advisers ("Representatives") do not:- (i) make any representation, undertaking or warranty, express or implied, nor any of them, to the extent permitted by law, have any responsibility or liabilities whatsoever in respect of the truth, accuracy or completeness of, or omission from, this document or any related documents or information, whether written or oral, supplied at any time or in respect of any statement, disclosure, or opinion expressed or omitted; (ii) owe any duty of care or otherwise owed by EF Group or its Representatives to the End User in respect of or in connection with this document; (iii) have any obligation to update this document or to correct any inaccuracies, incompleteness or omissions therein; and (iv) accept any responsibility or liability to any reader or third party for any damages, loss, cost or expense, or any loss of profits, business or anticipated savings or for any consequential loss whatsoever, whether directly or indirectly, due to or in connection with any negligence, error, misstatement, misrepresentation or omission by EF Group or its Representatives.