



MEMO

DATE	1 st March 2014	REF NO.	MEMO/HR007/14(HR/ADM)
TO	All Locations		
FROM	Group Chief Executive Officer		
CC	COO		
SUBJECT	SOPB GROUP GRIEVANCE PROCEDURE FOR MONTHLY PAID EMPLOYEES		

Enclosed herewith the above mentioned grievance procedure for your attention and immediate adherence.

Please be guided accordingly.

Regards,

PAUL WONG HEE KWONG
Group Chief Executive Officer

/encl – SOPB Group Grievance Procedure for Monthly Paid Employees

SOPB GROUP GRIEVANCE PROCEDURE FOR MONTHLY PAID EMPLOYEES

1. Objective

1.1 The purpose of this policy is to provide the management and employees with guidelines on the policy and procedures of handling grievances at workplace aimed at creating a harmonious work environment.

2. Scope

2.1 This policy, procedures and controls shall apply to all employees of SOPB Group of Companies ('the group').

3. Grievance Procedure

3.1 Definition

3.1.1 A grievance is defined as a personal complaint by an employee concerned which he brings to the attention of his immediate superior and is subsequently not settled to the satisfaction of the employee.

3.2 Intention

3.2.1 It is the intention of the company that any grievance arising between the employee and the company be settled equitably and promptly.

3.2.2 An employee who is aggrieved by an action of any of the group's companies may seek redress orally or in writing to his superior stating the nature of his complaint. Any grievance which is not presented by an employee to his superior within seven (7) days of the date of occurrence of the alleged grounds for complaint shall not be considered.

3.3 Procedures

3.3.1 All grievances shall be resolved through the following procedures:-

(1) Step 1

Aggrieved employees should raise his problem/grievance informally to his Executive in-charge for discussion. The Executive who receives the complaints will address the employee's concerns fairly and to resolve the grievance within three (3) working days.

(2) Step 2

If the employee failed to obtain satisfactory outcome from the action taken by the Executive, he may raise the matter formally, without unreasonable delay and by putting his grievance in writing to his Manager.

(3) Step 3

If the employee is still dissatisfied with the solution offered by the Manager, he may refer the matter to the Controller for final decision should the aggrieved employee is working in Plantation Division. Otherwise, the matter shall be referred to as under Step 4.

(4) Step 4

If the grievance still remain unsettled after three (3) working days from the date of complaint to the Manager under Step 2 or the Controller under Step 3, the employee may refer the matter to the Head of Business Unit (HBU) or Group Chief Executive Officer (GCEO) for arbitration (dialogue and negotiation) and settlement.

4. Actions by Management

4.1 Investigation

- 4.1.1 A discreet investigation will be carried out if deemed appropriate. Where the grievance relates to other employees, the individuals involved will be informed in writing of the nature of the complaint and will be given opportunity to submit a response.

4.2 Final Outcome

- 4.2.1 The outcome offered by the Head of Business Unit (HBU) or Group Chief Executive Officer (GCEO) shall be final and no further discussion will be entertained.

5. Review

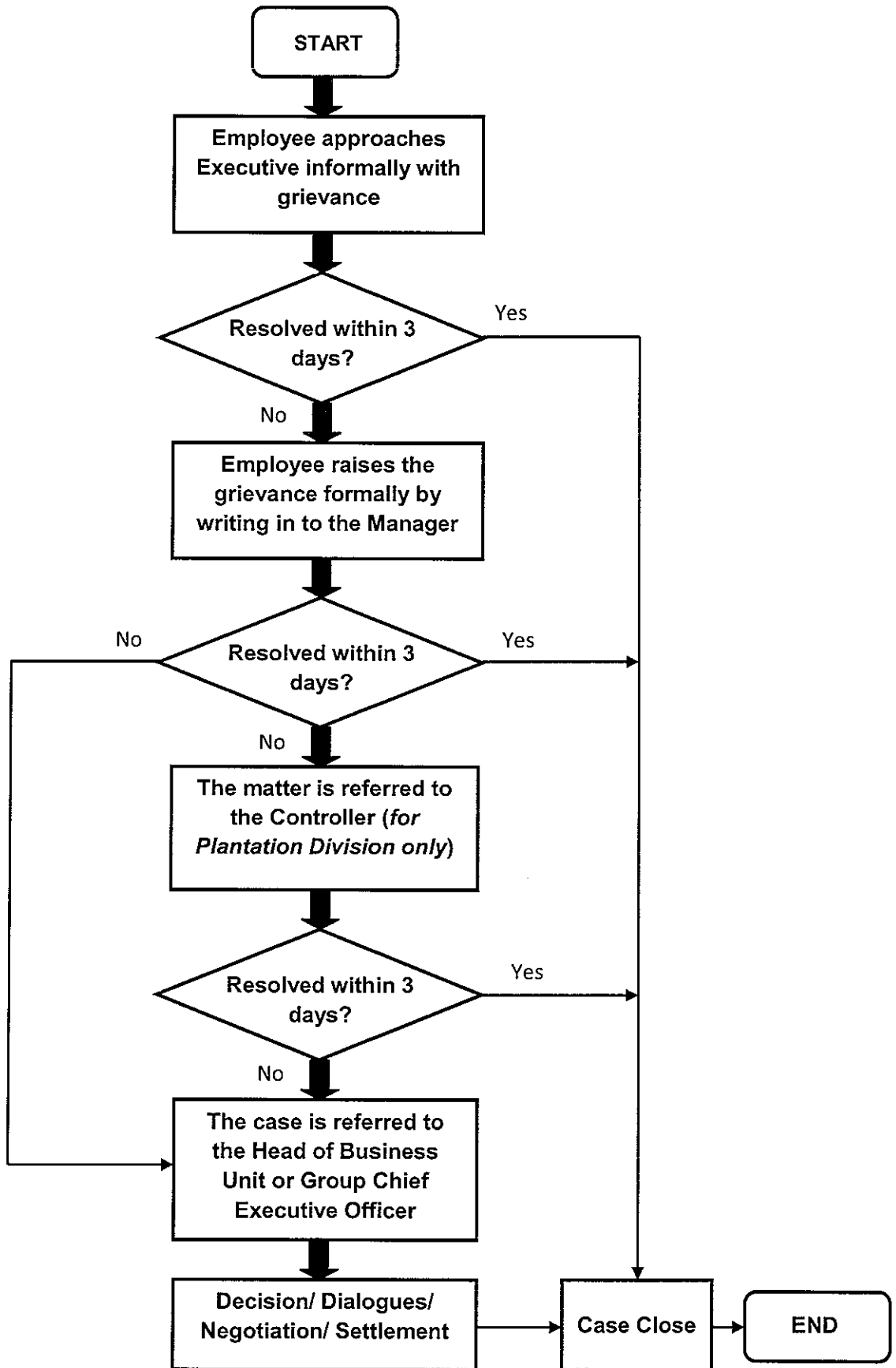
- 5.1 This policy and procedures may be reviewed and amended from time to time , as and when necessary, to ensure the effectiveness to achieve the aim of the organization.

Note:

1. If the aggrieved employee is in the Executive or Managerial position, the authority reported shall be made based as the underlined in Step 2, Step 3 and Step 4 respectively.
2. Head of Business Unit (HBU) comprises of :
 - (i) Chief Operating Officer (COO);
 - (ii) Group Plantation Controller (GPC);
 - (iii) Financial Controller (FC);
 - (iv) Assistant Controller – Mill (ACM);
 - (v) Assistant Controller – Operations (ACO) and
 - (vi) Assistant General Manager (AGM).
3. Controller refers to Plantation Controller and Assistant Plantation Controller.
4. The grievance is only referred to Group Chief Executive Officer (GCEO) should the employee is directly reporting to GCEO.



Flow Chart of Grievance Procedures





MEMO

DATE	1 st March 2014	REF NO.	MEMO/HR006/14(HR/ADM)
TO	All Locations		
FROM	Group Chief Executive Officer		
CC	COO		
SUBJECT	SOPB GROUP GRIEVANCE PROCEDURE FOR DAILY PAID WORKERS (LOCAL AND FOREIGN)		

Enclosed herewith the above mentioned grievance procedure for your attention and immediate adherence.

This grievance procedure shall supercedes the previous grievance procedure of estate/mill workers (local/foreign) ref no. MEMO/GCE/86/2010

Please be guided accordingly.

Regards,

PAUL WONG HEE KWONG
Group Chief Executive Officer

/encl – SOPB Group Grievance Procedure for Daily Paid Workers

SOPB GROUP GRIEVANCE PROCEDURE FOR DAILY PAID WORKERS (LOCAL AND FOREIGN)

1. Objective

1.1 The purpose of this policy is to provide the management and workers with guidelines on the policy and procedures of handling grievances at workplace aimed at creating a harmonious work environment.

2. Scope

2.1 This policy, procedures and controls shall apply to all workers (local and foreign) of SOPB Group of Companies ('the group').

3. Grievance Procedure

3.1 Definition

3.1.1 A grievance is defined as a personal complaint by a worker concerned which he brings to the attention of his immediate superior and is subsequently not settled to the satisfaction of the worker.

3.2 Intention

3.2.1 It is the intention of the company that any grievance arising between the worker and the company be settled equitably and promptly.

3.2.2 A worker who is aggrieved by an action of any of the group's companies may seek redress orally or in writing to his superior stating the nature of his complaint. Any grievance which is not presented by a worker to his superior within seven (7) days of the date of occurrence of the alleged grounds for complaint shall not be considered.

3.3 Procedures

3.3.1 All grievances shall be resolved through the following procedures:-

(1) Step 1

A worker (local/foreign) should raise his problem/grievance to his immediate superior by the quickest means (within three (3) days of the date of occurrence). The immediate superior should be the Supervisor in-charge of the worker concerned.

(2) Step 2

If the worker fails to obtain satisfactory response from his immediate superior within three (3) working days from the date of his complaint, he may refer the matter to the Executive-in-charge for further consideration.

(3) Step 3

If the worker is still dissatisfied by the decision given by the Executive –in-charge, he may then after three(3) working days of the date of the decision given, submit his grievance to the Assistant Manager or Manager for resolution.

(4) Step 4

If the grievance still remains unsettled after three (3) working days from the date of complaint to the Assistant Manager or Manager, he may then refer the matter to the Senior Manager or Controller for final decision and resolution.

(5) Step 5

If the grievance still remains unsettled after three (3) working days from the date of complaint to the Senior Manager or Controller, he may then refer the matter to the Head of Business Unit (HBU) for arbitration (dialogue and negotiation) and settlement.

4. Actions by Management

4.1 Workers' Grievances/Complaint Book

- 4.1.1 The Manager must establish a Grievance/Complaint Book in the office for recording all the workers' grievances.
- 4.1.2 The Manager must at all times monitor and ensure all grievances reported in the Grievance/Complaint Book are being settled and solved within the specified time frame. Any unsettled grievance must be brought to the attention of Controller and the Head of Business Unit (HBU).
- 4.1.3 The case status must be updated/recorded into the Grievance/Complaint Book.

4.2 Investigation

- 4.2.1 A discreet investigation will be carried out if deemed appropriate. Where the grievance relates to other workers, the individuals involved will be informed in writing of the nature of the complaint and will be given opportunity to submit a response.

4.3 Final Outcome

- 4.3.1 The outcome offered by the Head of Business Unit (HBU) shall be final and no further discussion will be entertained.

5. Review

- 5.1 This policy and procedures may be reviewed and amended from time to time , as and when necessary, to ensure the effectiveness to achieve the aim of the organization.

Note:

- 1. For division that does not have authority level mentioned in the above procedures, the step concerned shall be ignored and to continue in the following step.
- 2. Head of Business Unit (HBU) comprises of :
 - (i) Chief Operating Officer (COO);
 - (ii) Group Plantation Controller (GPC);
 - (iii) Financial Controller (FC);
 - (iv) Assistant Controller – Mill (ACM);
 - (v) Assistant Controller – Operations (ACO) and
 - (vi) Assistant General Manager (AGM).
- 3. Controller refers to Plantation Controller and Assistant Plantation Controller.
- 4. Any grievance relating to workers' wages must be dealt by the respective Manager in-charge.

Flow Chart of Grievance Procedures

