

## **GRIEVANCES POLICY**

**MIE Sustainable Energy Sdn Bhd (MIESE)** is committed to a transparent, fair, and respectful workplace. This policy provides a safe, accessible mechanism for employees and stakeholders to raise complaints or grievances without fear of retaliation.

### **KEY COMMITMENTS**

- **Acknowledgement:** All complaints/grievances will be acknowledged within 2 weeks of receipt.
- **Investigation & Response:** Investigations will be impartial, and proposed actions shared within 3 months. If more time is needed, the complainant will be notified.
- **Confidentiality:** All matters are treated confidentially. Anonymous complaints are accepted.
- **No Retaliation:** Individuals raising grievances in good faith are protected from any retaliation or threats.
- **Accessibility:** Complaints can be submitted at any time by employees or external stakeholders (e.g., communities, suppliers).
- **Transparency:** Findings and follow-up actions are communicated to the complainant in a timely manner.
- **Recordkeeping:** All complaints and resolutions are documented and kept for at least 5 years, and records from the past 24 months are available upon request.

### **GOVERNANCE & OVERSIGHT**

- **PIC:** Social & Legal Obligations manages grievance intake, response, documentation, and resolution.
- A Gender & Grievances Committee will be formed when necessary, ensuring impartiality, gender sensitivity, and inclusive decision-making.
- The grievance mechanism includes multiple accessible channels for both internal and external parties.

### **BUSINESS PARTNER EXPECTATIONS**

MIESE expects its partners to adhere to similar grievance and labour standards. Non-compliance may result in serious action, including termination of business relationships.



**YUSA' HASSAN**  
Chief Executive Officer  
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