



**MPRL E&P Pte Ltd.**

# EMPLOYEE GRIEVANCE POLICY

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**DOCUMENT TITLE : EMPLOYEE GRIEVANCE POLICY**  
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**APPROVED BY : EXECUTIVE MANAGEMENT OF MPRL E&P**

## OBJECTIVES

MPRL E&P aims to provide a safe, productive, legal, and ethical work environment. The objective of this policy is to ensure that all employees are able to lodge reasonable grievances or complaints about the workplace directly affecting them to help to resolve those as quickly and fairly as possible. This policy is different from whistleblowing, which is the process of resolving concerns about misconduct, misbehavior, fraud, or misuse of company property in the public/company interest.

## APPLICABILITY

MPRL E&P expects active participation in achieving its goals and commitments by all employees and managers, regardless of corporate hierarchy, are responsible for performance, across the business value chain.

Breach of the MPRL E&P Employee Grievance Policy may result in disciplinary action, up to and including dismissal. MPRL E&P reserves the right to amend or update this policy as required from time to time.

## COMMITMENT

MPRL E&P has in place a fair and transparent framework where employees can lodge their concerns without fear of being reprimanded.

MPRL E&P is committed to the following process:

- Any employee directly affected by an issue can lodge concerns with an immediate supervisor. The immediate supervisor will actively listen and try to resolve issues to the extent they are able.
- In the event that discussion with the immediate supervisor has not led to a satisfactory resolution, employees are encouraged to present concerns to the immediate supervisor in writing and document the issue, personnel involved, and a suggested solution to the problem.
- If no response to the written complaint is received within 7 working days from the date of submission, or if the immediate supervisor is party to the complaint, employees are encouraged to contact the next level supervisor, such as the head of department (HoD). If the concern is an emergency, legal, ethical, or safety issue, employees are encouraged to exercise judgement and expedite the complaint investigation process.
- If the matter remains unresolved or if employees feel that the issue continues to require attention, employees should file their complaint in writing with the Human Resource Manager, Chief Compliance Officer and/or Assistant Chief Compliance Officer.
- Human Resource (HR) will register complaints, investigate, and review, and keep the complainant informed throughout the process.
- MPRL E&P prohibits retaliation against the complainant.



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## **ACCOUNTABILITY**

MPRL E&P Executive Management is accountable for the MPRL E&P Employee Grievance Policy. Human Resource Department is responsible for implementation, administration and record keeping. All Heads of Departments (HoDs) and immediate supervisors are responsible to administer grievances in accordance with this policy.

## **REVIEW, MONITORING AND REPORTING**

This policy will be reviewed upon requirement to ensure that it is aligned with changes in our business and external environment, including changes in the national context and legal requirements. Policy awareness trainings will be provided to all employees within MPRL E&P to increase awareness. Occasionally, policy reinforcement trainings will be provided as and when required.