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CAMEL POWER (M) SDN BHD

骆驼动力马来西亚有限公司



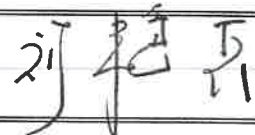
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Grievance Procedure

申诉程序

MANAGEMENT STATUS			
管理状态			
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A/1	<i>Revision 2.3: Add complainant Flow</i>	Camel Power (M) Sdn Bhd related department: 骆驼动力(马来西亚)有限公司相关部门: 1. Quality Department 质量部 Old version disposal 老版本处置 2. Production Department 生产部 A/0 New Version 3. Engineering Department 工程部 4. Supply Chain Department 采购物流部 5. R&D Department 研发部 6. Sales Department 销售部 7. Finance Department 财务部 8. Human Resource and Administration Department 行政与人力资源部 9. Environmental, Health & Safety Department 安环部	Collect old version and Dispose Issue new version 发放新版本 回收旧版本
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1 Rationale 基本原理

1.1 It is Camel Power (M) Sdn Bhd policy to establish a grievance procedure that is confidential, unbiased, non-retaliatory and accessible and available to all employees to bring receiving comments, recommendations, reports or complaints concerning non-conformances to SA8000 and/or problems, complaints relating to their work condition to the attention of the management.

骆驼动力马来西亚有限公司制定此政策，旨在建立一套具备保密性、公正性及无报复性的申诉程序，以确保所有员工都能便捷地使用与参与。通过该程序，员工可向管理层反映与 SA8000 不符合事项或与工作环境及工作条件相关的问题、意见、建议、报告或投诉，以便引起管理层的关注。

2 Procedures 程序

2.1 Camel Power (M) Sdn Bhd would like complaints/grievances to be resolved in an informal way, but where this is not done, then the procedure outlined below must be adhered:

鼓励所有投诉或申诉事项优先以非正式方式解决；若无法以非正式方式解决，则必须遵循以下所列的正式申诉程序。

2.1.1 STEP I

第一阶段

- a) An employee with a grievance should within 3 working days of it arising, raise the issue with his immediate Supervisor / Superior, who will investigate and provide a solution or explanation to the employee within 3 working days after the grievance has been brought up.

员工如有申诉，应在问题产生后的 3 个工作日内向其直属主管/上级反映。直属主管/上级须在收到申诉后的 3 个工作日内 展开调查，并向员工提供解决方案或解释。

2.1.2 STEP II

第二阶段

- a) If the employee is not satisfied with the solution / explanation of his immediate supervisor, he should speak with his Head of Department within 3 working days of the reply from the immediate supervisor. He must also inform his supervisor that he is taking this step. The Head of Department must give his solution / explanation within 5

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working days.

若员工对直属主管/上级所提供的解决方案或解释不满意，应在收到回复后的 3 个工作日内向部门主管反映，并须同时通知直属主管其将采取此步骤。部门主管须在收到申诉后的 5 个工作日内 提供解决方案或解释。

2.1.3 STEP III

第三阶段

- a) If the employee is dissatisfied with the solution/explanation by the Head of Department, he can raise the issue in writing to the Human Resource Department using the Grievance Form, complaining the nature of the problem and the steps he has taken to resolve the problem without success. HR will record the following information:

若员工仍对部门主管的解决方案或解释不满意，可填写《申诉表格》（Grievance Form），以书面形式向人力资源部提交申诉，并在表格中详细说明问题的性质及之前为解决该问题所采取的措施和结果。

人力资源部将记录以下资料：

- i. Name, address, contact information of the person giving feedback
申诉人姓名、地址及联系方式
- ii. Date and format of how feedback was received
接收反馈的日期及方式
- iii. Nature of complaint: subject, issue, and demand
投诉内容：主题、事项及诉求
- iv. Name and title of person handling feedback
处理反馈人员的姓名及职称
- v. Actions planned to resolve feedback, along with dates for milestones
拟定的处理措施及关键日期
- vi. Action taken to resolve and outcomes
实际采取的措施及结果
- vii. Date of resolution
结案日期

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viii. Communication of resolution

结果的沟通方式

2.1.4 STEP IV

第四阶段

- a) The Human Resource Manager will talk to the parties involved and make recommendation (s) about the case to the Management. The decision of the Management shall be final and conclusive.

人力资源经理将与相关当事人进行沟通，并向管理层就个案提出处理建议，管理层的决定为最终且具有约束力。

- b) The employee will receive a written answer within five working days.

员工将在 5 个工作日内 收到书面答复。

- c) It is, therefore, necessary that the grievance procedure be closely followed and the reasons for any decision made documented.

因此，必须严格遵循此申诉程序，并对所有决策及其理由进行文件记录。

2.1.5 STEP V

第五阶段

- a) Grievance Records will be used to identify, analyse, and respond to feedback trends, identify areas for continual improvement, and produce reports for senior management. Reports will state the following:

所有申诉记录将用于识别、分析及回应反馈趋势，以发现可持续改进的机会，并定期向高层管理层提交报告。报告内容包括：

- i. Number of complaints/feedback received and outcomes
收到的投诉 / 反馈数量及处理结果
- ii. Comparison with previous periods to identify trends
与以往期间的比较，以识别趋势
- iii. Systemic issues that need to be addressed
需解决的系统性问题
- iv. Potential areas for continual improvement
潜在的持续改进领域

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2.2 It is important that grievance be handled promptly and in accordance with the procedures.

Therefore, Grievance may be directed to the Human Resource department to resolve. If the decision achieved is satisfactory to the complainant, then the issue is solved and documented.

申诉事项应及时处理，并严格按照既定程序进行。因此，申诉可提交至人力资源部以寻求解决方案。如果作出的决定令投诉人满意，则该问题视为已解决，并须进行书面记录与存档。

2.3 If the decision achieved is not satisfactory to the complainant, then the issue will be raise to the General Manager (liuyanbing@camelpower.com.my). Should the matter remain unresolved, it may be reported to BSI (ramesh.raju@bsigroup.com) and finally to SAAS (saas@saasaccreditation.org).

如果所作出的决定未能令申诉人满意，则该问题将提交给总经理

(liuyanbing@camelpower.com.my)。如相关事项仍未能得到解决，可进一步向 BSI (ramesh.raju@bsigroup.com) 反映，最后可向 SAAS (saas@saasaccreditation.org) 申诉

2.4 As part of the Grievance procedure, the Grievance Form will need to be filled up either by the complainant or Human Resources dept.

作为申诉程序的一部分，申诉表格（Grievance Form）必须由投诉人或人力资源部填写。

2.4.1 Types of channels to receive the form for raising grievances can vary and may include among others:

提交申诉表格的渠道可多样化，包括但不限于以下方式：

a) Suggestion box located at the workplace;

设置于工作场所的意见箱；

b) Face-to face;

面对面沟通；

c) By phone; and

电话联系；

d) By letter.

信函方式；

e) Through Email hr@camelpower.com.my

电子邮件提交 hr@camelpower.com.my

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All complaints can directly be sent through the above-mentioned communication channels. It is the responsibility of the Human Resource Manager to communicate the reported grievance to the competent committee to investigate and discuss the matter keeping representatives of the worker informed. The response to grievances (based on Management discretion) should be posted at locations that can be seen by all employees. The competent committee on receiving complaint comprises of Human Resources Manager, Production Manager and Worker's Representatives.

所有投诉均可通过上述渠道直接提交。人力资源经理负责将所接获的申诉转交至相关委员会进行调查与讨论，并须确保员工代表全程获悉处理进展。针对申诉的回复（由管理层酌情决定）应张贴在所有员工可见的地方。收到申诉后负责调查的 申诉处理委员会包括：人力资源经理、生产经理及员工代表。

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3 Related Documents

相关文件

3.1 Grievance Policy

申诉政策

4 Records

记录

4.1

5 Appendix

6 附件

6.1 N/A