

YONG TAI

永大集团



28/9/2020

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PTS[•] LEISURE

STANDARD OPERATING PROCEDURE YTB / SOP / HUMAN RESOURCES / GRIEVANCE PROCEDURE

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For the attention of the User

Users may give feedback or present comments and recommendations on any aspect of this Document and address them to Internal Audit Department, Yong Tai Berhad.

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1.0 OBJECTIVE

The purpose of this procedure is: -

- To ensure there is a proper procedure for employees to report their grievance;
- To create and maintain a healthy work environment.

2.0 SCOPE

- To ensure employee's grievance such as injustice, criticism, sexual harassment etc. can be addressed appropriately.
- This procedure applies to the employees of PTS Leisure Sdn Bhd ("PTSL").

3.0 DEFINITION

- 3.1 "VP" shall refer to Vice President of Group Hospitality;
- 3.2 "GM" shall refer to General Manager of PTSL;
- 3.3 "HRD" shall refer to Human Resources Department;
- 3.4 "HRM" shall refer to Human Resources Manager
- 3.5 "HRE" shall refer to Human Resources Executive;
- 3.6 "HOD" shall refer to Head of Department;
- 3.7 "SUP" shall refer to supervisor;
- 3.8 "EMP" shall refer to Employee.

4.0 RESPONSIBILITY

- 4.1 HRM is responsible to ensure that Employee Grievance/ Complaint is being handled carefully and professionally;
- 4.2 HRE is to handle employee's grievance carefully and professionally with proper consultation.

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5.0 PROCEDURE

STEP	DESCRIPTION	RESPONSIBILITY
5.1	In the event EMP unable to resolve his / her grievance with the SUP / HOD, EMP to refer the matter to HRD verbally if the circumstances are challenging in a formal written complaint instantly or through the submission of <u>Employee Grievance / Complaint Form</u> (refer Appendix 7.2).	Employee
5.2	<p>HRE to conduct a thorough investigation confidentially within two days and discuss with HRM on the actions to be taken before revert to the EMP within five working days upon receiving the verbal inform / Form.</p> <p>Alleged offender of sexual harassment that unable to provide satisfactory show cause reply or proven guilty will be subject to Company's disciplinary procedures such as warning, demotion or dismissal.</p> <p>Vice versa, EMP that deliberately spreading false information / making trivial sexual complaints will be subject to Company's disciplinary procedures and / or civil suit case claimed by concerned individual.</p> <p>If EMP unsatisfied with the HRD investigation outcomes/ actions, EMP may appeal to GM / VP as the final option.</p>	Human Resources Executive/ Human Resources Manager
5.3	<p>HRE to initiate the necessary actions agreed by both parties.</p> <p>All sexual harassment cases, HRD to made a police report for further actions if consented by complainant as standard practice.</p>	Human Resources Executive
5.4	Once the necessary actions being carried out and finalized accordingly, HRE to file the form and relevant documents into EMP file.	Human Resources Executive

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6.0 RECORDS

Records Type/Title	Retention Period
Employee Grievance / Complaint Form	7 years

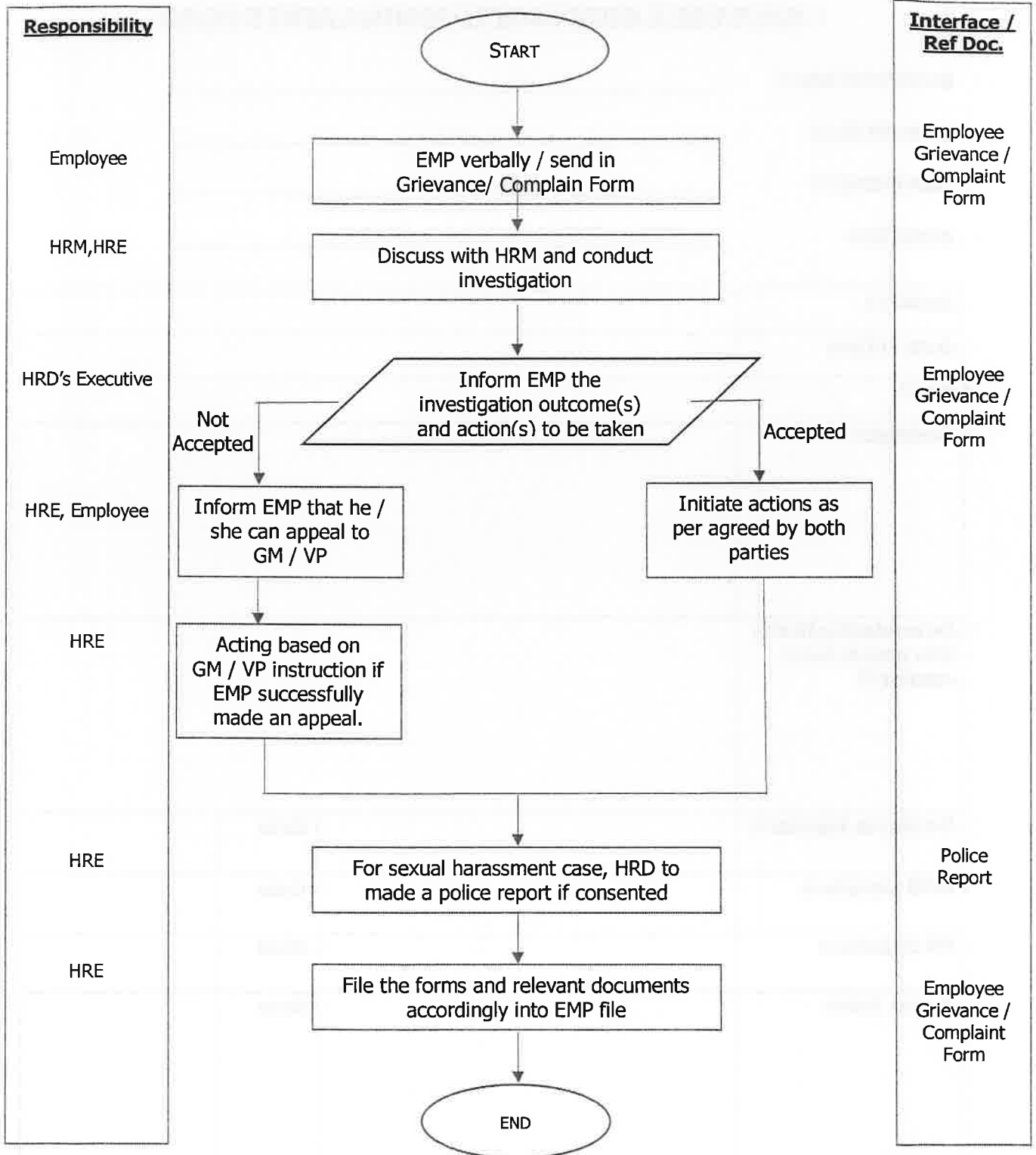
7.0 APPENDIX

Appendix 7.1: Process Flow of Grievance Procedure.

Appendix 7.2: Employee Grievance / Complaint Form.

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Process Flow of Grievance Procedure



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Template of Employee Grievances / Complaints Form

EMPLOYEE GRIEVANCES/COMPLAINTS FORM

EMPLOYEE NAME : _____

EMPLOYEE ID : _____

DEPARTMENT : _____

POSITION : _____

Incident			
Date & Time			
Place			
Description			
How would you like this matter to be resolved?			
Employee Signature		Date	
HOD Signature		Date	
HR Signature		Date	
Action Taken		Date	
Action Taken By, _____ Name: Date:	Agreed by, _____ Name: Date:	Received by, _____ HR Department Date:	