



i-Stone Technology Sdn. Bhd. and its subsidiaries (the “Group”) Grievance Procedure is the guideline for employee to resolve the conflict at work. It is important that all i-Stone employees are treated fairly and receive prompt responses to problems and concerns. This procedure is to promote prompt and responsible resolution of issues raised by staff and management. This procedure may be used freely without fear of retaliation, and the personnel from HR department is available to assist throughout the procedure. The process outlined below should be used if an individual disagrees with a supervisor’s action including any disciplinary action.

STEP ONE:

Discuss Complaint with Immediate Supervisor or Department Manager

i-Stone encourages informal resolution of complaints. Employees should first discuss the complaint with their immediate supervisor or department head within three (3) business days of the situation whenever possible. If the complaint is not resolved as a result of this discussion, or such a discussion is not appropriate under the circumstances, proceed to Step Two. If the action in dispute involves suspension or termination of employment, Steps One should be bypassed.

Note: If the complaint target is immediate supervisor or department manager, employee may bypass Steps One

STEP TWO:

Submit Complaint to HR Department Head

If the employee is not satisfied with the Step One decision, they may proceed with the complaint to the HR Department Head. A meeting between the employee, the employee’s department manager and HR department Head will generally be held within five (5) business days. The Human department head will issue a written decision, generally within five (5) business days of the meeting.

STEP THREE:

Submit Complaint for Final Appeal to i-Stone Board of Director

If the employee is not satisfied with the Step Two decision, they may submit the complaint to the i-Stone Board of Director within seven (7) business days of receipt of the Step Two decision. The director will review the decision in Step Two and amend the decision if necessary. Director will arrange a meeting with employee base on his/her available schedule if necessary. The employee’s department management will be notified as well. The time limits above are subject to modification on a case-by-case basis due to operational requirements, travel away from office, in-depth investigations, etc. The board of director shall have final authority to resolve any disputes regarding the implementation of this Complaint Procedure, including determination of the appropriate decision markers.