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REVISION HISTORY

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PURPOSE

This procedure outlines the labor-related terms and conditions for employees of PMX Malaysia Sdn Bhd, in compliance with Malaysian labor laws and best practices. The procedure ensures transparency, fairness, and legal compliance in areas such as age, gender equality, wage structure, working hours, employment medical check-ups, and competency requirements

SCOPE

Applies to all employees of PMX Malaysia Sdn Bhd, including full-time, part-time, and Contract employment. It covers terms and conditions of employment, from recruitment to termination, ensuring compliance with Malaysian employment laws.

DEFINITIONS

1. PMX - PMX Malaysia
2. EHS - Environment, health and Safety
3. ISO - International Organization for Standardization
4. ILO - International Labour Organization
5. OSHA - Occupational Health & Safety Act
6. CIDB - Construction Industry Development Board

STANDARDS AND REGULATIONS

1. **OSHA 1994 (Amended 2022):** : Providing safe working environment.
2. **Employment Act 1955 (Amended 2022):** focusing on matters regarding working hours, and employee rights.
3. **ISO 45001:2018 (Occupational Health and Safety Management Systems)** : provides a framework to improve employee safety, reduce workplace risks, and create better working conditions.
4. **Anti-Sexual Harassment Act 1999** : Protection against sexual harassment in the workplace
5. **International Labour Organization (ILO) Conventions** : Focusing on child labor, forced labor, occupational health, and safety, and workers' rights to organize

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1 TERM & CONDITION

1.1 Age Requirement

- 1.1.1 Minimum Age for Employment: In accordance with the Employment Act 1955 (Amended 2022), the minimum age for employment at PMX Malaysia Sdn Bhd is 18 years old.
- 1.1.2 Employment of Young Persons (14-16 Years): Employees in this age group are prohibited to work under PMX Malaysia Sdn Bhd organization.
- 1.1.3 Retirement Age: The normal retirement age at PMX Malaysia Sdn Bhd is 60 years, as per Malaysian employment laws, unless a different arrangement is mutually agreed upon.

1.2 Gender Equality (to take out)

- 1.2.1 PMX Malaysia Sdn Bhd is committed to fostering a gender-neutral workplace, ensuring equal opportunities for all employees, regardless of gender, race, or religious background. Discrimination in hiring, promotion, compensation, or benefits based on gender is prohibited
- 1.2.2 Employees performing identical roles with similar responsibilities will be paid equally, regardless of gender.

1.3 Working hours

- 2 The standard working hours at PMX are 8 hours per day, 45 hours per week, in line with the Employment Act 1955. Any exceptions, such as shift work or

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flexible working arrangements, will be outlined in individual employment contracts.

- 1.3.1 All Employees are entitled to at least two rest day per week (Saturday and Sunday), unless otherwise agreed in the contract

1.4 Employment Medical Check-Up

- 1.4.1 Pre-Employment Medical Examination : All employees are required to undergo a pre-employment medical check-up, particularly for roles involving physical labor, hazardous materials, or health risks. This ensures employees are fit for the job and helps mitigate work-related health issues.
- 1.4.2 Workplace Health and Safety : In line with the Occupational Safety and Health Act 1994 (OSHA), PMX ensures that a safe and healthy work environment is maintained and that employees have access to necessary health and safety resources

1.5 Foreign Workers Medical Check-Up

- 1.5.1 All foreign workers employed by PMX Malaysia Sdn Bhd must possess a valid passport from their home country. A copy of the passport must be submitted as part of the employment documentation.
- 1.5.2 They are required to have a valid work visa issued by the Malaysian Immigration Department. The work visa must remain valid throughout the duration of employment. It is the responsibility of the employee to ensure that their visa is renewed on time, in accordance with the conditions set by the Immigration Department.

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1.5.3 Similar to local workers, foreign employees engaged in construction-related activities must also be registered with the CIDB. The CIDB registration is a prerequisite for foreign workers to legally work on construction sites in Malaysia. PMX Malaysia Sdn Bhd will assist foreign workers in obtaining CIDB registration.

2. WORKERS’ GRIEVANCE REDRESS MECHANISM (GRM)

Establishing an effective Grievance Redress Mechanism (GRM) is essential for promoting a safe, respectful, and productive workplace. The GRM provides workers with a systematic procedure for voicing their grievances, ensuring that concerns are addressed promptly and fairly. By implementing a transparent and accessible GRM,

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organizations can enhance trust, morale, and overall employee satisfaction. This section details the procedures and principles for addressing grievances from workers

2.1 Purpose of the Grievance Redress Mechanism

The primary purpose of the GRM is to:

- 2.1.1 **Provide a Safe Space:** Create an environment where workers feel safe and empowered to express their concerns without fear of retaliation or discrimination.
- 2.1.2 **Facilitate Open Communication:** Encourage dialogue between workers and management to foster mutual understanding and respect.
- 2.1.3 **Ensure Fairness and Equity:** Guarantee that grievances are handled equitably and impartially, ensuring that all workers receive fair treatment.
- 2.1.4 **Promote Resolution and Improvement:** Effectively resolve issues and conflicts to prevent escalation and contribute to ongoing improvements in practices and policies.

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2.2 Principles of the GRM

To uphold the effectiveness and integrity of the grievance mechanism, the following guiding principles will be applied

- 2.2.1 **Principles Accessibility:** The grievance process should be easy for all workers to access, with clear instructions on how to submit a grievance and who to approach.
- 2.2.2 **Confidentiality:** All grievances will be treated with utmost confidentiality, ensuring that the identities of the complainants are protected throughout the process.
- 2.2.3 **Impartiality:** The grievance handling process will be free from bias. Those involved in investigating and resolving grievances will not have any conflict of interest or personal involvement in the issue at hand
- 2.2.4 **Timeliness:** Grievances will be addressed promptly, with defined timelines for each step of the process to ensure efficient handling.
- 2.2.5 **Transparency:** Workers will be kept informed about the grievance process and the status of their complaints, fostering trust in the system.
- 2.2.6 **Non-Retaliation:** There will be a strict policy against retaliation for those who raise grievances, ensuring that workers can speak freely without fear of negative repercussions.

2.3 Procedures for Addressing Grievances of the GRM

The GRM will consist of well-defined procedures that workers can follow to lodge and track their grievances. These procedures are as follows:

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2.3.1 Step 1: Submission of Grievance

- a. **Informal Discussion** : Workers are encouraged to first discuss their concerns informally with their immediate supervisor or a designated human resources representative. Many disputes can be resolved at this level through open dialogue.
- b. **Formal Discussion** : If the issue is not resolved informally or if the worker prefers a formal approach, they can submit a written grievance. This submission should include:
 - A clear description of the grievance.
 - Relevant details such as dates, locations, and individuals involved.
 - Any evidence or supporting documents.
 - The desired outcome or resolution.
- c. **Accessible Forms** : Grievance submission forms will be made available both physically and digitally within the workplace, along with guidelines on how to fill them out.

2.3.2 Step 2: Acknowledgment of Receipt

- a. The designated HR representative or grievance officer will acknowledge receipt of the grievance within a specified timeframe (e.g., five working days). **(refer PMX HR policy)**
- b. This acknowledgment will include information on the next steps and an estimated timeline for resolution.

2.3.3 Step 3: Investigation and Review

- a. An appropriate investigation will be initiated promptly. This may involve:
 - Interviewing the complainant and any relevant witnesses or parties.
 - Collecting documentation, such as emails, reports, or other relevant materials.
 - Consulting applicable policies and legal regulations.

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- b. During the investigation, all parties will be treated with respect, and their perspectives will be carefully considered.

2.3.4 Step 4: Resolution

- a. Based on the findings of the investigation, the designated officer will recommend appropriate actions to resolve the grievance. The resolution may involve:
- This Mediation or facilitated discussions between conflicting parties.
 - Changes in workplace practices or policies.
 - Corrective actions to address any wrongdoing.
 - Disciplinary measures in cases where violations of company policy are confirmed.
- b. A written resolution report will be generated, outlining the findings, the decision made, and the rationale behind it. The report will be shared with the worker who submitted the grievance.

2.3.5 Step 5: Follow-Up

- a. Follow-up meetings may be scheduled to ensure the resolution is effective and that no further issues arise
- b. Workers will be encouraged to provide feedback on the grievance process to identify areas for improvement.

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2.3.6 Step 6: Appeals Process

- a. If the worker is not satisfied with the resolution provided, they may appeal the decision. The appeal process will include:
 - A clear outline of how to submit an appeal, including the timeframe and necessary documentation.
 - Review by a higher authority or a separate, impartial committee to ensure an unbiased reassessment of the grievance.

2.4 GRM Awareness and Training

To promote effective use of the GRM, the organization will undertake the following initiatives:

- 2.4.1 Orientation Programs: New employees will receive orientation about the GRM, including their rights to raise grievances and the procedures involved.
- 2.4.2 Ongoing Training: Regular training sessions will be conducted for management on handling grievances effectively, emphasizing the importance of confidentiality, impartiality, and sensitivity.

2.5 Monitoring and Evaluation

To ensure the ongoing effectiveness of the GRM, the organization will implement monitoring and evaluation mechanisms:

- 2.5.1 Data Analysis: Regular analysis of grievance data (for example, types of grievances, resolution times, outcomes) will be conducted to identify trends and areas for improvement.
- 2.5.2 Feedback Mechanism: Workers will be provided with the opportunity to give feedback on the grievance process, helping to gauge their satisfaction and identify areas for improvement

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2.5.3 Annual Review: The GRM will be reviewed and updated annually based on collected feedback, changing policy needs, and evolving best practices.

2.6 Code of Conduct

The Code of Conduct serves as a fundamental framework outlining the expected standards of behaviour and the principles governing employment relationships within an organization. It provides guidance on how employees and management should interact with each other, with clients, stakeholders, and the broader community.

A strong Code of Conduct not only reinforces a positive workplace culture but also contributes to the reputation and ethical standing of the organization. This section elaborates on the standards for behaviour and the principles governing employment relationships outlined in the Code of Conduct.

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2.6.1 Purpose of the Code of Conduct

a. The primary objectives of the Code of Conduct are to:

- **The Establish Clear Expectations:** Define acceptable behaviours, practices, and interactions to ensure all employees understand their responsibilities within the workplace.
- **Promote Ethical Behaviour:** Encourage ethical decision-making and actions that align with the organization's values and principles.
- **Enhance Workplace Culture:** Foster a respectful, inclusive, and harmonious atmosphere that supports collaboration and productivity.
- **Protect Organizational Integrity:** Safeguard the organization's reputation by preventing misconduct and promoting accountability among employees.

2.6.2 Key Standards of Behaviour

a. The following standards of behaviour are expected of all employees, regardless of their position within the organization:

- Professionalism and Integrity
- Respectful Interactions
- Responsibility to the Organization

2.6.3 Standards for Employment Relationships

a. The Employer-Employee Relationship

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- **Fair Treatment:** Employees should be treated fairly and equitably, with a commitment from management to uphold fairness in evaluations, promotions, and disciplinary actions.
 - **Open Communication:** Management should maintain open lines of communication, ensuring that employees feel heard and valued. Regular feedback, constructive criticism, and opportunities for dialogue should be encouraged.
 - **Support for Growth:** The organization recognizes the importance of staff development and is committed to providing training, mentorship, and professional development opportunities to help employees reach their full potential.
- b. **Teamwork and Collaboration**
- **Team Cohesion:** Employees are encouraged to work collaboratively, supporting each other to achieve common goals while respecting individual contributions.
 - **Conflict Resolution:** Employees should engage with one another to resolve conflicts constructively, employing mediation or discussion techniques as necessary before escalating matters to management.
- c. **Professional Conduct Towards Clients and Stakeholders**
- **Customer Service:** Employees should uphold high standards of customer service, treating clients and stakeholders with

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professionalism and respect. This includes timely and effective responses to inquiries and complaints.

- **Representation:** Employees represent the organization in all interactions, both internally and externally. It is crucial for them to uphold the organization’s values and standards in every engagement.

2.6.4 Standards for Employment Relationships

a. Employer-Employee Relationship

- **Fair Treatment:** Employees should be treated fairly and equitably, with a commitment from management to uphold fairness in evaluations, promotions, and disciplinary actions.
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discussion techniques as necessary before escalating matters to management.

c. Professional Conduct Towards Clients and Stakeholders

- **Customer Service:** Employees should uphold high standards of customer service, treating clients and stakeholders with professionalism and respect. This includes timely and effective responses to inquiries and complaints.
- **Representation:** Employees represent the organization in all interactions, both internally and externally. It is crucial for them to uphold the organization’s values and standards in every engagement.

2.6.5 Policy Enforcement and Disciplinary Measures

- a. **Training and Awareness:** Regular training sessions will be conducted to ensure all employees understand the Code of Conduct and its significance. New employees will receive guidance during their onboarding process.
- b. **Monitoring Compliance:** Management will monitor adherence to the Code of Conduct and organizational policies to ensure a consistent and fair approach across the organization.
- c. **Disciplinary Actions:** Violations of the Code of Conduct may result in disciplinary action, which can include warnings, suspension, or termination of employment, depending on the severity of the infraction. Disciplinary actions will be implemented fairly and consistently, with a transparent process that respects the rights of all parties involved.

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3 CONCLUSION

In summary, the PMX Labour Force Management procedures outlined in this document are designed to create a fair, respectful, and productive workplace. By implementing clear standards through the Workers’ Grievance Redress Mechanism and the Code of Conduct, we ensure that all employees have a voice and are treated with dignity.

These procedures promote open communication, accountability, and ethical behaviour, fostering a positive environment that benefits both employees and the organization. Commitments to these principles will enhance workplace culture, support employee development, and contribute to the overall success of the organization.

Together, we can create a thriving workplace that values collaboration, respect, and integrity.