



# **Sime Darby Plantation Berhad**

**Group Sustainability**

Standard Operating Procedure of  
Suara Kami Helpline



# Sime Darby Plantation Berhad

Standard Operating Procedure of Suara Kami  
Helpline

**2020**

## Policy Instrument Control Table

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## Glossary

The definitions of the key terms used in this Procedure are as follows:

TERMS	DESCRIPTIONS
Sime Darby Plantation (SDP)	In terms of job assignment in the helpline, reference to Sime Darby Plantation denotes Group Head Office (GHO). Group Sustainability acts as the coordinator that will alert relevant departments based on the grievances raised
Operating Unit (OU)	In terms of job assignment in the helpline, reference to Operating Unit denotes Regional Human Resources (Upstream) or Human Resources Personnel at operations (Downstream)
ELEVATE	In terms of job assignment in the helpline, reference to ELEVATE denotes the system provider and its staff/operators
Worker	Main users of the helpline including local and migrant, upstream and downstream, employed by SDP / SDO. Secondary users shall be workers hired by third-party working in SD operating units



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## 1. SCOPE AND PURPOSE

- 1.1 To provide an overview of the Suara Kami Helpline – an alternative independent third party worker grievance channel with multi-languages and multi-interfaces (toll-free number, SMS and facebook) that assures worker confidentiality unless personal details are required, where in such situations, consent will be sought by the system receiver.
- 1.2 To support all Malaysian operations (upstream and downstream) in ensuring case management are conducted:
  - 1.2.1 effectively given the system’s capability to respond to workers in their native languages and the grievances translated/logged (in English) by proficient system operators into the system for further address by Sime Darby Plantation (SDP); and
  - 1.2.2 in a time-efficient manner guided by the case classification and timeframe of the system/this SOP.
- 1.3 To make clear the roles and responsibilities of the different system users within SDP (Region HR, Group Sustainability etc) and the system provider - ELEVATE.
- 1.4 To outline the features of the Helpline’s Zendesk System in supporting SDP’s existing case management procedures – flow of events upon receiving the different category of cases through the different interfaces available and how the system keeps track of the status of the cases, sending alerts to the SDP till case resolution.

## 2. ROLES & RESPONSIBILITIES

- 2.1 Regional Human Resources representatives / HR Personnel have the authority and the responsibility to address concerns that are raised by workers:
  - 2.1.1 managing non-urgent cases and supporting GHO (coordinator is Group Sustainability) in urgent cases;
  - 2.1.2 all concerns are assigned a category and to be addressed within the guided timeframe of the assigned category:
    - 2.1.2.1 14 working days for Forced Labour
    - 2.1.2.2 4 working days for Urgent Non-Forced Labour
    - 2.1.2.3 14 working days for Non-Urgent Non-Forced Labour
  - 2.1.3 respecting the rights of workers to remain anonymous and work with the system provider that will act as intermediary to obtain any further information required for investigation. In cases where workers provided consent on their personal details, the investigations are to be conducted in a discreet manner; and
  - 2.1.4 threats or actions taken to prevent or discourage the use of the Helpline are not tolerated and reports of retaliation are considered an urgent issue.
- 2.2 Group Head Office coordinated by Group Sustainability (Social Performance Unit) is responsible to oversee the overall implementation of the system by:
  - 2.2.1 ensuring all roles and responsibilities are carried out as per SOP;
  - 2.2.2 providing guidance on case management as per SDP’s human rights commitments in the Human Rights Charter;



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- 2.2.3 managing urgent cases and supporting Regional Human Resources / HR Personnel in non-urgent case management;
  - 2.2.4 providing capacity building on grievance management to managers and workers; and
  - 2.2.5 providing periodic reporting to the SDP and other sponsors.
- 2.3 ELEVATE is the system provider that:
- 2.3.1 will follow the procedures outlined below when receiving, escalating and closing cases (upon confirmation with the worker) in the system; and
  - 2.3.2 will conduct awareness training on the use and function the Helpline to managers and workers through scheduled briefing sessions.

### 3. PROCEDURES OF SUARA KAMI HELPLINE

- 3.1 Suara Kami Helpline is a reporting channel, or Helpline, that provides workers with an accessible and timely avenue to raise safety and other concerns without fear of reprisal. It has been designed to be reliable, confidential, and scalable across the manufacturing and agriculture sectors in Malaysia. Its functions and features include:
- 3.1.1 a one-stop case management system that uses the Zendesk Software-as-a-Service (SaaS) platform managed by ELEVATE, SDP GHO users (Group Sustainability and Upstream) with login details can see all the current cases and their status. Users can also see closed cases and view the actions taken to solve the case. Those without login details will be able to receive notifications and respond via email.
  - 3.1.2 the system supports grievance received via the toll-free number 1-800-818-771, facebook 'Suara Kami' and SMS to text-free number 011-3011-6031. Workers will receive an auto-reply message for a response by ELEVATE operators within the next business day, taking into consideration the working hours of operations between 10am – 7pm, Mondays to Saturdays. In the cases of calls that are missed, workers will be directed to leave a voicemail message and operators will return all missed calls.
  - 3.1.3 the main medium of the system is English. However, workers can communicate in their native languages of Bengali, Tamil, Nepali, Indonesian, Hindi, Malay or even English through the helpline. The operators receiving the grievance will translate and log all communications into English in the system, for further address by the SDP (details in 3.2).
  - 3.1.4 each case logged will be given a classification. The system will register the classification and prompt the alert (email) to the SDP for further action/response based on the timeframe to respond as denoted under each classification. All correspondences with the worker is via system/operator.

Classification	Brief Description (Full description is available in <b>APPENDIX A</b> )	Initial Timeframe
Forced Labour	non-compliance on Foreign Migrant Workers management  ie. recruitment, contract, passport, withholding compensation, transportation, unfair termination, forced overtime, living conditions, restriction of movement etc	within 14 working days



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Non-forced labour, urgent	<p>issues that require immediate attention but do not require alerting emerging services and are not directly related to forced labour</p> <p>ie. physical harassment without injury, non-violent/non- continuous sexual harassment, union (unrest), workplace fights/riots, workplace safety, theft/crime etc</p>	within 4 working days
Non-forced labour, non-urgent	<p>issues relating to employment relationship</p> <p>ie. compensation discrimination, food/water served at workplace, working hours, abuse, union etc</p>	within 14 working days
General assistance	<p>issues unrelated to labour and would require a redirection to external resources such as a government body or a community counseling hotline for immediate attention</p> <p>ie. pregnant migrant worker, domestic abuse, physical assault with injury (such as rape), kidnapping, sexual abuse/chronic harassment, child labour, death at the workplace, safety, minor housing issues, physical &amp; emotional health (such as marriage problems), detainment etc</p> <p>(in cases of emergencies where harm is of concern - harming themselves or another person, potential child or vulnerable adult abuse; the operator/ELEVATE may be required by law to report to emergency services. However, worker will be encouraged to make the call themselves, in some cases the ELEVATE operators may stay on the line with the worker and call emergency services together)</p>	immediate by operator

3.1.5 the system is equipped with status tracking to facilitate case management.

Case Status	Definition	Assignment
New	This case is new and has not yet be opened and handled	ELEVATE
Open	This case is still in the information collection stage	ELEVATE
Pending	<p>This case has been sent to the employer to resolve. The employer must email response with how they handled the case. ELEVATE will verify this with the worker.</p> <p>Pending also indicates ticket is being check-in with worker 10 days after being solved</p>	ELEVATE and Region HR / HR Personnel



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On-hold	This case requires intervention and investigation	GHO (Coordinator is Group Sustainability)
Solved	The case has been closed, but the ticket will require a check-in with the worker in 10 days after it was solved	ELEVATE
Closed	No more actions are required for this ticket unless a follow-up ticket is created	N/A

3.1.6 Confidentiality of worker identity is maintained at all times, unless personal details are required to handle the case and consent will be sought from worker. All correspondences are through the system/operator. Threats or actions taken by a manager to prevent or discourage the use of the Helpline are not tolerated and reports of retaliation are considered an urgent issue.

3.2 The procedures by each classification are as follows. Flow chart of the case management process is available in **APPENDIX B**.

### General Procedures:

3.2.1 Worker contacts Suara Kami, and a ticket is created in the system.

3.2.2 Based on the mode of contact the following shall happen:

3.2.2.1 Via SMS/chat: receiving operator (same language as worker) will ask for additional details of the incident. The information is forwarded to a designated operator who will contact worker during business hours.

3.2.2.2 Via call: worker select the language they would like to speak.

3.2.2.2a if during business hours an operator for that language answers the call

3.2.2.2b if after business hours, the caller will hear a recording "Our business hours are 10:00AM to 7:00PM, Monday through Friday. Please leave us a voice message and someone will contact you within the next business day. You may also send an SMS/Facebook message."

3.2.3 Operator answers the call or calls back the worker and outline confidentiality at the beginning of the contact.

*"Before we begin, please note that everything discussed is confidential. We do not disclose your use of our services to anyone without your consent, including your employer. We may work with your employer to investigate your report, but we will not reveal your identity without your consent. The only exceptions might be if you were to indicate that you are thinking of harming yourself or another person, if there may be potential child or vulnerable adult abuse or if you have already disclosed your use of the service to your employer."*

3.2.4 Operator collects information from worker and updates the ticket

3.2.4.1 The operator asks on the following:

3.2.4.1a Is the worker safe?

3.2.4.1b What is the incident?



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- 3.2.4.1c When did it occur?
- 3.2.4.1d Where did it occur?
- 3.2.4.1e Who was involved in the incident?
- 3.2.4.1f Do you want your identity to be kept anonymous?
- 3.2.4.1g Which OU? (If not a registered OU, caller will be directed to proper channel ie. local authorities if an emergency. Ticket will be recorded as "Other – Not a registered OU." and closed.)
- 3.2.4.1h Worker's name and ID number if necessary for the remediation process
- 3.2.4.1i Confirms phone number of the worker
- 3.2.4.1j Gender
- 3.2.4.1k Age
- 3.2.4.1l Department
- 3.2.4.2 Operator determines category and specific type of case and updates these fields in the ticket.
- 3.2.4.3 An email is auto generated to GHO to alert on new ticket created. A separate email on ticket assignment follow suit (refer 3.2.8 & 3.2.14).
- 3.2.5 Based on the type of case the worker is told that someone will follow up with them within the time period per the case type.
  - 3.2.5.1 14 working days for Forced Labour
  - 3.2.5.2 4 working days for Urgent Non-Forced Labour
  - 3.2.5.3 14 working days for Non-Urgent Non-Forced Labour

### Forced Labour Procedures:

- 3.2.6 Steps 3.2.1- 3.2.5 of the general procedures are followed.
- 3.2.7 The worker is told that their case will be investigated by GHO (Group Sustainability-coordinator) and ELEVATE representatives will be in touch with them within 31 days.
- 3.2.8 The ticket status is set to On-hold and assigned to GHO. The email to GHO will include:
  - 3.2.8a Ticket Due Date
  - 3.2.8b Ticket Status - at the time of the report
  - 3.2.8c Case Details
  - 3.2.8d Date and time report submitted
  - 3.2.8e Is participant confirmed safe
  - 3.2.8f Request to be kept anonymous
  - 3.2.8g What (Nature of the report)
  - 3.2.8h Who was involved in the incident
  - 3.2.8i When the incident occurred





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- 3.2.8j Where the incident occurred
- 3.2.8k Additional Notes
- 3.2.8l If the worker asks not to be kept anonymous their personal details may be shared.
- 3.2.9 GHO records actions that are taking place in Suara Kami and updates the ticket with the following information:
  - 3.2.9a Investigation Conducted by
  - 3.2.9b Investigation Start Date
  - 3.2.9c Investigation Notes (verification of the grievance and investigation details ie. who investigated and participated in providing information, what was discovered, how was the investigation done, what information was gathered, what was the remedy, if any etc)
  - 3.2.9d Investigation Conclusion (with the date and time)
  - 3.2.9e Notes to Share with OU
  - 3.2.9f Notes to Share with worker
- 3.2.10 If GHO updates Suara Kami within 14 days then:
  - 3.2.10a ELEVATE emails the employer and shares with them the "Notes to Share with OU".
  - 3.2.10b ELEVATE will call, SMS or chat the worker and share with them "Notes to Share with Worker" and asks them if they feel like the case is resolved.
  - 3.2.10c If the worker says the case is resolved then the ticket status will be changed to Solved.
  - 3.2.10d If the worker says the case is not resolved then the ticket is elevated to On-hold and is taken over by GHO.
  - 3.2.10e ELEVATE will make two phone call attempts or SMS attempts; if the worker does not respond the ticket will be changed to Solved.
- 3.2.11 If GHO does not update Suara Kami within 14 days then:
  - 3.2.11a ELEVATE will call the worker and tell them that the case is still pending and someone will follow up with them within 14 days
  - 3.2.11b GHO will receive an email telling them that the ticket is overdue and needs a response.
  - 3.2.11c Once GHO updates Suara Kami, the process will continue as normal
  - 3.2.11d If GHO does not update the ticket within 14 days, steps 3.2.11 a. and b. will continue until they do.

### Non-Forced Labour Procedures:

- 3.2.12 Steps 3.2.1- 3.2.5 of the general procedures are followed.
- 3.2.13 The ticket status becomes Pending.
- 3.2.14 OU (Region HR or HR Personnel) is sent an email alerting them that a worker has called Suara Kami from their OU. The email will include:
  - 3.2.14a Ticket Due Date



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- 3.2.14b Ticket Status - at the time of the report
  - 3.2.14c Case Details
  - 3.2.14d Date and time report submitted
  - 3.2.14e Is participant confirmed safe
  - 3.2.14f Request to be kept anonymous
  - 3.2.14g What (Nature of the report)
  - 3.2.14h Who was involved in the incident
  - 3.2.14i When the incident occurred
  - 3.2.14j Where the incident occurred
  - 3.2.14k Additional Notes
  - 3.2.14l If the worker asks not to be kept anonymous their personal details may be shared.
- 3.2.15 OU works to resolve the case.
- 3.2.16 The OU responds to the operator in English on how the case was handled (refer 3.2.9a-f).
- 3.2.16a If the OU does not submit the case within the 72 hours for urgent cases or 14 days for non-urgent cases, the case is escalated to GHO (Group Sustainability-coordinator) and the status changes to On-hold, and GHO is responsible for following up with the OU.
  - 3.2.16b the worker will be updated that the case is still pending and an investigation is taking place. They will hear back from us within 31 days.
- 3.2.17 Once the case has been submitted for review by the OU, ELEVATE communicates with the worker and tells them how the case was handled. The worker is then asked if they feel the case is resolved.
- 3.2.17a If the worker says the case is resolved then the ticket status is changed to Solved.
  - 3.2.17b If the worker says the case is not resolved the ticket is elevated to On-hold and is taken over by GHO.
  - 3.2.17c ELEVATE will make two phone call attempts or SMS attempts; if the worker does not respond ticket will be changed to Solved.
- 3.2.18 The ticket status is updated to Solved.
- 3.2.19 10 days after case is solved, workers will receive check-in message or call.
- 3.2.19a Tickets in which the last communication was either SMS or Messenger will receive an automatic check-in message asking the worker if they still feel that their issue is resolved.
  - 3.2.19b If the last communication was via phone, the assigned operator will be notified that the ticket is pending a telephone check-in and the ticket status changes back to Pending.
  - 3.2.19c If the worker confirms that the issue remains resolved or the worker does not respond, the ticket status is changed to closed. If the worker reports that the issue is not resolved, the ticket



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status is changed to On-Hold and GHO is notified and requested to investigate.

### General Assistance Procedures:

3.2.20 Steps 3.2.1- 3.2.5 of the general procedures are followed.

3.2.21 If the report is about immediate danger, such as a fire, the ELEVATE Representative tells worker to end call, notify emergency authorities (providing emergency number as needed) and get to safety.

3.2.22 If the worker is not in immediate danger the ELEVATE Representative will encourage the worker to report their case to authorities. ELEVATE shall instruct the caller that the Helpline does not handle calls of a criminal nature and advise that the Worker should call the Police and/or other emergency service providers. As the Helpline is neither equipped nor authorized to handle criminal cases, the Worker (or the victim, if victim is not the caller) must report the incident to the appropriate authorities if they want action to be taken.

3.2.22a The ELEVATE representative will tell the worker of the opportunity to use external resources, such as government hotlines / counselling services (or brand contact details) that may be available to the Worker, given circumstances

3.2.22b Disclosure to relevant authorities e.g. child protection or domestic violence concerns, will be at the discretion of GHO.

3.2.22c It will be the obligation of the Worker to initiate any communication with the external resources. No other action should be required by the ELEVATE Representative.

3.2.23 The ticket is updated with all available information on the Suara Kami.

3.2.24 Ticket status is changed to Solved.

3.2.25 GHO can record additional actions that are taking place as 'Internal Notes' in the ticket including:

3.2.25a Investigation Conducted by

3.2.25b Investigation Start Date

3.2.25c Investigation Notes (verification of the grievance and investigation details ie. who investigated and participated in providing information, what was discovered, how was the investigation done, what information was gathered, what was the remedy, if any etc)

3.2.25d Investigation Conclusion

3.2.25e Investigation Close Date

#### **4. REFERENCES TO RELEVANT POLICY**

This Procedures should be read in conjunction with the Sustainability Policy and Human Rights Charter.

#### **5. PROCESS OWNER**

Social Performance and Advocacy Unit, Group Sustainability.



**APPENDIX A: Case Classification and Full Descriptions**

<b>Classification: Forced Labour Related Issues</b>	
<b>Case Types</b>	<b>Examples</b>
<ul style="list-style-type: none"> <li>Recruitment</li> </ul>	Deceptive recruitment, being charged recruitment fee (fees for application, recommendation, recruiting, hiring, placement, administrative, overhead and processing fees, and fees at any stage of the recruitment process, during or after employment. Fees to any parties, including agent, sub-agent, intermediary or employer) Examples of fees include pre-departure fees such as passport preparation fees and transportation and lodging costs.
<ul style="list-style-type: none"> <li>Contract</li> </ul>	No contract, workers do not understand terms in contract; contract substitution for materially worse conditions (e.g. lower wages, different production facility, undisclosed fees for housing); Workers are requested to sign a contract that is different from their original contract signed in home country; no freedom to resign in accordance with legal requirements
<ul style="list-style-type: none"> <li>Passport</li> </ul>	Passports withheld by the OU or other party apart from the purpose of renewal of permit, or no secure storage provided or not accessible at any time
<ul style="list-style-type: none"> <li>Withholding Compensation</li> </ul>	Withholding of wages or wages delayed not in accordance to Employment Act 1955 (within 7 days after the last day of any wage period)
<ul style="list-style-type: none"> <li>Transportation</li> </ul>	Workers are requested to pay for the return transportation to their home country at the end of employment ie. airfare, airport transfers etc, against the terms stipulated in employment contract
<ul style="list-style-type: none"> <li>Unfair Termination</li> </ul>	Workers are requested to pay fees/penalties if they have provided notice or fulfilled the full resignation period per the employment contract; if the worker has not provided notice, the worker is punished (e.g. withholding wages or charging a fee that is higher than 60% of 1 month workers' gross base wages); termination is conducted unfairly, without proper documentation and procedures
<ul style="list-style-type: none"> <li>Forced Overtime</li> </ul>	Workers cannot refuse to work overtime
<ul style="list-style-type: none"> <li>Living Conditions</li> </ul>	Restriction in movement or no access to basic necessities (e.g. toilets, drinking water, external medical facilities, dormitory exit and entry). Degrading living conditions. Repeated inaction from management on fixing/rectifying. (Does not include general maintenance or repair requests)
<ul style="list-style-type: none"> <li>Restriction of Movement</li> </ul>	Confinement or restriction of movement during on and off work time such as being locked in space
<ul style="list-style-type: none"> <li>Bonded, Indentured or Prison Labour</li> </ul>	Use of bonded, indentured or prison labour
<ul style="list-style-type: none"> <li>Restriction or Harassment Regarding Termination</li> </ul>	Levy deduction, threat of levy deduction, or other forms of harassment when a worker indicates their desire to terminate employment – workers are charged remaining balance due on any levies at the end of employment (apart from situations where there is dismissal for gross misconduct); workers are threatened or harassed for wanting/indicating desire to end employment. In other words, if workers end their employment and provide notice



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	as required, they should not be charged any remaining levy or suffer harassment
<b>Classification: Non- Forced Labour, Urgent</b>	
Case Types	Examples
<ul style="list-style-type: none"> <li>Physical Harassment Without Injury</li> </ul>	Pushing without injury, hitting, but not to the point of injury (e.g. Lightly smacked on arm), hair pulling, unless frequent, and/or strong, and/or causing injury.
<ul style="list-style-type: none"> <li>Non-Violent/Non-Continuous Sexual Harassment</li> </ul>	E.g., one-off touching/brushing of bottom, breasts (note: in these cases warnings to management and supervisors may be sufficient), especially if possibly accidental and non-threatening; suggestive comments/actions.
<ul style="list-style-type: none"> <li>Violations of Freedom of Association</li> </ul>	Union busting and related strikes/worker unrest
<ul style="list-style-type: none"> <li>Workplace Fights</li> </ul>	Fights between workers in the workplace (note: however, if serious and unresolved to be considered egregious)
<ul style="list-style-type: none"> <li>Workplace Safety</li> </ul>	Lack of personal protective equipment (PPE) when dealing with potentially dangerous processes; no regular fire drills (at least 1 per year); emergency exits are locked or not equipped with proper lighting; missing proper machine safe guarding; missing legally required permits/ licenses; concerns regarding occupational and non-occupational safety and health including chemical handling; unsafe use of heavy equipment or tools
<ul style="list-style-type: none"> <li>Theft/Crime</li> </ul>	Witnessing crimes at the workplace or workers reporting excessive crimes like theft.
<ul style="list-style-type: none"> <li>Industrial Hazards</li> </ul>	Locked workplace exits or blocked egress routes, cracks in beams, cracks in columns, cracks on the wall, unattended or bare electric wires, sparking or short circuits, walls or windows Shaking.
<ul style="list-style-type: none"> <li>Riots</li> </ul>	Riots within or near the workplace
<b>Classification: Non- Forced Labour, Non-Urgent</b>	
Case Types	Examples
<ul style="list-style-type: none"> <li>Compensation Complaints</li> </ul>	Complaints related to wages, bonuses, overtime compensation, and benefits
<ul style="list-style-type: none"> <li>Non-Urgent Employment</li> </ul>	Demotion, termination, unrealistic production targets
<ul style="list-style-type: none"> <li>Discrimination</li> </ul>	
<ul style="list-style-type: none"> <li>Food/Water Served at Workplace</li> </ul>	
<ul style="list-style-type: none"> <li>Working Hours</li> </ul>	All working hours issues, including excessive overtime
<ul style="list-style-type: none"> <li>Abuse</li> </ul>	
<ul style="list-style-type: none"> <li>Freedom of Association</li> </ul>	Harassment or other issues related to freely associating with any labour (union), political or other group (other than a strike / worker



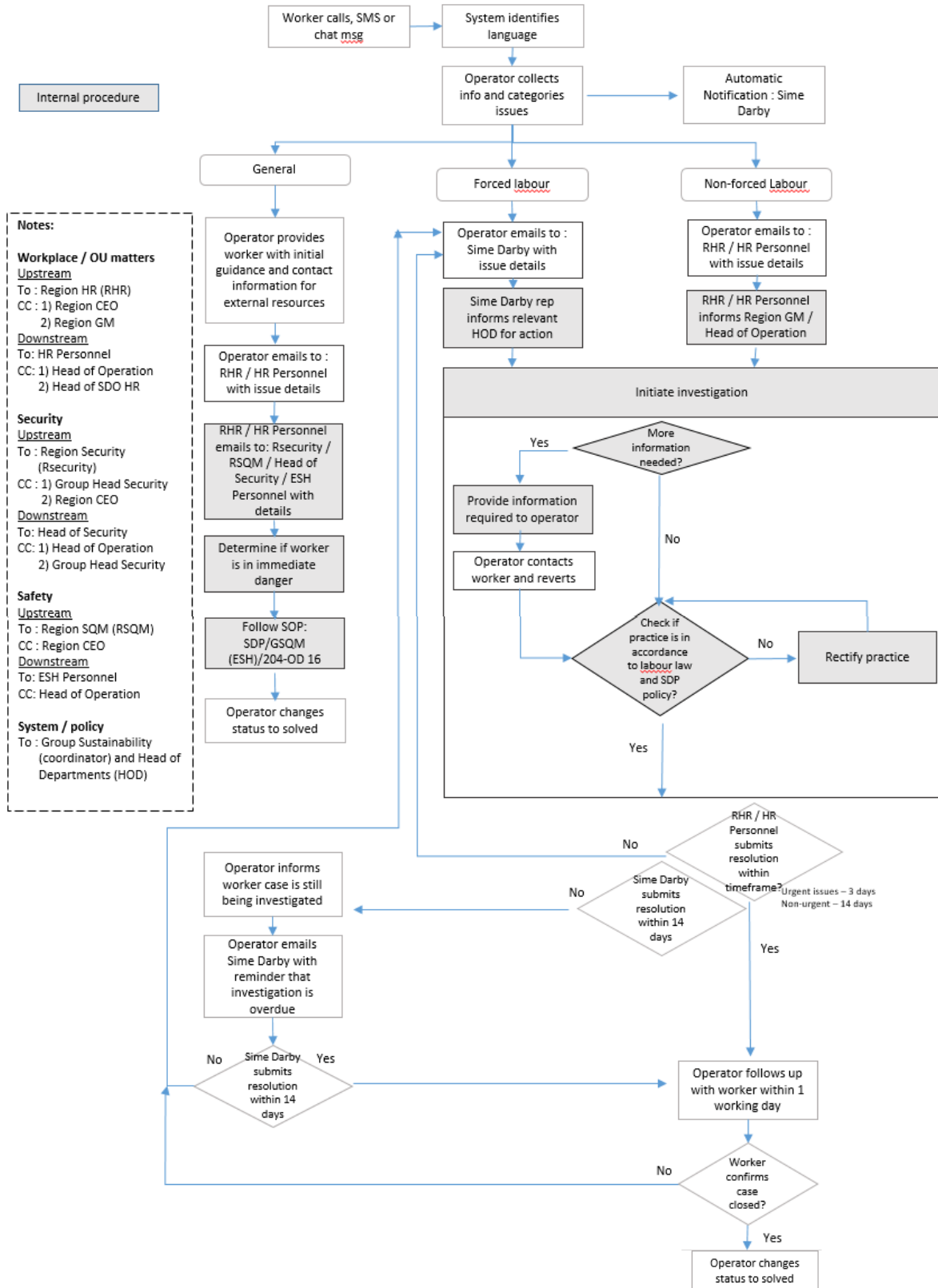
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Issues	unrest or union-busting allegations).
<b>Classification: General Assistance</b>	
Case Types	Examples
<ul style="list-style-type: none"><li>• Pregnant Migrant Worker</li></ul>	Pregnant Migrant Worker
<ul style="list-style-type: none"><li>• Domestic Abuse</li></ul>	Domestic Abuse, including child abuse
<ul style="list-style-type: none"><li>• Physical assault with Injury</li></ul>	Physical assault with Injury
<ul style="list-style-type: none"><li>• Kidnapping</li></ul>	Kidnapping
<ul style="list-style-type: none"><li>• Sexual Abuse/ Chronic Harassment</li></ul>	Sexual Abuse, Chronic Harassment, Rape
<ul style="list-style-type: none"><li>• Industrial Disasters</li></ul>	Industrial Disasters
<ul style="list-style-type: none"><li>• Child Labour</li></ul>	Child Labour (<16 Years Old)
<ul style="list-style-type: none"><li>• Death at the Workplace</li></ul>	Death at the Workplace, including suicide
<ul style="list-style-type: none"><li>• Safety</li></ul>	Immediate concerns regarding safety; occupational fatalities, non-occupational fatalities; serious injuries, medical attention required; fire;
<ul style="list-style-type: none"><li>• Minor Housing Issues</li></ul>	Minor repairs, leaks, toilet repairs, electrical repairs
<ul style="list-style-type: none"><li>• Physical &amp; Emotional Health</li></ul>	Relationships, marital issues, family matters, refusal to work, minor issues regarding understanding of pay, non-urgent medical concerns
<ul style="list-style-type: none"><li>• Detainment</li></ul>	Detained by the police or immigration

**APPENDIX B: Flow Chart of System Case Management**



**APPENDIX C: Example of Correspondences**New Case Alert Email from Operator to SDP (GHO or OU)

Dear Regional HR of Sungai Dingin Estate,

Suara Kami received a call from a worker of your OU. Details of the ticket as follows:

Category: Urgent, Non Forced Labour  
Date Received: 25 March 2020  
Time Received: 10am  
Case Details: The worker informed that the googles used by the sprayers are faulty and ineffective.

Nature of report: PPE  
Who involved: Sprayers  
When: Use of the googles from 1 March 2020  
Where: Sungai Dingin Estate  
Is worker safe: Yes  
Request anonymity: Yes  
Additional notes: The new googles were given on 1 March 2020

Status: Pending (resolution)  
Due Date: 31 March 2020

Thank you,  
Suara Kami

Respond Email from SDP (GHO or OU) to Operator

Dear Suara Kami,

The details of the investigation as follows:

Investigated by: Mohamad Ali, Northern Regional SQM  
Start Date: 25 March 2020  
Start Time: 3pm  
Notes: The regional SQM checked the stocks of googles provided to sprayers and tested on its usage. A call was made to the supplier of the googles to highlight the issue and the supplier confirmed that the batch of googles were faulty and needs to be recall. The supplier apologised and will replace the googles within a week.  
Conclusion: Googles confirmed faulty, supplier will issue recall notice and replacement is scheduled in a week.  
End Date: 27 March 2020  
End Time: 2pm

Thank you,  
Mohamad Ali  
Northern Regional SQM