

Grievance Mechanism

Grievance Mechanism

At Leader Energy, we are committed to transparency, accountability, and maintaining a positive and constructive relationship with all our stakeholders. We recognise that concerns or grievances may arise from time to time, and we value your feedback as an essential part of our continuous improvement process.

To ensure that your concerns are heard and addressed promptly and effectively, we have established a Grievance Mechanism Channel dedicated to all stakeholders. This channel provides a straightforward and confidential way to report any issues, raise concerns, or provide feedback related to our operations, practices, or interactions.

Grievance Mechanism Channel

1. *Call Us*

You can call us at +603 7610 0800 and speak with one of our Sustainability team.

2. *Online Submission*

You can submit your grievance or feedback using the online lodge form provided below. Please fill all required fields and provide as much detail as possible to help us understand the issue better.

[Grievance Mechanism Lodge Form](#)

3. *Email*

Alternatively, you can download our Grievance Mechanism lodge form and fill in all required field and send the completed form together with all supporting document (if any) to sustainability@leaderenergy.com. Please include "Grievance" or "Feedback" in the subject line for easy identification.

You may download our Grievance Mechanism Lodge Form [here](#)

4. *By Mail*

If you prefer to submit your grievance or feedback via postal mail, you can send it to the following address.

Sustainability Department

Leader Energy Holding Berhad

Penthouse @ 26, The Pinnacle,

Persiaran Lagoon, Bandar Sunway,

46150 Petaling Jaya, Selangor, Malaysia

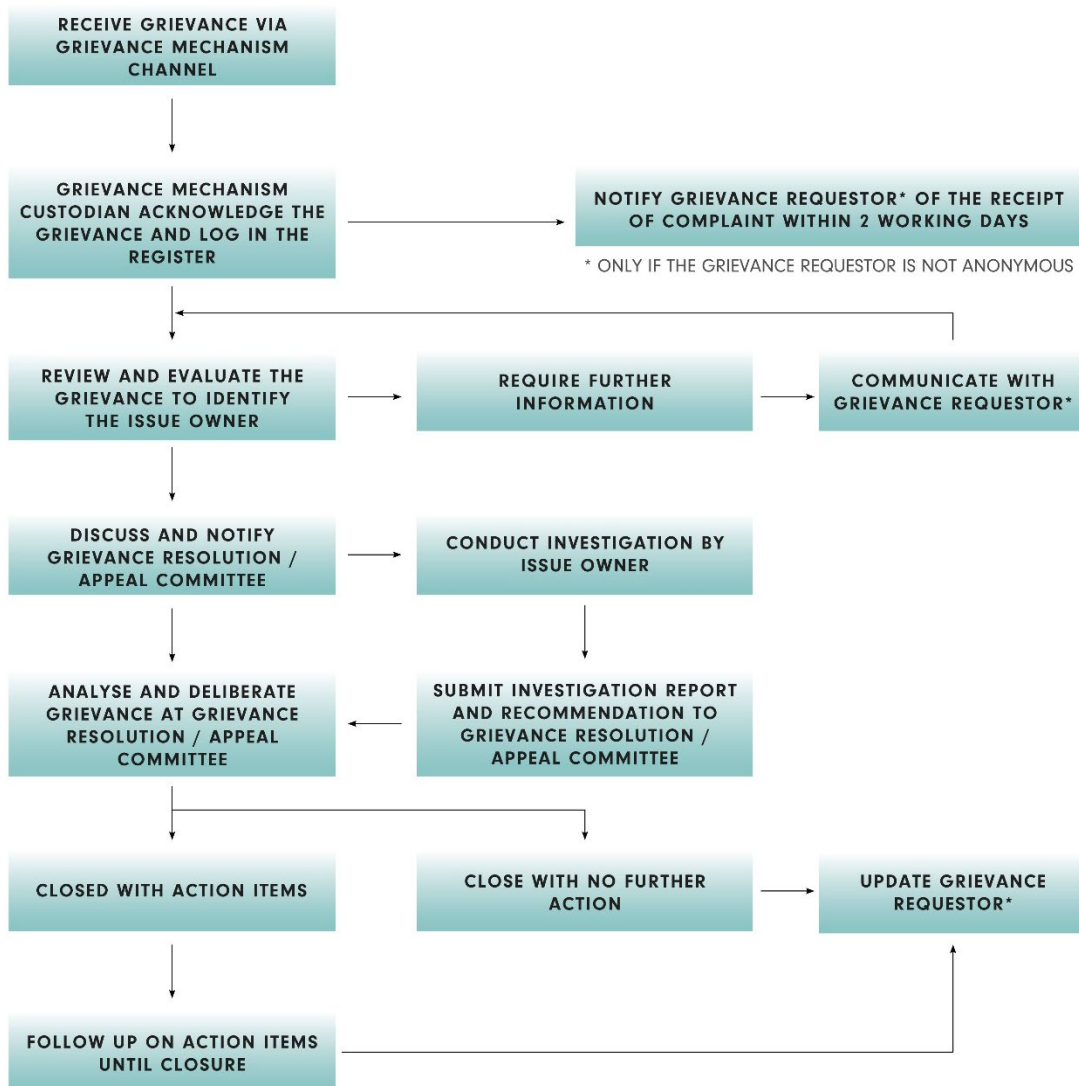
Confidentiality and Data Privacy

We take your privacy seriously. All information shared through our Grievance Mechanism Channel will be treated confidentially and in compliance with applicable data protection laws. Your identity will be kept confidential unless you explicitly request otherwise.

Response and Resolution

Once we receive your grievance or feedback, our dedicated team will promptly review and acknowledge it. We are committed to addressing your concerns in a fair and transparent manner. You will receive a response within 2 working days outlining the steps we will take to investigate and resolve the issue. If necessary, we may reach out to you for additional information or clarification during the process.

Details of our Grievance Mechanism summarised in the diagram below.



We encourage all our stakeholders to utilise this Grievance Mechanism channel to help us maintain a high standard of ethics, transparency, and accountability in all our operations.

Your feedback is invaluable to us, and we appreciate your commitment to helping us improve and better serve our stakeholders and the community.

If you have any questions or need further information about our Grievance Mechanism, please contact our Sustainability Department at sustainability@leaderenergy.com or +603 7610 0800.