

# TOP GLOVE GROUP OF COMPANIES

## MEMO

To : All Secretaries  
From : TGPAC Complaint Panels  
Date : May 15, 2010  
Subject : TGPAC Complaint Records

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Please be informed that the management has agreed that all TGPAC complaint records are to be followed up, recorded and kept track by all respective factory secretaries and TGPAC secretaries.

All complaint received are to be passed to the HR, TGPAC factory complaint panel for further investigation and to recommend the course of action to be taken by the TGPAC (HQ) panel and management.

For example, a log book will be used to record down the complaints from the customers, suppliers and etc. This is to ensure that all complaints received have been recorded, followed up, deliberated and course of actions be recommended to the TGPAC (HQ) panel and management.

Please be guided accordingly.

**TOP GLOVE, TOP QUALITY, TOP EFFICIENT  
GOOD HEALTH, SAFETY FIRST & BE HONEST**

From,

TGPAC Complaint Panels

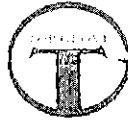


Mr. KM Lee  
Managing Director

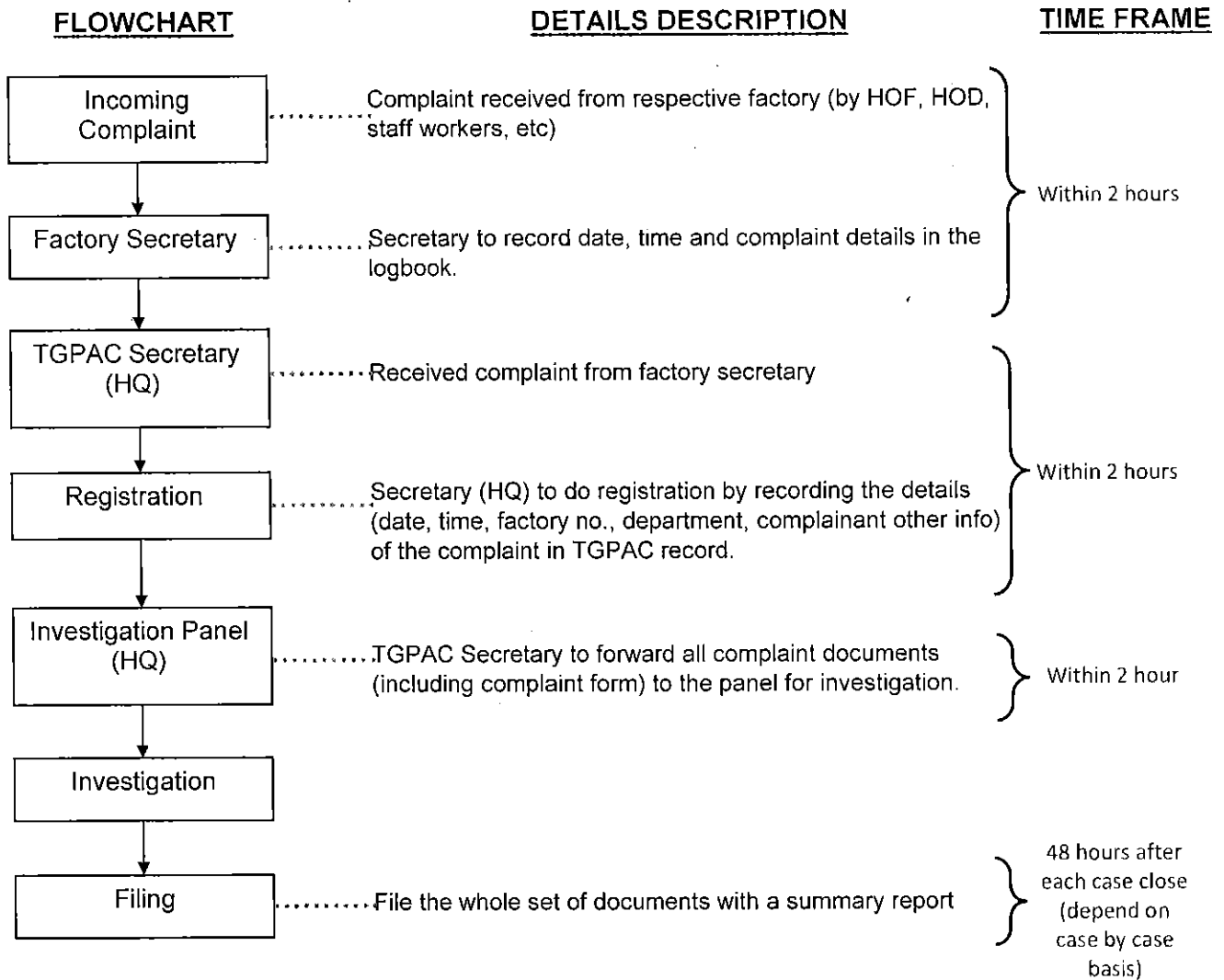


Mr. Eric Hoo  
Special Assistant to Chairman

Prepared by: Ongzw



Top Glove, Top Quality & Top Efficient  
Good Health, Safety First & Be Honest



Prepared by:  
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Secretary and Admin Officer  
Date: 18.06.2010

Verified by:  
Eva Vinoni Mustafa  
QA Asst Manager

Approved by:  
Mr.KM Lee  
Managing Director

Rev 1 (June 2010)