



ARIFA LAUNDRY

ARIFA LAUNDRY (M) SDN BHD

Company Registration No. 1419073-H

DIVERSITY AND INCLUSION POLICY

Process Owner: Management (Director)

Intended Users: Arifa Laundry (M) Sdn Bhd - All Employees and Business Associates

Last updated: July 2026

CONTENTS

1.	PURPOSE	3
2.	SCOPE	3
3.	COMMITMENTS	3
4.	IMPLEMENTATION	3
5.	RESPONSIBILITIES AND REPORTING	4
6.	EFFECTIVE DATE	4

1. PURPOSE

- 1.1. Arifa Laundry (M) Sdn Bhd employs people from a range of backgrounds, including local and migrant workers. We believe that a fair and inclusive workplace is both right and good for business. This policy sets out our commitment to equal opportunity and to treating every employee with dignity and respect.

2. SCOPE

- 2.1. This policy applies to all employees, job applicants, agency workers and contractors of Arifa Laundry (M) Sdn Bhd.
- 2.2. It applies to all employment decisions, including hiring, wages, working conditions, training, promotion, discipline and termination.

3. COMMITMENTS

- 3.1. Arifa Laundry (M) Sdn Bhd is an equal opportunity employer. Employment decisions are based on ability, performance and the needs of the business, and never on personal characteristics unrelated to the job.
- 3.2. We give effect to these commitments through the following, which include but are not limited to:
- a) **Equal Opportunity**
We recruit, pay, train and promote on the basis of merit and job requirements, and we apply consistent standards to local and migrant workers alike.
 - b) **Non-Discrimination**
We do not discriminate on the basis of race, ethnicity, gender, religion, age, disability or nationality.
 - c) **Respect and Dignity**
We maintain a workplace free from harassment, bullying and intimidation, and we treat every employee with respect.
 - d) **Cultural and Religious Respect**
We respect the cultural and religious needs of our workforce so far as is reasonably practical.
 - e) **Fair Treatment**
We provide clear terms of employment that every worker can understand, and we handle grievances and disciplinary matters fairly and consistently.
 - f) **Non-Retaliation**
We protect from reprisal anyone who raises a genuine concern in good faith.

4. IMPLEMENTATION

- 4.1. We base hiring and promotion decisions on documented, job-related criteria, and we provide contracts and workplace information in a form workers can understand.
- 4.2. Any employee may raise a concern with their supervisor or the Director, and concerns are handled confidentially, investigated fairly and resolved promptly.
- 4.3. We remind employees of this policy and their responsibilities under it.

5. RESPONSIBILITIES AND REPORTING

5.1. Oversight of this policy is led by the Director, who sets the tone for an inclusive culture. Supervisors apply the policy fairly and model respectful behaviour, and all employees treat colleagues with respect and report discrimination or harassment.

5.2. Grievances and their outcomes are recorded and reviewed by management, and recruitment and employment practices are checked for fairness and consistency.

Concerns about discrimination or harassment may be raised with a supervisor or the Director, in confidence.

6. EFFECTIVE DATE

This policy was approved by the Director and is effective as of 2 July 2026.