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<b>STANDARD OPERATION PROCEDURE</b>		Effective Date : 02 Jan 2023
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## INTRODUCTION

A grievance is a complaint, suggestion, and others either received via several channel such grievance form, formal letter, in field discussion and any others similar form of reporting from internal stakeholder or external stakeholder that is filed when a group of community is negatively affected by violations of workplace policies or contract terms. This procedure was created to improve communication and consultation process and to convey their complaint and grievances in a structured and systematically manner.

## OBJECTIVE

The overall objective of this grievance mechanism is to ensure that concerns, complaints / grievances / claims, and suggestions coming from communities or other stakeholders involved in the implementation of the project are promptly received, recorded, analysed and processed. This will make it possible to detect the causes and take corrective and / or preventive actions in order to avoid an aggravation, which could go beyond the control of the project.

## SCOPE AND STANDARD

The Community Grievance Mechanism Procedure applies also to all requests and complaints that might arise from any person (community members or others) considering themselves affected by the Project. The procedure also becomes a medium for external stakeholder to convey their grievances, complaint and suggestion for improvement towards estate management.

Standard : Malaysian Criteria and Indicator (MC&I)

### Stakeholders

Internal : Any member of the estate unit which open to all employees at all level.

External : Any party/ group/ organization direct or indirect dealing with estate including communities, governments, customers and civil society.

## RESPONSIBILITIES


### a) Plantation Staff / Plantation Manager

- Coordination and staffing
- Responsible collect relevant information in the event of illegal activities in the FPMU areas and report this to the superiors, from time to time.
- Will record and monitor the progress on handling the grievance against the set timeframe and response times as stipulated within this document.
- Grievance, grievance coordinator will process and develop action taken along with related personnel/ party with according to consultation, complaint or grievances.

## DETAILS OF PROCEDURE/ REQUIREMENT

### Communication and Consultation

The purpose of communication and consultation is to discuss important information, share concerns or ask for help. There is a better understanding of someone else's perspective and the situation, leading to better decisions making and more sustainable solutions to problems.

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1. Complainants are comprised of internal and external stakeholders. The internal stakeholders are:

- Workers
- Resident quarters provided by operating unit
- Staff, Executive

The external stakeholders are (including and not limited to below):

- Operating unit and surrounding communities located around the premise (example: neighbouring estates or mills and villages)
- Government agencies
- Contractors & Suppliers

1. Any complaint/grievance stated must be written using the “Complaints & Grievances Form” and filed to facilitate implementation and future reference. This form is available in public areas such as operating unit’s offices.
2. Complainant must fill in the date and the personal details in the “Complainant Detail” column, i.e. name, contract number, nationality, position, operating unit and address.
3. The complaint details must be stated in the “Complaint Information column by filling up “Complaint detail”.
4. Intermediaries (local and foreign) may be represented by the Mandore, Staff, Executive and Manager to assist in filling out the complaint form for any representative who has trouble reading or writing.
5. Before the form is submitted, the Complainant must sign the form.
6. Upon receipt of the complaint or grievance received, as the date of execution and corrective action for each complaint/ grievance that require a long time to resolve usually involving the tender process, law or other issues, will be communicated to the Complainant accordingly.
7. The company/ operating unit may call the Complainant for a “round table” discussion if the complaints/ grievances are made by the external stakeholders, to resolve the issues.
8. Upon resolving the complaint or grievance, the company/ operating unit must fill in “Complaint Action or Response”, “Complaint status”, “Completion date”, “Respondent’s name”, “Head of Operating Unit’s name” and sign the form.
9. The company/ operating unit must communicate the response to the Complainant and get the Complainant to leave their feedback on the same form in the “Complainant Feedback” column via any communication mode deemed suitable (example: email, post).
10. If the Complainant is not satisfied with the corrective action or response, the complaint or grievance is still open. They may state the reason and remedy sought in the form. The flow repeats until both parties reach mutual understanding.
11. If the Complainant is satisfied with the corrective action or response, the complaint or grievance is closed.
12. The document is to be kept at a minimum for 2 years.

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