

Grievance Policy

Socfindo has adopted this Grievance policy and the specific grievance procedure mechanisms referred to in this Policy to ensure that all stakeholders both external and internal can safely and confidentially submit a complaint or grievance, and that there is a fair efficient process for resolving grievances.

Socfindo is committed to resolution of any conflict through peaceful means that promote the dignity of people and respect the rights of all. Violence and threats have no place in Socfindo and any form of violence, harassment or intimidation against any individual or group is strictly prohibited including any retaliation against Human Rights Defenders whether violent or non-violent.

In dealing with any complaint or grievance, Socfindo commits :

- To abide by all existing laws and regulations of Indonesia, all accepted International Human Rights norms as set out in its *Human Right Defenders Policy* and principles of natural justice, equity and fairness,
- All grievance procedures must be adequate, impartial and independent, prompt and transparent,
- To ensure stakeholders are aware of the grievance channels and processes that relate to them and understand how and where to submit a grievance. This includes any illiterate parties,
- All grievances received will be processed according to the written grievance procedures and all written grievances will receive a written response,
- To follow and meet any agreed timelines, deadlines and resolution pathways, to keep any parties to a grievance informed of its progress and any outcome is available and communicated to relevant stakeholders,
- In relation to sensitive categories of grievance related to Sexual Harassment, Intimidation and Violence, and Human Rights Defenders and Whistle Blowers, confidentiality protections are automatically triggered and built into the process to ensure the complainant's identity is kept confidential,
- Grievance Procedures for Human Rights Defenders / Whistle Blowers shall conform to the requirements as set out in *Annex 1 of RSPO Policy on the Protection of Human Rights Defenders, Whistleblowers, Complainants and Community Spokespersons*,
- In the case of threat of violence or harm to any person, to undertake all lawful necessary measures within its power to protect any complainants from any intimidation, violence or threats against their person,
- In the event that any grievance submitted could constitute a crime or violate any local laws or regulations to notify such authorities and handle such disputes in accordance with national legal requirements.

Socfindo shall provide comprehensive training for its management and staff on the contents of this policy. The contents of this policy and their standards shall be clearly communicated to the whole workforce including where necessary posting in visible parts of the workplace.

This Grievance Policy applies to all employees and companies under the control of Socfindo.

Adopted by PT Socfindo
in June 2019