



HAP SENG PLANTATIONS HOLDINGS BERHAD (769962-K)

GRIEVANCE PROCEDURE

DATE: 31ST MARCH 2018

INTRODUCTION

Hap Seng Plantations Holdings Berhad (HSPHB) recognizes that the implementation of its Sustainable Agriculture Policy and its effectiveness would require the support and cooperation of its supply chain partners and all relevant stakeholders. HSPHB is committed to an open and transparent approach to resolve grievances with the involvement of affected stakeholders. HSPHB will deal with all grievances logged under the Grievance Procedure in a fair and timely manner.

SCOPE AND OBJECTIVES

This procedure is to assist HSPHB to address the stakeholder's grievances in relation to the implementation of HSPHB's Sustainable Agriculture Policy within its operation and across its supply chain. This procedure is a reference to HSPHB management and staff to handle any grievances from any external parties, including individuals, government organizations and non-government organizations concerning the implementation of the Policy. HSPHB recognizes that feedback and input from stakeholders is valuable to enhance transparency in our supply chain and provide a mean to gauge on the implementation in the Policy.

HSPHB will continue to work with stakeholders to review the effectiveness of the Grievance Procedure on a regular basis and consult with stakeholders. Where necessary, this procedure will be revised to ensure its effectiveness.

TRANSPARENCY AND CONFIDENTIALITY

HSPHB is committed to the transparency in handling grievances. Grievance raiser can also contact HSPHB staff for inquiries regarding the status of the case (by email / in writing).

The system allows for dialogue to remain confidential and for the confidentiality of complainant's identity where requested.

PROCEDURE FOR HANDLING STAKEHOLDER'S ISSUES

The stakeholder may lodge their enquiries/grievances to respective Estate/Mill Manager or Head of Department or direct to Agronomy Department. The Agronomy Department's address is as follow:

Email to : keekc@hapseng.com.my
Telephone to : (6089) 278183 ext:104
In writing to this address : General Manager – Agronomy,
C/O Hap Seng Fertilizers Sdn Bhd,
Batu 2, Jalan Kastam Baru,
91119 Lahad Datu,
Sabah, Malaysia.

GRIEVANCE PROCEDURE PROCESS FLOW

EXTERNAL STAKEHOLDER

Grievance from external stakeholder received by Estate and Mill Manager/ Head of Department/ Agronomy Department.



Grievances will be officially recorded at the point of receipt and to be resolved at soonest but not more than 30 days.



If the issue remains unsettled at estate/ oil mill level, the respective managers/ Head of Department to forward the grievances to Plantation Management Committee (PMC) with supporting document.



Grievance acknowledged by letter within 7 working days to stakeholder and Estate Manager/ Mill Manager/ Head of Department from PMC.



Grievances to be presented to PMC and reviewed at its meeting.



Action taken will be recorded and the stakeholder to be informed. In protracted cases the stakeholder is to be kept informed monthly of the current status.



Progress will be reviewed by PMC member until resolution.



Outcome of the resolution will be documented and the stakeholder will be informed officially by PMC



Should the outcome not be resolved to mutual satisfaction of the stakeholder and HSPHB, it shall be dealt under the provision of Malaysian Legal appeal procedure and stakeholder informed accordingly.

INTERNAL STAKEHOLDER

Within seven (7) working days of grievance arising, the employee concerned shall raise the grievance by filling the complaint form.



The complaint form must be completed and forward to the Assistant Manager/ Manager of estate/mill for resolution within seven (7) working days



If the matter is still not solved, the grievance shall be discussed between the Senior General Manager/ General Manager/ Head of Department and the employee himself within a further period of seven (7) working days.



Matter remains unsettled, the grievance then be forward to Chief Executive – Group Plantations for resolution within a further seven (7) working days.



If the matter still remains unsettled, it shall then be dealt the provision of Malaysian Legal appeal procedure and stakeholder informed accordingly.