



**HAP SENG PLANTATIONS HOLDINGS BERHAD** 200701011957 (769962-K)

## **GRIEVANCES PROCEDURE**

**DATE: 1<sup>ST</sup> SEPTEMBER 2020**

### **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**

The Grievances 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, observer or third party-mediator, government organizations and non-government organizations concerning the implementation of the Policy. HSPHB recognizes that feedback and input from stakeholders are 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). For dealing with grievances, there is a mutually agreed system, open to all affected parties, resolves disputes in an effective, timely and appropriate manner, ensuring anonymity of complainants, "Human Rights Defenders" (HRD), community spokes persons and whistleblowers, where requested, without risk of reprisal or intimidation and follows the RSPO policy on respect for HRD.

These 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](mailto:keekc@hapseng.com)  
Telephone to : 089-278183 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 or the conflict resolution mechanism (that includes the option of access to independent legal and technical advice, the ability for complainants to choose individuals or groups to support them and/ or act as observers, as well as the option of a third-party mediator) 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 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 under the provision of Malaysian Legal appeal procedure or the conflict resolution mechanism (that includes the option of access to independent legal and technical advice, the ability for complainants to choose individuals or groups to support them and/ or act as observers, as well as the option of a third-party mediator) and stakeholder informed accordingly.