

# STAKEHOLDER GRIEVANCE POLICY

## Introduction

The grievance process, outlined in the document, provides an avenue for stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between external stakeholders.

## Scope

The grievance mechanism procedure applies to all external stakeholders of our operations. This procedure does not cover grievances raised by internal stakeholders, such as employees, who are to refer to company internal grievance standard.

## Definitions

Term	Definition
Grievance	An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants addressed by the company in a formal manner.
Grievance Handling Mechanism	A way to accept assess and resolve community complaints concerning the performance or behaviour of the company, its contractors, or employees. This includes adverse economic, environmental and social impacts.
Internal Stakeholders	Groups or individuals within a business who work directly within the business, such as employees and contractors.
External Stakeholders	Groups or individuals outside a business who are not directly employed or contracted by the business but are affected in some way from the decisions of the business, such as customers, suppliers, community, NGOs and the government.

## Grievance Reporting Channels

EsyCommerce will communicate this procedure to its external stakeholders to raise awareness and offer transparency of how stakeholders can voice their grievances. Various channels for external stakeholders to vocalize their grievances formally include:

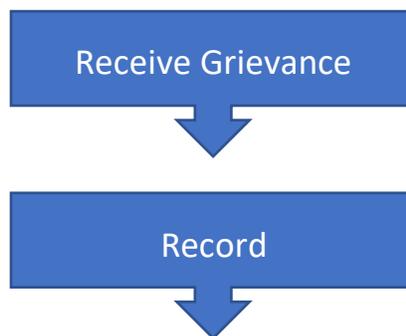
Stakeholders can connect with the Admin & Liaison Officer

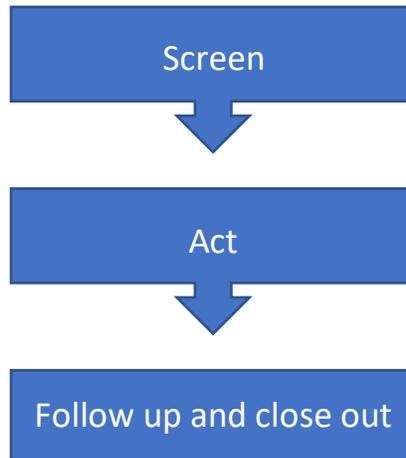
### Roles and Responsibilities

Role/ Position Title	Responsibility
Grievance Committee (Team Comprises of Function heads of HRM, F&C & Environment)	<ul style="list-style-type: none"> <li>•Employee investigating the grievance and liaising with the external stakeholder/s.</li> <li>•Developing resolutions and actions to rectify any issues.</li> <li>•Follow up and track progress of grievance.</li> </ul>
Stakeholder Contact Officer (Admin & Liaison officer)	<ul style="list-style-type: none"> <li>•Receive grievances and forward to Grievance Committee.</li> <li>•Makes sure the grievance mechanism procedure is being adhered to and followed correctly.</li> <li>•Maintains grievance register and monitor any correspondence.</li> <li>•Monitor grievances/trends over time and report findings to the Committee.</li> <li>•Document any interactions with external stakeholders.</li> </ul>
Employees (Officers of CSR, IR, ADMIN & Environment)	<ul style="list-style-type: none"> <li>•Receive grievances in person.</li> <li>•Report grievance to the Stakeholder Contact Officer by lodging the Grievance Lodgement Form.</li> <li>•May provide information and assistance in developing a response and close out of a grievance.</li> </ul>

### Grievance Mechanism Process

The figure below describes the process that will be used to resolve any grievances:





## Electronic

The stakeholder contact officer receives all grievances that come through via email. The stakeholder contact officer will review the grievance form and process the grievance in accordance with this procedure.

### a. Record

All formal grievances will be logged in the Grievance Register and Grievance Lodgement

Forms will be saved in the record of correspondence.

### b. Acknowledge

A grievance will be acknowledged, by the grievance owner, within five working days of a grievance being submitted.

### c. Investigate

The Stakeholder officer along with the employees is responsible for investigating the grievance. The investigation may require the team to make site visits, consult employees, contact external stakeholders and complete other activities. Records of meetings, discussions and activities all need to be recorded during the investigation. Information gathered during the investigation will be analyzed and will assist in determining how the grievance is handled and what steps need to be taken in order to resolve the grievance.

**d. Act**

Following the investigation, the Stakeholder officer will use the findings to create an action plan outlining steps to be taken in order to resolve the grievance. The Stakeholder officers are responsible for assigning actions, monitoring actions undertaken and making sure deadlines are adhered to. Once all actions have been completed and the team feels the grievance has been resolved, they will then formally advise the external stakeholder via their preferred method of contact.

**e. Follow up and close out**

The Stakeholder officer will contact the external stakeholder/s three weeks after the grievance is resolved. When contacting the external stakeholder, the stakeholder officer will verify that the outcome was satisfactory and gather any feedback on the grievance process.

**Storing of Grievances**

All records, including grievance forms, investigation notes, interviews and minutes of meetings will be securely filed, and confidentiality is maintained for all parties involved.

**Annexure A: Grievance Register**

Stakeholder	Date received	Stakeholder Contact Officer	Grievance Level (1, 2, 3)	Grievance Description	Cause of the grievance	Outcome	If a resolution was offered, Please indicate 'accepted' or 'not accepted'.	Remark

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