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1. PURPOSE

This procedure is to provide guidance to stakeholders and management to address complaints and grievances, including complaints and grievances of employees related to their work.

This procedure should be adhere by all. Any amendments to these procedures need to obtain prior approval from the Director.

2. SCOPE

This procedure applies to all stakeholders, including employees of the KHB.

Complaints and grievances are as follows: -

- 2.1 Complaints and grievances from **Employee/Non-Employee** related to Manager and above.
- 2.2 Complaints and grievances from **Employee/Non-Employee** related to Worker/Staff except Manager.
- 2.3 Complaints and grievances from **Employee** related to unattended General Matters. (For example: housing, water supply, etc.).
- 2.4 Complaints and grievances from **Non-Employee** related to All matters except Manager.

3. RESPONSIBILITIES

3.1 Grievance Officer (GO) are:

- 3.1.1 Manager
- 3.1.2 HRM
- 3.1.3 Director – For appeal case only


3.2 Grievance Officer (GO) Responsibilities:

- 3.2.1 Receive and investigate reports.
- 3.2.2 Reporting the results of the investigation.
- 3.2.3 To inform the complainant about the resolution of complaints / grievances.
- 3.2.4 File and record all complaints and maintain the confidentiality of the complainant.

3.3 The Complainant using this procedure shall be entitled to do so without fear of retaliation or reprisal.

4. DEFINITION

Complainant	Affected people/ Complainers/Victim
GO	Grievance Officer
HOD	Head of Department
HRM	Human Resource Manager
KHB	Kretam Holdings Berhad Group
Stakeholder	Employees, local communities and other affected or interested parties.

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5. PROCEDURE DETAIL

5.1 **Complaints and Grievance of Employee / Non-Employee related to Manager and above.**

5.1.1 The complainant (employee / non-employee) must submit complaints and grievances related to Manager and above to the **Human Resource Manager (HRM)** within **ten (10) days** after the occurrence of the incident by using **Complaint / Grievance Form (KHB-HR-P05 / F01)**.

5.1.2 The complainant must specify the basis for the complaint, and must **keep a copy** of the Complaint / Grievance Form before sending it to the Human Resource Manager (HRM) by putting them in a sealed envelope addressed to:

HR Manager
Lot 6, Block 44, Leboh Tiga
90000 SANDAKAN.

Or;

With the help from the administrative staff of
Estate / Factory / Operations Office.


5.1.3 Upon receipt of the Complaint / Grievance Form, Grievance Officer (GO) and the complainant shall discuss about the complaint in an effort to resolve the matter, if necessary.

5.1.4 Grievance Officer (GO) shall conduct any **investigation** that may be necessary or appropriate and **informed** decisions or resolutions to the complainant **within thirty (30) working days**, and shall ensure that these decisions are clearly **explained** to the complainant, and **recorded** in the Complaint / Grievance Form, and **signed** by both parties. A **copy** of the Complaint / Grievance Form must be given to the complainant.

5.1.5 Grievance Officer (GO) shall **record** the **date of implementation** and completion of the decision / resolution of the complaint and to ensure that the resolution has been completed.

5.1.6 If the complainant is **satisfied** with the implementation of the decisions / resolutions that have been carried out, the complaint is considered **completed / closed**.

5.1.7 Grievance Officer (GO) must **file** the completed Complaint / Grievance Form together with any supporting documents to the **Complaint / Grievance Form file** at **Headquarters** and shall maintain **confidentiality**.

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- 5.2 A. Complaints and grievances from Employee/Non-Employee related to Worker/Staff except Manager.
 B. Complaints and grievances from Employee related to unattended General Matters. (For example: housing, water supply, etc.)
 C. Complaints and grievances from Non-Employee related to All matters (except Manager).

5.2.1 The complainant (employee / non-employee) must submit complaints and grievances related to item (A, B, C) mentioned above to the **Manager within ten (10) days** after the occurrence of the incident by using **Complaint / Grievance Form (KHB-HR-P05 / F01)**.

5.2.2 The complainant must specify the basis for the complaint, and must **keep a copy** of the Complaint / Grievance Form before sending it to the Manager.

5.2.3 Grievance Officer (GO) and the complainant shall discuss about the complaint in an effort to resolve the matter, if necessary.

5.2.4 **Grievance Officer** (GO) shall conduct any investigation that may be necessary or appropriate and informed decisions or resolutions to the complainant within **thirty (30) working days**, and shall ensure that these decisions are clearly **explained** to the complainant, and **recorded** in the Complaint / Grievance Form, and **signed** by both parties. A **copy** of the Complaint / Grievance Form must be given to the complainant.

5.2.5 Grievance Officer (GO) shall record the **date of implementation and completion** of the decision / resolution of the complaint and to ensure that the resolution has been completed.

5.2.6 If the complainant is **satisfied** with the implementation of the decisions / resolutions that have been carried out, the complaint is considered completed / closed.


5.2.7 **Grievance Officer** (GO) must **file** the Complaint / Grievance Form together with any supporting documents to Complaint / Grievance Form file in **confidentiality** manner in **his room** at the estate / factory / operations office.

6. APPEAL ON COMPLAINT/GRIEVANCE

6.1 If the complainant is **not satisfied** with the decision / resolution endorsed, the complainant may **APPEAL** to the **Director within ten (10) days** of the date of the decision/resolution by using the **Appeal Form (KHB-HR-P05 / F02)**, and attach a copy of the relevant Complaint / Grievance Form (KHB-HR-P05 / F01).

6.2 The appellant / complainant must specify the basis for the appeal, and must **retain** a copy of the Appeal Form before sending it to the **Director** by putting them in a **sealed envelope** addressed to:

The Director
Lot 6, Block 44, Leboh Tiga
90000 SANDAKAN.

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Or;

**With the help from the administrative staff of
Estate / Factory / Operations Office.**

- 6.3 Upon receiving the **Appeal Form**, the **Director** shall conduct such investigation as may be necessary or appropriate and informed decision or resolution to the appellant / complainant within **thirty (30) working days**, and shall ensure that these decisions are clearly **explained** to the appellant, and **recorded** in the Appeal Form, and **signed** by both parties. A **copy** of the Appeal Form shall be provided to the appellant.
- 6.4 **Director** shall record the date of implementation and completion of the decision / resolution of the appeal of complaint and to ensure that the resolution has been completed.
- 6.5 If the appellant/complainant is **satisfied** with the implementation of the decisions / resolutions that have been carried out, the complaint is considered **completed / closed**.
- 6.6 The **Director** shall **file** the completed Appeal Form together with any supporting documents to the Appeal Form File and shall maintain **confidentiality** at **Headquarters**.

7. ARBITRATION


- 7.1 Any complaints or disputes that **cannot** be resolved internally, disputes will be referred to the **arbitration panel** as agreed by both parties **within thirty (30) working days**. For example, the Labour Department, Land and Survey Department and e.t.c.
- 7.2 **The Company/Manager/Sustainability Staff** shall **record** the **agreed resolution** from the arbitration panel and the document has to be **signed by both parties** to ensure that the resolution has been completed.
- 7.3 **The Company/Manager/Sustainability Staff** shall **file** the duly signed document regarding agreed resolution and shall maintain its **confidentiality** at Headquarters and/or operation office.

8. RSPO COMPLAINTS SYSTEM

- 8.1 When the resolution from the arbitration panel is **not** found mutually, the complaint can be brought to the RSPO Complaints System at RSPO website, **www.rspo.org**.

9. REFERENCE DOCUMENT

- 9.1 RSPO Principle & Criteria No. 6.3.

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10. QUALITY RECORDS

No	Record	Forms (If any)	Location	PIC	Retention Period
1	Complaint / Grievance Form	KHB-HR-P05/F01	Operation Office/ Headquaters	HRM/Manager	9 Years
2	Appeal Form	KHB-HR-P05/F02	Headquaters	Director	9 Years

11. PROCEDURE FLOWCHART (See Next Page)