

<b>TITLE / DOCUMENT NUMBER</b>	<b>RS 008 – Grievance Procedure</b>
<b>REVISION NO</b>	<b>Version 2</b>
<b>EFFECTIVE DATE</b>	<b>July 2024</b>
<b>PAGE NO</b>	<b>Page 1 of 4</b>

## FGV IFFCO Group of Companies

### GRIEVANCE PROCEDURE

#### 1. Background

FGV IFFCO and its subsidiaries (“FGV IFFCO”) are committed to sustainable palm oil production and sourcing. It is critical that all parts of the palm oil supply chain to collaborate and act in an environmentally sustainable and socially responsible manner.

FGV IFFCO continues to provide an open and transparent platform for our stakeholders to address concerns, issues, and complaints related to No Deforestation, No Peat, No Exploitation (NDPE). All grievances lodged will be treated fairly with a timely manner, following best industrial practices and standards.

#### 2. Objectives

FGV IFFCO’s Grievance procedure serves as a guideline for all stakeholders to:

- i) Address grievances, continuously monitor and review the outcomes, and provide feedback.
- ii) Provide a transparent, open platform to handling grievances submitted by stakeholders.

#### 3. Scope

The procedure includes activities related to handling grievances, such as recording grievances, verification, rectification, reporting the verification results and actions taken, and delivering responses to stakeholders until the issue is resolved.

FGV IFFCO will actively engage with the supplier to address the issues raised in accordance with this procedure. If the supplier refuses to work towards compliance with the sustainability policy, termination of the relationship may be considered as a last resort.

#### 4. Duties and Responsibilities

FGV IFFCO’s Grievance Panel consist of the following:

No	Position	Responsibilities
1	Chief Executive Officer	<ul style="list-style-type: none"> <li>• Making management decisions in relation to grievance together with the panel and relevant supporting document.</li> <li>• Prepare message points for authorised personnel to speak to the press (if any)</li> <li>• Handle all media enquiries (if any)</li> <li>• Prepare responses for customers</li> <li>• Lead in deliberate on the course of action to be taken to address grievances made.</li> </ul>

<b>TITLE / DOCUMENT NUMBER</b>	<b>RS 008 – Grievance Procedure</b>
<b>REVISION NO</b>	<b>Version 2</b>
<b>EFFECTIVE DATE</b>	<b>July 2024</b>
<b>PAGE NO</b>	<b>Page 2 of 4</b>

No	Position	Responsibilities
2	Chief Financial Officer/Management Representative (RSPO/MSPO)	<ul style="list-style-type: none"> <li>Assess any given grievances complaint made against FGV IFFCO.</li> <li>Report to Chief Executive Officer.</li> <li>Work with Sustainable Team to address all action plans being share by Chief Executive Officer.</li> </ul>
3	Head of Department from Supply Chain, Factory and Human Resource	<ul style="list-style-type: none"> <li>Verify the finding and outcome of the Grievance Report prepared by Sustainable Team.</li> <li>Work with Sustainable Team to preparing the Grievance Report.</li> </ul>
4	Sustainable Team (Head of Quality Assurance, Legal Manager and Company Secretary)	<ul style="list-style-type: none"> <li>Analyze the grievances addressed by complainants.</li> <li>Implement corrective and preventive action plan with stakeholders (internal and external parties)</li> <li>Evaluate the effectiveness of corrective and preventive action plan</li> <li>Submit findings and outcome to Management representative.</li> </ul>

## 5. Reporting Channel

Complainants can lodge a suspected and/ or known grievances by submitting the following information to the prescribed reporting channels:

- i) Full Name
- ii) Name of Organization
- iii) Job Titles
- iv) Address
- v) Phone No/Fax No/Email Address
- vi) Nature of grievance described in detail.
- vii) Supporting evidence, including all possible documentation that support the grievance reported

The prescribed reporting channels are as follows:

- i) Email to [info@fgviffco.com](mailto:info@fgviffco.com) and attention to the Management Representative
- ii) By telephone to the Management Representative at +603-3168 7601
- iii) By fax or post to the Management Representative

<p> <i>Management Representative</i>  <i>FGV IFFCO SDN BHD</i>  <i>Lot 596, Lebuah Raja Lumu, Pandamaran Industrial Estate,</i>  <i>42009 Port Klang, Selangor Darul Ehsan,</i>  <i>Malaysia</i>  <i>Fax: +603-31687601</i> </p>
--



TITLE / DOCUMENT NUMBER	RS 008 – Grievance Procedure
REVISION NO	Version 2
EFFECTIVE DATE	July 2024
PAGE NO	Page 3 of 4

## 6. Process of Grievances Reported





<b>TITLE / DOCUMENT NUMBER</b>	<b>RS 008 – Grievance Procedure</b>
<b>REVISION NO</b>	<b>Version 2</b>
<b>EFFECTIVE DATE</b>	<b>July 2024</b>
<b>PAGE NO</b>	<b>Page 4 of 4</b>

**REVISION HISTORY LOG**

<b>Ver. No</b>	<b>Section</b>	<b>Page</b>	<b>Details of Amendments</b>	<b>Approved by</b>	<b>Effective Date</b>
1	All	All	Document published	Chief Executive Officer	30 September 2010
2	All	All	Document revised	Chief Executive Officer	2 July 2024