

GRIEVANCE REDRESS MECHANISM

STANDARD OPERATING PROCESS

The purpose of the Grievance Redress Mechanism (GRM) is to provide an easily accessible, transparent, and consistent process for submitting and processing complaints, in a confidential manner. The procedure has been developed in compliance with IFC and EBRD Performance Standard and national regulatory requirements.

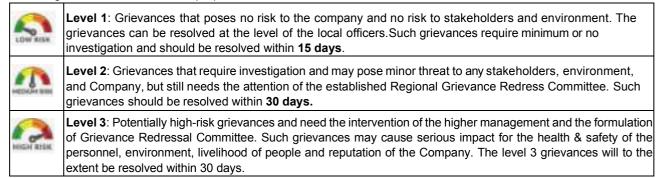
The GRM is designed to provide a system for managing grievances and all complaints received under this procedure and shall be tracked until agreed closure.

The Company GRM is available both for internal and external stakeholders. The GRM officers designated at each region are responsible for implementation and functioning of Internal Redressal Mechanism. The designated Community Liaison Officers at each region are responsible for implementation and functioning of External Redressal Mechanism and designated Grievance Redressal Officer is responsible for Internal Redressal Mechanism. Both the GRM officers and CLOs will provide regular (weekly reports to the ESG Team (Sr. ESG Manager and ESG Manager). To ensure that all persons lodging grievances are protected against any inappropriate behavior or actions, such as retaliation, all information shall be treated with confidentiality. Stakeholders can submit their grievances through a number of methods, (but not limited to) as the following:

Internal Stakeholders:	Syrdarya	Kashkadarya
Direct workers	GRO: Mr.Sanjar Dehkonov	GRO: Ms. Gulchekhra Khonkulova
Seasonal Workers		
Nano Unit Contractors		
Third party workers		
External Stakeholders	Syrdarya	Kashkadarya
Contract Farmers	CLO: Ms. Shohista Satibaldieva	CLO: Ms. Shakhnoza Imomova
Contract Farm workers		
Community Members &		
Administration (MFY)		
NGOs		
Other Farmers	Mailing address in Gulistan, Syrdarya:	Mailing address in Karshi, Kashkadarya:
Contractors		
Suppliers	INDORAMA AGRO GULISTON	INDORAMA AGRO KARSHI
All other concerned organizations	Talabalar street 17, Guliston, Syrdarya Region,120100	Buyuk Turon street, Karshi City,
and individuals		Karshi MP, Kashkadarya Region, 18011
All Stakeholders	Call Center 24/7	+ 998 99 010 39 39
	E-mail for Grievances	murojaat.ial@uz.indorama.com

For anonymous grievances and in place of written grievances sufficient GRM boxes are installed throughout the Company wide operation premises.

Grievances will be screened by the responsible staff depending on the level of severity to determine who the grievance owner will be and how the grievance will have approached. If a more complex investigation is required, the complainant should receive an update explaining the actions required to resolve the complaint, and the likely timeline. Three levels of screening shall be followed for this purpose:



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The responsible staff will contact the complainant after the grievance has been resolved. If the complainant accepts the proposed resolution, the agreed actions are implemented. Such resolutions are recorded in the Grievance Register with supporting documentation and evidence, if any. Hence, the resolution of the grievance will be formally closed out. In case of any dissatisfaction with the grievance redressal process the complainant may also appeal to the court of law.

