

	Indorama Agro LLC	Doc no	O.06_IMS_F-1
		Issue No & Date	Ver. 1 05.09.2022
		Rev. No & Date	
		Implementation Date	16.09.2022
		Page No.	Page 1 of 1
GRIEVANCE REDRESSAL POLICY			

FE Indorama Agro LLC (the Company) is committed to providing employees and stakeholders with an effective and responsive grievance and conflict resolution process. The policy aims to have a Grievance Redress Mechanism (GRM) that has an easily accessible, transparent, and consistent process for submitting and processing complaints, in a confidential manner. The grievances may be felt and expressed by the Company stakeholders who may be affected by the social and environmental impacts across the project life cycle.

The objective of the GRM policy is to:

- Provide a forum for the stakeholders, to voice their concerns, and queries and resolve issues in a timely manner
- Provide a system through which their queries can be channeled and will ensure timely responses to each query.
- Provide an accessible and credible mechanism for stakeholders to redress their issues and grievances in relation to the project operations and/or construction.

The policy will be accessible and applicable for, direct and indirect employees, local workers (including seasonal workers), contract farmers, contractors, suppliers including communities and any related stakeholders who may be impacted because of the Company operations both directly or indirectly.

To maximize the effectiveness of the policy, the Company shall uphold the following principles during the implementation and operation of the system:

- Proportionality
- Cultural Appropriateness
- Accessibility
- Transparency and Accountability
- Appropriate Protection

The following type of grievances will be considered under this Policy:

- Complaints regarding the employment terms and conditions, including occupational health and safety issues.
- Discrimination and abuse based on sex, age, ethnicity, religion, disability, and or any other issues.
- Grievances pertaining to any adverse environmental & social impacts, on nearby communities' assets and resources.
- Conflict among workers or laborer's/contractual workers engaged in the project operations, and the local community.
- Grievances pertaining to any misbehavior, alcohol abuse, misconduct with any community member, especially women and the vulnerable population by employees/ workers engaged in Company operations
- Any other issues relevant to the project construction and operations.

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 be approached. If a more complex investigation is required, the complainant should receive an update explaining the actions required to resolve the grievance, and the likely timeline.

IAL will implement this policy and will measure and report progress and performance on a periodic basis. This policy will be reviewed every 2 years.

Prepared by:	Position: - Manager ESG	Date: 15.09.2022	Signature:
Checked by:	Position: - Senior Manager ESG	Date: 15.09.2022	Signature:
Approved by:	Position: - General Director	Date: 15.09.2022	Signature:

