

**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:

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

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:

	<b>Level 1:</b> Grievances that poses no risk to the company and no risk to stakeholders and environment. The grievances can be resolved at the level of the local officers.Such grievances require minimum or no investigation and should be resolved within <b>15 days</b> .
	<b>Level 2:</b> Grievances that require investigation and may pose minor threat to any stakeholders, environment, and Company, but still needs the attention of the established Regional Grievance Redress Committee. Such grievances should be resolved within <b>30 days</b> .
	<b>Level 3:</b> Potentially high-risk grievances and need the intervention of the higher management and the formulation of Grievance Redressal Committee. Such grievances may cause serious impact for the health & safety of the personnel, environment, livelihood of people and reputation of the Company. The level 3 grievances will to the extent be resolved within 30 days.

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.

