

**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 behaviour 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 Seasonal Workers Contracted Farms Contractors</i>	<b>GRM Officer:</b> Mr. Sanjar Dehkonov	<b>GRM Officer:</b> Mrs. Gulchekhra Khonkulova
<b>External Stakeholders</b>	<b>Syrdarya</b>	<b>Kashkadarya</b>
<i>Community members NGOs Farmers Contractors Third party workers All other concerned organizations  and individuals Suppliers</i>	<b>Project CLO (Community Liaison Officer)</b> Mrs. Shohista Satibaldieva	<b>Project CLO (Community Liaison Officer)</b> Ms. Shakhnoza Imomova
	<b>Mailing address in Karshi, Kashkadarya:</b> INDORAMA AGRO KARSHI Buyuk Turon street, Karshi City, Karshi MFY, Kashkadarya Region, 180118	<b>Mailing address in Gulistan, Syrdarya:</b> INDORAMA AGRO GULISTAN Talabalar street 17, Guliston, Syrdarya Region, 120100
<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>

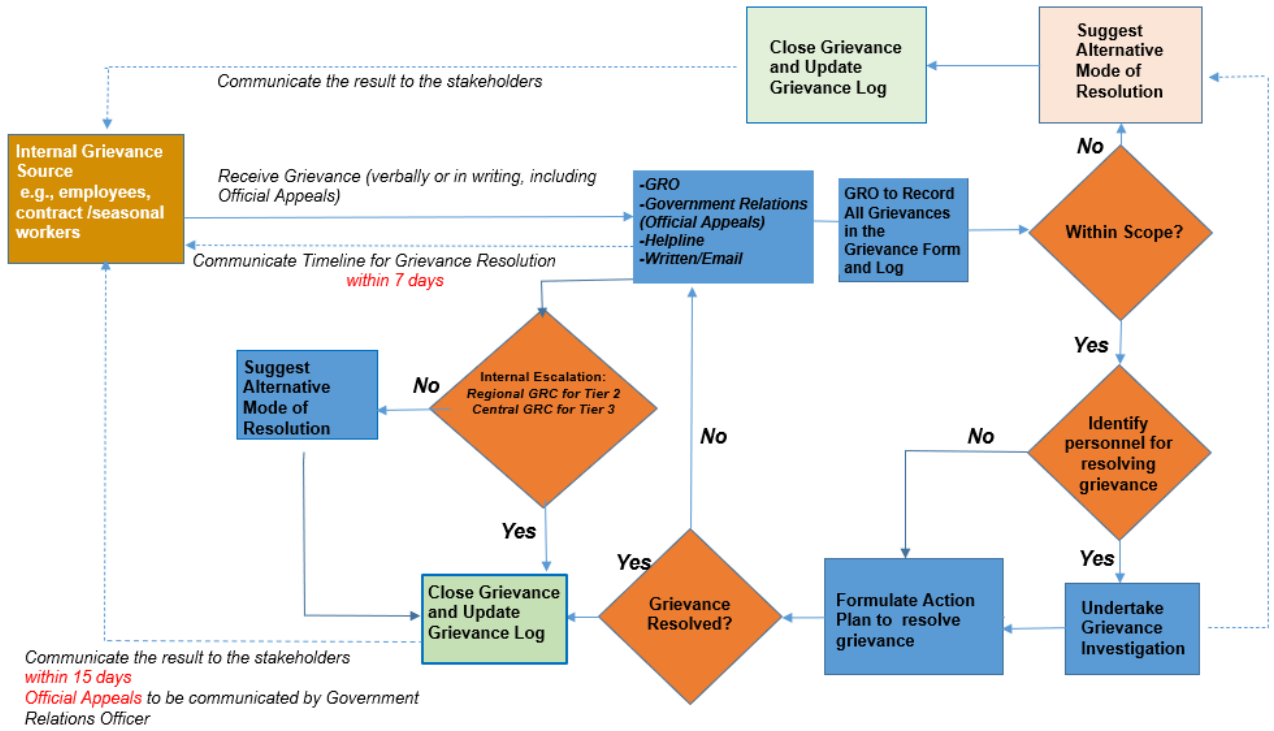
For anonymous grievances and in place of written grievances sufficient GRM boxes are installed throughout the Company wide operation premises.

Grievances will be screened by the responsible staff depending on the level of severity in order 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 can be resolved at the level of the local officers. Such grievances require 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 Company reputation 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 and need the intervention of the Chief Operations Officer (COO) and the Central Grievance Redressal Committee. Such grievances that may jeopardize the reputation of the Company and may pose conflicts with the communities. The level 3 grievances will to the extent be resolved within <b>30 days</b> .

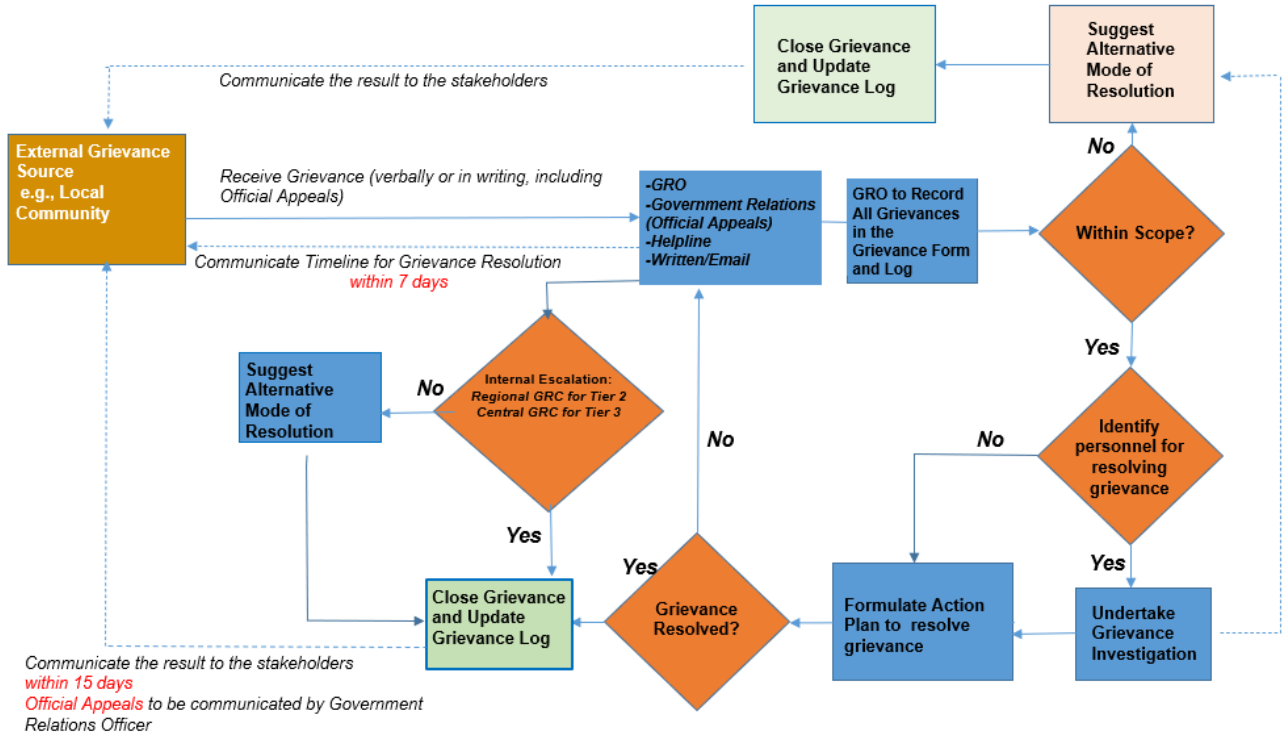
The responsible staff will contact the complainant after the grievance has been resolved. If the complainant accepts the proposed resolution, the agreed actions are implemented. Such resolutions are recorded in the Grievance Register with supporting documentation and evidence. Hence, the resolution of the grievance will be formally closed out.

# Internal Stakeholders Grievance Redressal SOP



\* The grievance source of anonymous grievances will only be known to the GRO and no other member or person.

**External Grievance Redressal SOP:**



\* The grievance source of anonymous grievances will only be known to the GRO and no other member or person.