



Grievance Procedure

For Intercontinental Specialty Fats and its stakeholders

VERSION 1.0; REV: 01 Nov 2018.



Introduction

The purpose of this document is to formalize the management of grievances from ISF's stakeholders to minimize the risks to the business. The grievance process, outlined in the document, provides an avenue for stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between external stakeholders.

Objectives

Provide a clear, appropriate and comprehensive response to the external stakeholder's grievance in order to prevent disputes as far as possible and resolve any issue in relevance to ISF Sustainable Palm Oil Policy. We are committed to ensuring a transparent and open process with updates on the grievance provided on the ISF's website.

Scope

This procedure covers activities related to the handling of stakeholders' grievances with respect to the implementation of the Policy. This includes recording grievances, taking actions to verify claims, rectifying any confirmed issues, reporting the verification results and actions on the ground, delivering the response to stakeholders and managing and monitoring any follow-up action.

Reference and Document System

- ISF Sustainable Palm Oil Policy
- ISF Supplier Code

Grievance Channel

When a complaint against a supplier is submitted to ISF, we will engage with the named supplier to discuss the issues raised in accordance with this procedure, with the objective of resolving the issues. In the event that the supplier does engage effectively in the process towards resolution and compliance with the Policy, ISF will review its relationship with that supplier and may cease the relationship as a last resort.

By email to: kp.koh@isfpk.com.my

By telephone to: +60-3-3176 3050, +60-3-3375 8200

By fax to: +60-3- 3176 5933, +60-3-3176 5185

Attention: Sustainability Department

Grievances should include the following information:

- Full Name
- Company/Organization
- Address
- Phone No./Fax No./Email Address
- Description of the grievance in detail



- Evidences to support the grievance

Whilst grievances can be made anonymously, providing full contact details enables ISF to better understand and address the concern.

In addition to grievances submitted through the official channel above, issues raised through unofficial channels, such as the media and the internet, will be recorded as grievances if they allege a breach of policy by ISF, or one of its direct and indirect suppliers.

Transparency and Confidentiality

ISF is committed to the transparent handling of grievances. The sustainability or commercial in charge will update the status of a complaint, particularly when the complaint is registered, action has been taken and resolution outcome is agreed upon. The Complainant can also contact the sustainability in charge regarding the status of complaint by writing.

The system allows for dialogue to remain confidential and for the confidentiality of the Complainant if requested.

Grievance Process Flow and Timeline

Process	Time Required	Person in Charge
<u>Acknowledge and registration of grievances</u> Potential Grievance reported to ISF	10 days	Sustainability
<u>Preliminary review of grievances</u> Validate the issue is a Grievance using the mechanism process flow	10 days	Sustainability
<u>Engagement, dialogue and investigation</u> <ul style="list-style-type: none"> • Record in the Grievance List & engage with relevant parties • Discuss grievance and obtain further information • If a field verification is necessary, and when relevant and appropriate, the grievance raiser will be invited to participate • If immediate action is required but not being taken (e.g. stopping forest clearance), consider suspension 	1-3 months	Sustainability; Verification team; Grievance Committee; Commercial team
<u>Resolution and Action Plan</u> <ul style="list-style-type: none"> • Prepare Action Plan to resolve grievance and communicate to relevant parties • Communicate outcomes to external stakeholders • Agree on communication of actions and progress 	1 month	Sustainability Verification team;



<p><u>On-going monitoring</u></p> <ul style="list-style-type: none">• Implement action plan and monitor in consultation with external parties until the grievance is successfully resolved.• If the action plan is not agreed to or executed as intended, consider suspension	6-12 months	Sustainability; Verification team; Grievance Committee; Commercial team
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Grievance Mechanism Process Flow

