

<b>Standard Operating Procedure</b> <b>Grievances and complaints management</b>	<i>Creation date:</i> 01/12/2022
	<i>Communicated:</i> 01/01/2023
	<i>Review date:</i> 01/02/2024
	<i>Version:</i> 01
	<i>Company:</i> Rewilding Group
	<i>Confidentiality:</i> Internal
	<i>Archiving:</i> Validation
<b>COMMUNITY ENGAGEMENT</b>	

## Objective

This procedure presents the steps to take from the reception until the treatment of verbal or written grievance from Rewilding stakeholders.

## Application Domain

This procedure applies to any kind of external grievances from Rewilding stakeholders.

## Definitions

**Grievance mechanism:** “is a formal (legal or non-legal) complaint process that can be used by individuals, workers, communities and/or civil society organizations who are being negatively affected by certain business activities and operations.” (Managing community relations in the palm oil sector).

**A complaint:** should occur before the formal grievance is filed. A complaint is any oral, unwritten accusation, allegation, or charge against the company or its employees. It should be a timely expression of a problem. Complaints must be expressed and discussed with the relevant person (e.g. employee’s immediate supervisor, community relations department, HR manager, etc.) before any grievance is filed. If the complaint cannot be resolved, a grievance may be raised as below.

**A grievance:** is defined as a formal written allegation by any stakeholder that there has been a violation, misinterpretation, misapplication, discriminatory application, or unreasonable application of an official policy, procedure, rule, or regulation by the company or its employees. For illiterate people, the complaint can be escalated to a grievance and registered by a third party or by the HOD in charge of the grievance depending on the complainant. The grievance must disclose the information in good faith, must be substantially true, must not seek any personal gain and must contain enough information and evidence to allow the grievance committee to decide on the case.

**Complainant:** person(s), organization(s), stakeholder(s) raising a complaint or filing a formal grievance.

**Defendant or respondent:** company or company employee against whom a complaint has been raised.

**A whistle-blower:** is a person who exposes any kind of information or activity that is deemed illegal, unethical, or not correct within the organization. The information of alleged wrongdoing can be classified in many ways: violation of company policy/rules, RSPO Standards, law, regulations, or threat to public interest, as well as fraud, and corruption. Those who become whistle-blowers can choose to bring information to surface either internally or externally.

**Anonymity:** is used to describe situations where the acting person's name is unknown. The important idea here is that the person is non-identifiable, unreachable, or untraceable.

**External grievances** may be individual or collective and can either be:

- a) a request of material or financial support from the company,
- b) a request to meet one of Rewilding Group’s Executive staff,
- c) a request to get more information concerning Rewilding Group’s activities and their associated impacts or
- d) a grievance due to destruction of food crops, cultural site, non-timber forest products.

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## Procedure / Instruction

### 1) Receiving grievances

All grievances are received according to the External Communication Procedure.

- **Step 1:** The Community Relation Officer (CRO) receives the verbal or written grievance and registers it in the Communication Log Book.
- **Step 2:** The CRO documents all grievance letters and acts accordingly. If the grievance can be addressed immediately, necessary actions will be taken to address all issues. For issues which require further actions see steps below.

### 2) Steps for treating verbal and written grievances

- **Step 3:** The CRO transfers the request by e-mail to the CEO copying the HSE Manager for further action.
- **Step 4:** When a decision has been issued, the CRO then issues a written response to the applicant. This response is meant to be made within 30 days of receipt of grievance. The written response is hand carried to the applicant that return a signed copy mentioning that he agrees to the outcome.
- **Step 5:** If the grievance gets a favorable outcome, the resolution report will be recorded and signed by both/all parties.
- **Step 6:** If the grievance gets an unfavorable opinion and if the applicant refuses to agree to the outcome, he/she is invited to resubmit the complaint with explanation; and the process is repeated (including resolution report in case of favorable outcome).
- **Step 7:** If the grievance remains unresolved, the grievance will be forwarded to any relevant authority based on national laws.
- **Step 8:** The CRO updates the Communication Log Book, mentioning the date when the written response was issued and the outcome of the request.

## Documents / Files / Appendices

Communication Log Book

## References

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<i>For any changes in the content or in the form of this document, please contact the Internal Control department which will ensure that changes are embedded in the Change Management Process</i>		

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▪ **Appendix 3.1. Communication Log Book**

Letter reference	Incoming communication			Out coming communication			Description	Acknowledgement date	Content of the response	Date of response
	Sender (name, village name)	Recipient	Date of reception	Sender	Recipient (name, village name)	Date sent by Rewilding Group				