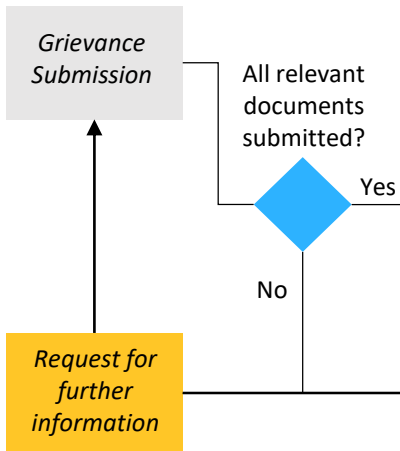


# Grievance Process

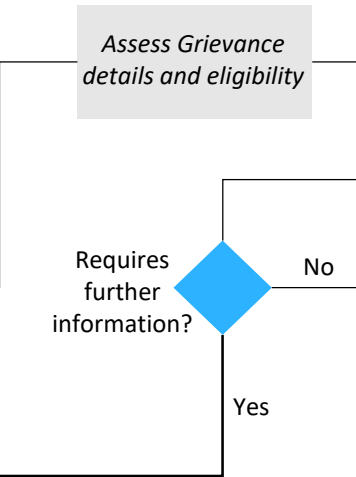
## Submission Stage

Grievance must be submitted via the Grievance Application Form available at site, office or official company's website.



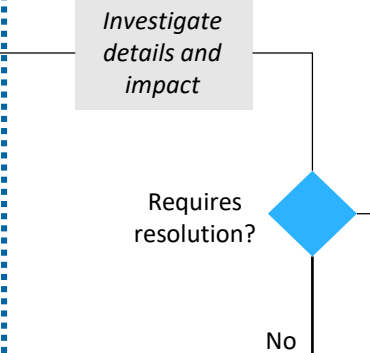
## Review Stage

The Review Committee assures that all related documentation and information has been submitted.



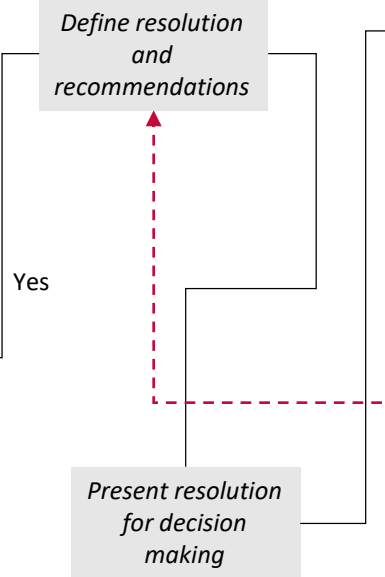
## Investigation Stage

The Investigation Committee define the investigation method and agree with supporting community members to carry out investigation.



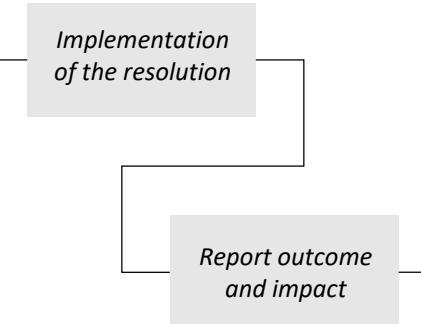
## Define resolution Stage

The Investigation Committee present the investigation findings and method to the Grievance Committee and present the defined resolution for approval.



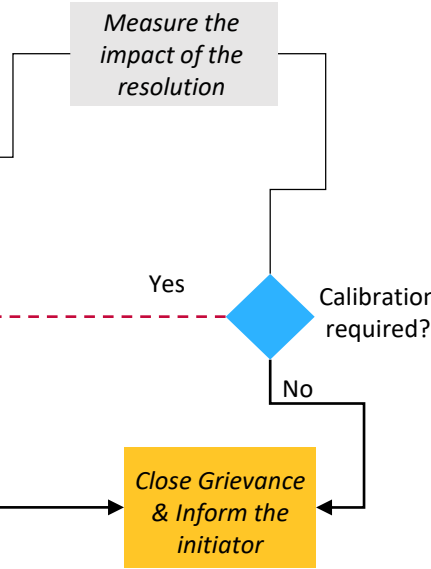
## Implementation Stage

The Investigation Committee implement the approved resolution. The review committee support the implementation and report impact.



## Close out Stage

The impact is measured and checked if required any further calibration. If no further calibration is required, the grievance is closed and the Initiator is informed.



### Committee Color Code:

- Review Committee
- Investigation Committee
- Grievance Committee