



**GREE ENERGY LIMITED**  
**GRIEVANCE MECHANISM**  
**SEPTEMBER 2021**

## **GRIEVANCE MECHANISM**

### **I. INTRODUCTION**

The Grievance Mechanism is a key tool in supporting GREE to proactively identify potential concerns and complaints from GREE's stakeholders and affected communities. It is a key pillar of GREE's stakeholder engagement process and broader commitment in upholding universal human rights as it helps to build trust, identify problems and build collaborative solutions with communities that ultimately lead to long term value for all.

### **II. PURPOSE**

The purpose of the Grievance Mechanism is to ensure that concerns, feedback and questions from relevant stakeholders are appropriately addressed. This Grievance Mechanism provides guidelines in:

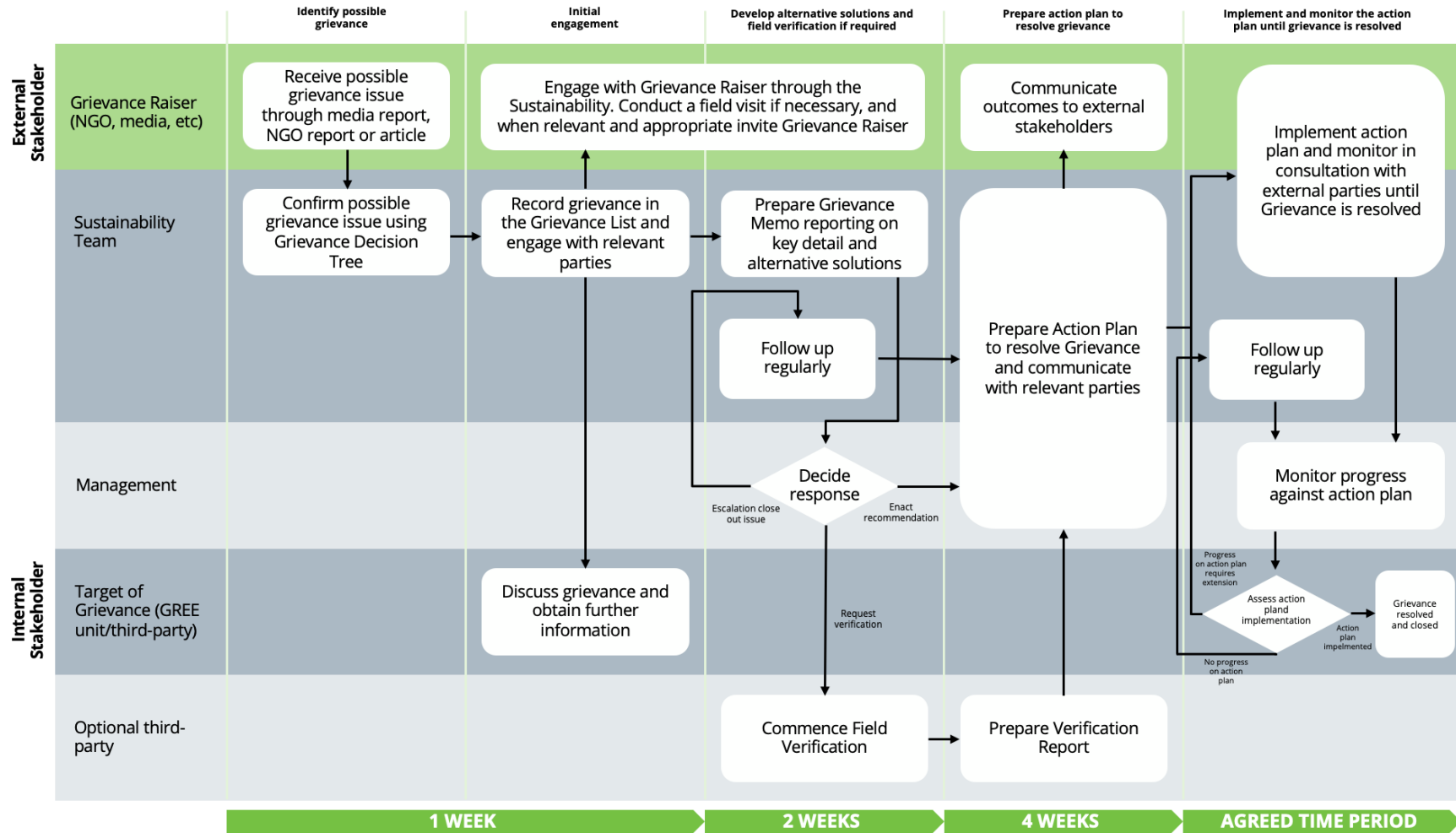
- Addressing stakeholders' grievances during the project development lifecycle
- Handling grievance of external and internal parties by management and relevant employees
- Ensuring an open and inclusive dialogue that incorporates feedback from various stakeholders and transparency in handling grievances

### **III. GRIEVANCE MECHANISM**

#### **1. PROCEDURE PROCESS FLOW**

The procedure process flow is as follow:

# PROCEDURE PROCESS FLOW



The details of the process flow of the Grievance Mechanism is explained as follow:

<b>Process flow</b>	<b>Description</b>
Identify potential grievance	<p>All Grievances will be assessed using a Grievance Decision Tree to determine if further investigation is required. The Sustainability Team will acknowledge receipt of grievance to the Grievance Raiser.</p> <p>Management will review the grievance and determine whether a grievance investigation is required:</p> <ul style="list-style-type: none"> <li>• If the grievance case is unmerited or no field action is necessary, the Sustainability Team will inform the Grievance Raiser.</li> <li>• If the grievance case is merited, the Sustainability Team will begin investigation by preparing a Grievance Terms of Reference (TOR) listing each stakeholder concern or potential breach of Policy requiring investigation.</li> </ul>
Initial engagement	<p>The Sustainability Team might invite the concerned parties to obtain a direct explanation and establish facts related to the grievance. If required, a third party mediator to facilitate the dialogue will be invited.</p>
Develop approach for specific grievance, and if necessary implement field action	<p>If a field action is necessary, the Sustainability Team will communicate in writing to the relevant Team Manager to take necessary actions to resolve the grievance.</p>
Communicate with Grievance Raiser	<p>The Sustainability Team will communicate with the Grievance Raiser the following:</p> <ul style="list-style-type: none"> <li>• Inquire whether they want to schedule a meeting/teleconference, if required, about the grievance findings.</li> <li>• Inform the Grievance Raiser alternative solutions and find a mutually acceptable resolution based on informed decisions and</li> </ul>

	<p>respecting human rights. If an agreement or acknowledgement is reached, the resolution should be documented.</p> <ul style="list-style-type: none"> <li>● If the Grievance Raiser is unsatisfied with the response of the Sustainability Team, the following should be done: <ul style="list-style-type: none"> <li>- If appropriate and relevant, provide an opportunity for the Grievance Raiser to conduct cross-check in the field</li> <li>- Explore alternative dispute resolution together</li> <li>- Involve external independent observers (ex: relevant experts or important stakeholders)</li> </ul> </li> </ul>
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## 1. ROLES AND RESPONSIBILITIES

The following are the roles and responsibilities of the relevant stakeholders of the Grievance Mechanism.

<b>Roles</b>	<b>Responsibilities</b>
Sustainability Team	<ul style="list-style-type: none"> <li>● Coordinate and perform necessary tasks related to Grievance Mechanism.</li> <li>● Receive, record, assess and monitor progress of grievances.</li> <li>● Monitor media (print &amp; electronic).</li> <li>● Communicate with Grievance Raiser.</li> <li>● Update grievance list periodically.</li> <li>● Ensure the relevant Team Manager creates an action plan to resolve grievances.</li> <li>● Record key learnings and develop strategies to prevent such grievances in the future through: training, preparing necessary documentation, conducting periodic reporting and updating the</li> </ul>

	Grievance Mechanism guideline.
Management	<ul style="list-style-type: none"> <li>• Make a decision if grievances are umerited or require field action.</li> <li>• Approve action plans.</li> <li>• Determine appropriate actions if a third party breaches GREE's Policy.</li> <li>• Decide if an external independent observer will be needed.</li> <li>• Provide advice on Grievance Mechanism guideline updates.</li> </ul>
Team Manager	<ul style="list-style-type: none"> <li>• Create alternative action plans for grievances.</li> <li>• Execute action plans to resolve grievances.</li> <li>• Report progress on action plans on the field.</li> </ul>

## 2. GRIEVANCE REPORT

All reports will be treated confidentially, and only necessary parties who are relevant to the investigation will be involved. Any illegal, improper or unethical conduct by employees or business partners should be reported through:

**Phone** +62-21-4102-7001

**E-mail** sustainability@gree-energy.com

**Address** South Quarter, Tower B, 21st floor unit D. Jl. RA Kartini Kav 8, Cilandak Barat, Jakarta Selatan, 12430

Grievances must include the following information:

- Full Name
- Request for identity to remain confidential: YES/NO
- Name of Organization (if applicable)
- Address
- Phone Number/Email Address/Address (at least one contact point)

- Description of the grievance in detail (What happened? When did it happen? Where did it happen? Who did it happen to? How frequent was the incident?)
- What is the result of the problem?
- Suggestion to resolve incident (if available)
- Evidences to support the grievance (if available)

Grievances may be submitted from official channels and material issues through the media (print and electronic) will be monitored. For such media reports, the Grievance Mechanism will be followed. The decision to respond to the media will be decided by the Management.

### 3. TIMELINE

The following shows the timeline in resolving grievances:

Types of grievances	Timeline
All grievances	Within five (5) working days since the grievance has been received, the Sustainability Team will contact the Grievance Raiser.
Unmerited/no field action is necessary	Within ten (10) working days since the grievance has been received, the Sustainability Team will contact the Grievance Raiser and provide a response.
Merited	<ul style="list-style-type: none"> <li>• Within ten (10) working days since the grievance has been received, the Sustainability Team will contact the relevant Team Manager to take actions in the field to resolve the grievance.</li> <li>• Within thirty (30) working days since the grievance has been received, the Sustainability Team will submit a mutually agreed action plan by GREE and the third-party to resolve the grievance. Should the third party fail to agree on a mutually agreed action plan, GREE must regularly follow up on the action plan and renegotiate the action plans if necessary.</li> </ul>

	<ul style="list-style-type: none"> <li>● Within a maximum of thirty (90) working days since the grievance has been received, the action plan should be resolved. Should a longer or shorter period be needed, a mutually agreed time-bound plan will be created. A review of the action plan progress will be conducted at the end of the period and the following actions will be taken: <ul style="list-style-type: none"> <li>- Action Plan with resolution: grievance case will be resolved and is closed.</li> <li>- Action Plan with resolution, yet action plan is in progress: a mutually agreed extension of time-bound plans.</li> <li>- Action Plan has not been satisfactorily implemented: GREE must regularly follow up on the action plan and renegotiate the action plans if necessary.</li> </ul> </li> </ul>
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#### 4. GRIEVANCE MONITORING

The Sustainability Team’s role in grievance monitoring include:

- Overseeing all grievances and the relevant Team Manager in handling the grievance related to their respective area.
- Monitoring the progress of all grievances and reporting the results to relevant stakeholders.
- Improving continuously the adoption of the Grievance Mechanism through training, preparing necessary documentation, conducting periodic reporting and updating the Grievance Mechanism guideline.

#### IV. DEFINITIONS

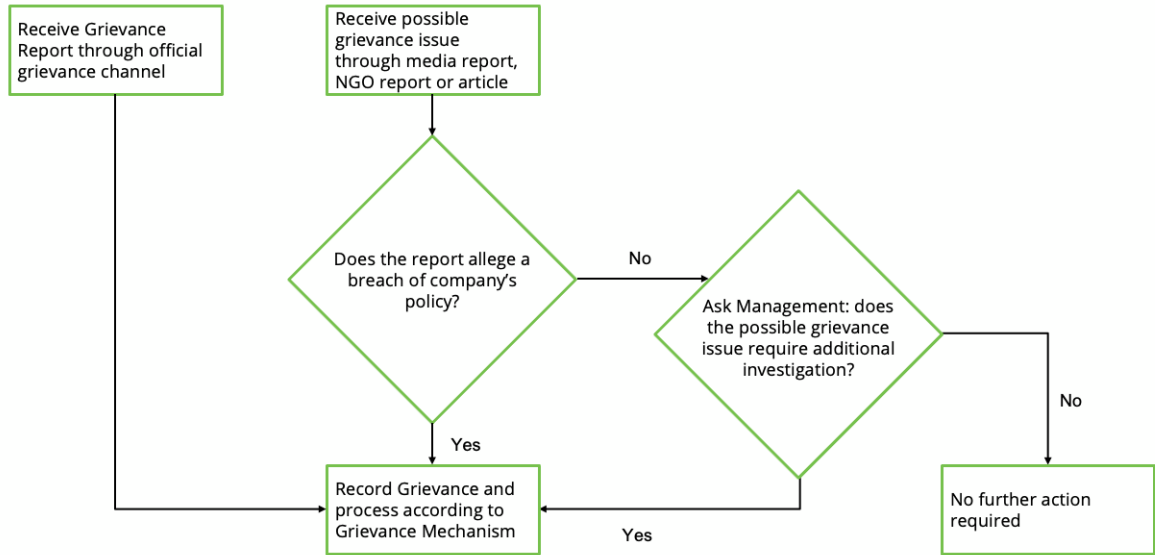
Grievance Raiser	Any stakeholder, internal or external who raises a grievance.
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## V. APPENDIX

### 1. GRIEVANCE DECISION TREE



### 2. GRIEVANCE MERIT

A possible grievance incident should be considered a grievance issue when one or more of the following applies:

1. Breach GREE's policies, procedures and code of ethics.
2. Breach local and/or national law of the country in which GREE operates, providing clear evidence when possible.

### 3. GRIEVANCE LIST

Reference Number	Means of Delivery	Date Received	Grievance Subject	Grievance Scope	Stakeholder	Progress	Status	Verification Report
0001	-Email -Letter -Call -Media Report, NGO Report	DD/MM/YY	Short description of Grievance	-Deforestation -Peat clearance -Wastewater -Human rights -Worker rights	Name of stakeholder	Short description of progress to date	Ongoing/ Complete	Not required/ Under preparation/ Completed, include: date and link to report
0002								
0003								

#### 4. GRIEVANCE INVESTIGATION TERMS OF REFERENCE TEMPLATE

##### 1. BACKGROUND

Describe relevant background information collected by the Sustainability Team to keep the Management informed on the issue.

##### 2. OBJECTIVE

Describe the issue to be investigated.

##### 3. EXPECTED OUTCOMES

List the expected outcomes from the investigation.

##### 4. VERIFICATION PLAN

###### 4.1 Verification Location

Define the locations to be visited during the verification.

###### 4.2 Verification Timeline

Specify the timeline for the verification work.

###### 4.3 Verification Method & Techniques

Specify the methods and techniques to be applied during the verification.

##### 5. REPORTING

Specify the method and structure of reporting the results of the field investigation.

##### 6. VERIFICATION TEAM

Specify the personnel and areas of expertise necessary to conduct the verification.

#### 5. GRIEVANCE VERIFICATION REPORT TEMPLATE

##### 1. BACKGROUND

Describe relevant background information to the Grievance and the Verification Findings.

##### 2. VERIFICATION PROCESS

Describe the steps that were taken to investigate the grievance and collect information necessary to complete the verification. Include locations and dates of any site visits.

### 3. CONCLUSIONS

Provide a conclusion to each of the issues identified for verification in the TOR. Relevant information used to reach the conclusion should also be provided here.

### 4. RECOMMENDATIONS

Where issues raised through the grievance have been verified to be legitimate, create a concrete time bound action plan to address each of the grievance issues. Record Methods/processes for monitoring implementation of the action plan.

### APPENDIX: VERIFICATION RESULTS (FIELD FINDINGS & DOCUMENT REVIEW)