



United Malacca Berhad

Reg. No. 191001000010 (1319-V)

SUSTAINABILITY

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United Malacca Berhad


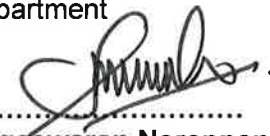


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DOCUMENT TITLE:

COMPLAINTS AND GRIEVANCES PROCEDURE

DOCUMENT ID:

UMB/Sustainability/SOP/005

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AMENDMENT LOG

Rev. No.	Date	Details of Changes
0	01-05-2017	1 st issue
1	15-01-2021	Revision (1.0), (2.0), (3.0), (4.0), (5.0) & (6.0)
2	30-12-2021	Revision (1.0), (4.0), (5.0), 6.0, Appendix 1, Appendix 2



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1.0 OBJECTIVE

- 1.1 To meet the criteria and compliance set out in the Malaysian Sustainable Palm Oil (MSPO) standards on handling complaints for all Operating Units (OU); including employees and other stakeholders.
- 1.2 This procedure sets out the steps to be taken and demonstrated by the staff and management responsible for handling complaints from the internal and external stakeholders.
- 1.3 Ensure that all complaints and grievances raised to them are handled professionally, with integrity.

2.0 SCOPE

- 2.1 This procedure is established to resolve complaints and grievances effectively and fulfill compliance based on Malaysian Sustainable Palm Oil (MSPO) & MSPO-SCCS standards.
- 2.2 It applies to United Malacca Berhad (UMB) 's all operating units based in Malaysia.
- 2.3 This SOP is subject to the receipt of the relevant complaint and grievances as set forth below
 - Operating Units and surrounding areas
 - Safety, Health & Welfare of Workers
 - Social relations between stakeholders
 - Border areas and intrusions
 - Sexual harassment



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2.4 Any complaint or grievance related to the Human Resource Department, such as sexual harassment and other major/minor misconduct, refer to SOP on Grievance and Disciplinary Management (UMB/HRD/SOP/003).

3.0 REFERENCES

- 3.1 Malaysian Sustainable Palm Oil Part 3: General Principles for Oil Palm Plantations and Organised Smallholders (MS2530-3)
- 3.2 Malaysian Sustainable Palm Oil Part 4: General Principles for Palm Oil Mills (MS2530-4)
- 3.3 SOP on Grievance and Disciplinary Management (UMB/HRD/SOP/003)

4.0 DEFINITIONS

Term	Description
Complaints	Expressions or dissatisfaction, other than appeals, by any party or organisation on behalf of the Operating Units, in relation to certain matters in which the response is expected.
Grievances	A cause of distress (such as an unsatisfactory working condition) felt to afford reason for complaint or resistance.
Stakeholders	Any person or entity that has interest in a business and can either affect or be affected by the business, i.e. investors, creditors, employees, customers, suppliers, authorities, non-governmental organisations, etc



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5.0 REQUIREMENT AND PROCEDURES

5.1 Complainants are comprised of internal and external stakeholders. The internal stakeholders are:

- i) Workers
- ii) Population / Resident quarters provided by operating unit
- iii) Staff, Executive

The external stakeholders are (**including and not limited to below**):

- i) Operating unit and surrounding communities located around the premise (example: neighbouring estates or mills and villages)
- ii) Government agencies
- iii) Contractors & Suppliers
- iv) Unions created in government-approved areas only (example: AMESU, MAPA)

5.2 Any complaint/ grievance stated must be written using the "Complaints & Grievances Form" and filed to facilitate implementation and future reference. This form is available in public areas such as guardhouses and operating unit's offices.

5.3 Complainant must fill in the date and the personal details in the "Complainant Detail" column, i.e. name, contact number, nationality, position, operating unit and address.

5.4 The complaint details must be stated in the "Complaint Information" column by filling up "Complaint detail".

5.5 Intermediaries (local and foreign) may be represented by the Mandore, Staff, Executive and Assistant Managers to assist in filling out the complaint form for any representative who has trouble reading or writing.





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- 5.6 Before the form is submitted, the Complainant must sign the form.
- 5.7 Upon receipt of the complaint or grievance, the Company/ Operating Unit's (Manager, Assistant Manager, Executive, Staff) shall confirm whether the complaint stated is within the scope of this procedure. Then the complaint or grievance must be received, and action shall be taken to attend to the complaint.
- 5.8 There is no deadline for complaint/ grievance received, as the date of execution and corrective action for each complaint/ grievance varies by category of complaint/ grievance.
- 5.9 Complaints/ grievances will usually be resolved between 24 hours and 14 days. However, complaints/ grievances that require a long time to resolve usually involving the tender process, law, or other issues, will be communicated to the Complainant accordingly.
- 5.10 The company/ operating unit may call the Complainant for a "round table" discussion if the complaints/ grievances are made by the external stakeholders, to resolve the issues.
- 5.11 Upon resolving the complaint or grievance, the company/ operating unit must fill in "Complaint Action or Response", "Complaint status", "Completion date", "Respondent's name", "Head of Operating Unit's name" and sign the form.
- 5.12 The company/ operating unit must communicate the response to the Complainant and get the Complainant to leave their feedback on the same form in the "Complainant Feedback" column via any communication mode deemed suitable (example: email, post)



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5.13 If the Complainant is not satisfied with the corrective action or response, the complaint or grievance is still open. They may state the reason and remedy sought in the form. The flow repeats until both parties reach mutual understanding.

5.13 If the Complainant is satisfied with the corrective action or response, the complaint or grievance is closed.

5.14 The document is to be kept at a minimum for 2 years.

6.0 RECORDS

6.1 Complaints and grievances form (UMB/Sustainability/F/001)

7.0 ATTACHMENTS

Appendix 1 Complaints and grievances flowchart





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Appendix 1 Complaints and grievances flowchart

