

# GROUP GRIEVANCE MANAGEMENT POLICY



## INTRODUCTION

FGV Group is committed to sustainable business practices in our business management and operation and capsulate key aspects of the environmental, social, and governance (ESG) agenda.

FGV Group handles grievances based on rights, following local laws and global human rights principles align with the Universal Declaration of Human Rights (UDHR) and the United Nations Guiding Principles on Business and Human Rights (UNGP). These principles cover protecting rights, corporate responsibility, and providing access to remedies.

FGV Group is committed to strengthening the well-being values of our employees, including operational labour, contractors, consultants, suppliers, vendors, and other third parties associated with FGV. Understanding the importance of addressing grievances promptly and effectively, we are committed to handle the raised concern in a fair and transparent manner.

## PRINCIPLES OF FGV'S GRIEVANCE MECHANISMS

- **Confidentiality:** FGV Group follows standard procedures to investigate grievances and ensures confidentiality throughout the process with internal controls to maintain integrity.
- **Non-retaliation:** FGV Group has zero tolerance for retaliation against anyone submitting a grievance in good faith, classifying any retaliation as serious misconduct.
- **Non-discrimination:** All grievances are treated fairly and without discrimination. FGV Group adopts a child-friendly approach to grievances related to child rights.
- **Non-exclusivity:** Parties can use any available mechanisms to report grievances alongside any FGV's provided channels.
- **Freedom of Association:** FGV Group respects freedom of association and collective bargaining. Grievance mechanisms complement employees' rights to resolve issues through unions or representatives, in line with local laws. Employees have the right to choose their representatives during the grievance process.

## **FGV'S GRIEVANCE CHANNELS**

Grievance can be made through the following channels:

- FGV App
- FGV Grievance Management Department Careline
- Grievance Management Department email
- In-person report
- Other FGV channels
- Third parties Careline

## **OBLIGATION**

It is FGV Group's obligation to comply with the Universal Declaration of Human Rights (UDHR) and the United Nations Guiding Principles on Business and Human Rights (UNGP).