


رقم الإصدار/التعديل : 0/2 تاريخ الإصدار : 2019/10/1 تاريخ التعديل : / / صفحة رقم : 2	Grievance Mechanism palm oil كود : P- 113	
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1- OBJECTIVES

Savola's Palm Oil Grievance Process serves as a guide to review, address, and monitor the outcome of any grievance from any external parties concerning the palm oil sourcing supply chain. It aims to provide a transparent, open, and predictable process for dealing with grievances

2- SCOPE

Grievance Process is limited to palm oil, Savola will handle any grievance from internal or external parties, including individuals, employees, contractors, suppliers, and civil society organizations concerning implementation of the Palm Oil Policy.


3- REFERENCES

This Palm Oil Grievance Process is developed as a part of our Palm Oil Policy, August 2019 and is based on the following guidelines:

- a) Savola Code of Conduct & Guiding Principles
- b) Savola Supplier Code of Conduct
- c) Savola Ethics and Values
- d) Savola Commitment on Human Rights
- e) With reference to the UN Guiding Principles on Business and Human Rights

4- PROCEDURE

- a) Grievances can be expressed via any of the following channels:
 - report online at Hotline.savola.com.
 - In writing to supplier contact person e-mail
- b) Grievances should include the following information:
 - Full Name
 - Name of Organization (if any)
 - Job Title
 - Address
 - Phone No./Fax No./Email Address (at least one contact point)
 - Description of the grievance in detail
 - Evidence to support the grievance

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c) Grievances investigation

- When a complaint against a supplier is submitted to Savola, Savola will engage the grievance raiser and the implicated grievance subject to discuss the issues raised in accordance with this Process, with the end-objective of resolving the issues where they have been confirmed.
- Savola will record Grievance received in log book **FP-113-01** with action taken

6. Associated Documents:

Grievance Mechanism Palm oil log book	FP-113-01
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7- References:

RSPO Standard