



## Grievance Mechanism Policy

<p><b>Introduction</b></p>	<p>MPOI takes any complaint raised by its employees or relevant stakeholders very seriously. Thus, a Dispute Resolution Policy has been established to come up with guiding principles and procedures to dealing with any grievance put forward, at any time. This is to ensure that local and other interested parties including employees understand the communication and consultation process for raising any issues as the company recognizes that any dispute resolution mechanisms put forth must be through open and transparent process where all grievances are dealt with in an effective, fairly and in a timely manner. Within the context of this policy, the terms grievance and complaint shall be treated as synonyms. All complaints are kept confidential unless the complaint authorizes MPOI to share the information.</p> <p><i>If you have a complaint, please don't hesitate to contact us. Visit our <a href="#">Contact Us</a> page for our address, phone number and contact form. Complaints may also be emailed to: <a href="mailto:management@manopalmoilindustries.com">management@manopalmoilindustries.com</a></i></p>
<p><b>Guiding Principles</b></p>	<p>As MPOI understands the importance of having a proper Dispute Resolution Policy/Grievance Mechanism in place to ensure all concerns are dealt with in an effective and efficient manner, it also understands the importance of having both internal and external parties mindful of the procedures in place to bring a complaint forward. To that end, herewith are the guiding principles in which MPOI's policy is founded on:</p> <ol style="list-style-type: none"> <li>1- Record Complaints/Grievances</li> <li>2- Verify Claims</li> <li>3- Report verification results and actions</li> <li>4- Communicate response to stakeholders</li> <li>5- Report to certification schemes</li> <li>6- Manage and Monitor follow up actions</li> </ol>
<p><b>Procedures</b></p>	<ol style="list-style-type: none"> <li>1- Any individual who wishes to file a complaint/grievance, must do so in writing with evidence of their complaint and contact information.</li> <li>2- The complaint/grievance must be submitted to MPOI in writing or by email. Those who bring a complaint verbally, will still be asked to fill out the grievance form for documentation purposes.</li> <li>3- Once MPOI has received it, a competent team will be set up to investigate the complaint.</li> <li>4- Within two weeks of receiving the complaint/grievance, someone from the team will revert to discuss the issue further.</li> </ol>

- 5- After having discussed the complaint/grievance with one another, a written summary will be sent to the person who came forward, along with a plan on how MPOI will be proceeding with handling the complaint/grievance.
- 6- Meanwhile, MPOI shall gather more information on the complaint/grievance and verify the issue brought up. The progress of the investigation shall be documented and shared with one another.
- 7- This whole process shall remain anonymous unless the person or organization is willing to disclose their information.
- 8- Within three months of receiving the complaint/grievance, MPOI shall come up with a decision and inform the person/organization about it.
- 9- To finalize, the dispute shall be forwarded to a certification scheme owner to manage, and monitor follow up actions.

**Approved by:**

Mr. Assad Fadel, CEO

**Date:**

### COMMUNITIES GRIEVANCE FORM

Name:	Complaint Date:	Community Name:	District Name:	Subject of the Complaint:	Serial Number assigned by MPOI:	Date of case opened:	Date of case closed:	Evidence brought forward:

Complainant's Signature:	Signature of Community Representative for acknowledgement:	Receiver's Signature:
Name:	Name:	Name:
Date:	Date:	Date:

## EMPLOYEE'S GRIEVANCE FORM

Name:	Complaint Date:	Department Name:	Estate Name:	Subject of the Complaint:	Serial Number assigned by MPOI:	Date of case opened:	Date of case closed:	Evidence brought forward:

<b>Complainant's Signature:</b>	<b>Signature of Community Representative for acknowledgement:</b>	<b>Receiver's Signature:</b>
Name:	Name:	Name:
Date:	Date:	Date:



