	Habib Sugar Mills Limited Nawabshah - Pakistan	Document #	PLY-GRV-0422
		Revision #	01
	GRIEVANCE POLICY	Effective	11-03-2024
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1. PURPOSE

The purpose of the Grievance Policy is to provide timely resolutions through fair, transparent, and effective means for addressing grievances of stakeholders, in accordance with the UN Guiding Principles (UNGP).

2. SCOPE

This Grievance Policy applies to all stakeholders relevant parties associated with the Habib Sugar Mills Limited.


3. Principles

This grievance mechanism policy is based on the following principles :

- **Accessibility** : The policy will be widely publicized and easily accessible to all stakeholders.
- **Fairness** : The policy will ensure that complaints are handled in a fair and impartial manner.
- **Timeliness** : Complaints will be addressed in a timely manner, with clear timeframes for resolution.
- **Anonymity** : If the complainant request anonymity, the Manager H.R will take appropriate steps to ensure the same.
- **Conflict Resolution** : Based on the investigation's findings, a fair and transparent resolution is proposed. The resolution will be designed to effectively address the specific nature of the conflict or grievance.

4. Terms and definitions

- 4.1 All employees, contractors, growers, suppliers, visitors, and other stakeholders, including vulnerable individuals of the factory and agriculture farm are encouraged to file complaints regarding company matters and scope. These complaints can be submitted through complaint boxes designated at the factory and colony gate. This ensures that the H.R Department of the company can easily receive the grievances for appropriate action described in SOP.
- 4.2 HSML management has devised a SOP in which the responsibility of collecting the complaints through complaint boxes and tele-phone call on (0244-360751-5) by H.R Department. So that all the complaints can be properly sorted & recorded in grievance register by Manager H.R Department.
- 4.3 It is the responsibility of the Manager of the H.R Department to inspect the grievance box on a daily basis and submit a report to the grievance committee for further action, which includes investigation, conducting hearings, and making decisions for resolution based on facts and evidence. This will ensure that issues are resolved promptly.

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- 4.4 If the grievance raises an objection or concern on any member of the Grievance Committee, the committee will take the final decision whether or not to modify the Grievance Committee.
- 4.5 In case of a disagreement on conclusion of a grievance between the complainant and the grievance committee Manager H.R will provide necessary advice to the complainant based of nature of the complaint including but not limited to :
- Raise the level of complaint to the CEO.
 - Lodge complaint in a court of law.
 - Arbitrary committee consisting of community Actors.
 - Offer legal support from company's legal advisor.

5. POLICY REVIEW AND UPDATE


This Policy will be reviewed and updated annually / or as and when required by Grievance committee & H.R Department in order to ensure its continued adequacy and relevance for our business.

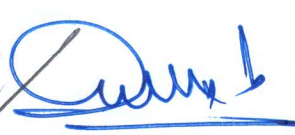
6. RESPONSIBILITY

Management, employees, contractors, growers, suppliers, visitors and other stakeholders of the company must comply with this policy and take responsibility for ensuring that all initiatives are developed in line with the policy and any violation of the grievance SOP will result in appropriate action.

Conclusion

Each party involved in the Grievance Mechanism has a critical role to play in ensuring that complaints are addressed fairly, transparently, and promptly. The responsibilities outlined above must be clearly defined, communicated, and understood by all parties involved in the Grievance Mechanism.


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