



# COMPLAINT & GRIEVANCE MANAGEMENT STANDARD OPERATING PROCEDURE



SUBSIDIARY OF



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Prepared by :  
**N'GUESSAN Barthelemy**

Date : 01/10/2020  
Visa :



Verified by :  
**KOUADIO Guillaume**

Date : 01/10/2020  
Visa :



Approved by :  
**Bertrand Vignes**

Date : 01/10/2020  
Visa :



## 1. PURPOSE AND SCOPE OF APPLICATION

The establishment of plantations can imply major changes for local communities and indigenous people. Plantations require large area of land and often this land is owned and used by local communities.

International human rights laws and business best practices, recognize that even where national frameworks may provide weak or absent protections of customary rights to land, plantations should not be established on indigenous peoples' land without recognition to their prior rights to the land. The principle which encapsulates these rights is Free Prior Informed Consent (FPIC).

SIPH group in Policy, pledged to respect and recognized the long-term customary and individual rights of indigenous and local communities and committed to ensuring legal compliance as well as international best practices in FPIC are implemented.

- Commit to maintain the Grievance Mechanism in a manner that is consistent with UNGP effectiveness criteria (Protect, Respect and Remedy).
- Present the main steps to follow in the land acquisition process in accordance with general FPIC requirements and local realities,
- List the main stakeholders involved during the process
- Set up representatives of the communities for regular dialogues with communities
- Catch in time all grievances related to the land acquisition, land clearing, planting and any other processes involving local communities
- List all the documents to be produced and archived during the process

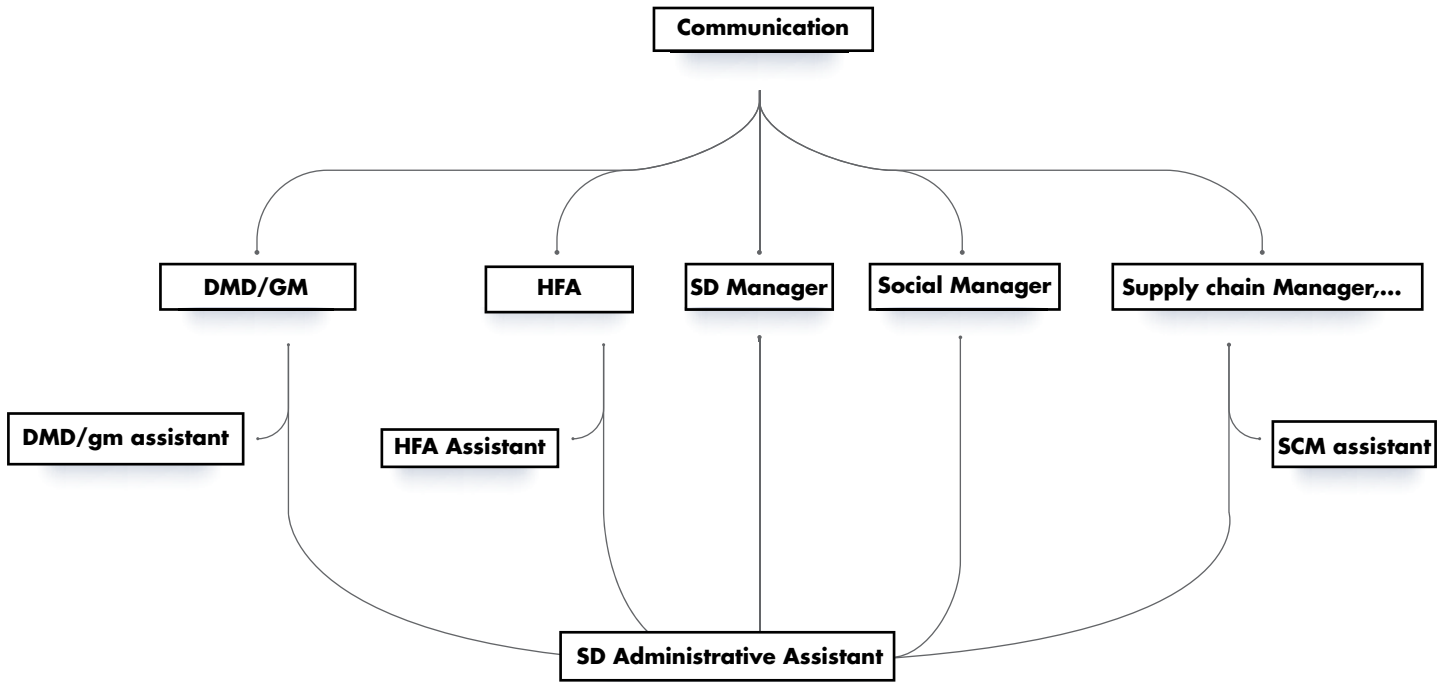
The procedure covers the land acquisition process, including the participatory mapping, negotiation, compensation, conflicts management and monitoring.

## 2. REFERENCE DOCUMENTS

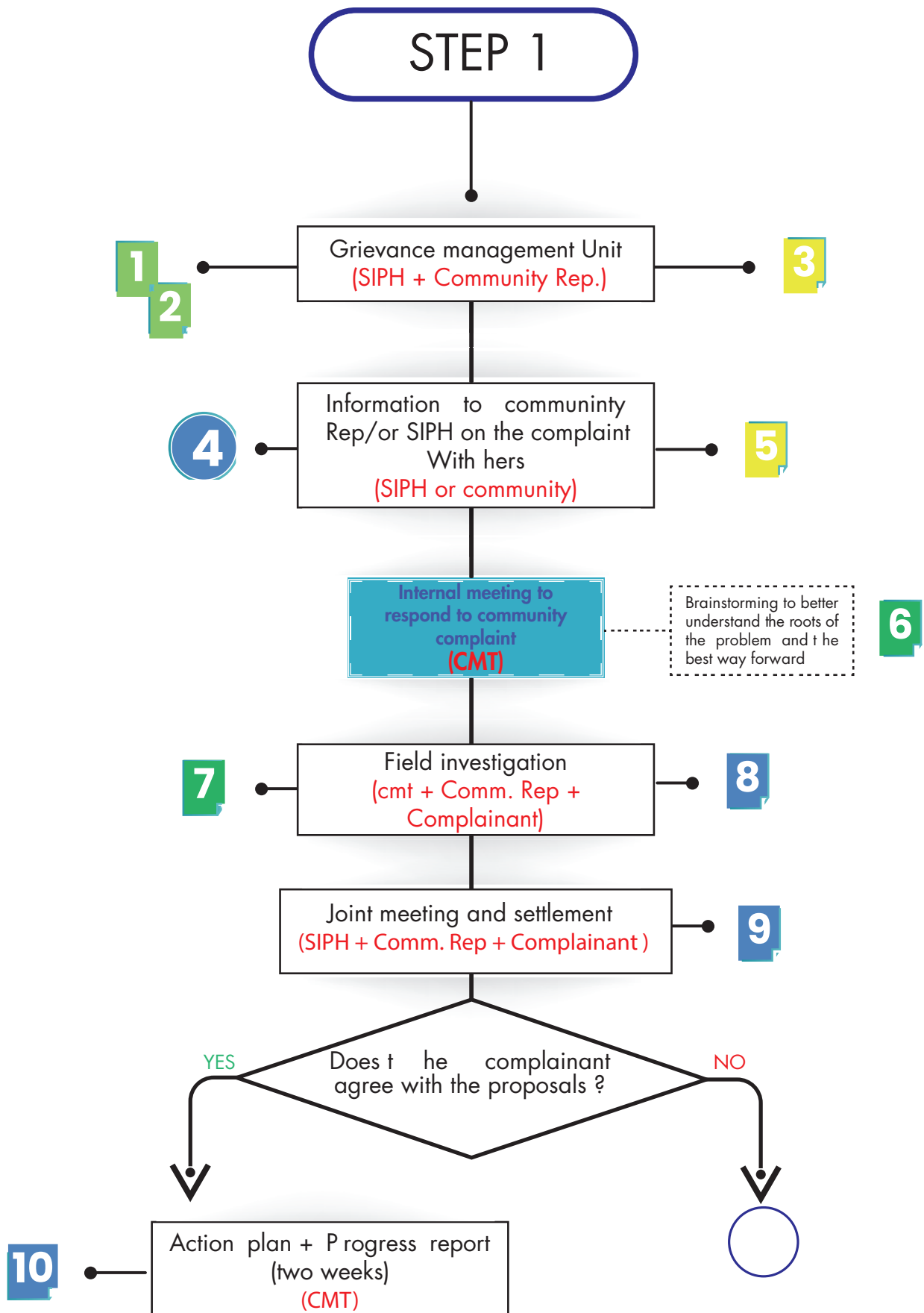
- Roundtable for Sustainable Palm Oil (RSPO)
- SIFCA Sustainability policy
- SIPH Sustainable Natural Rubber Policy

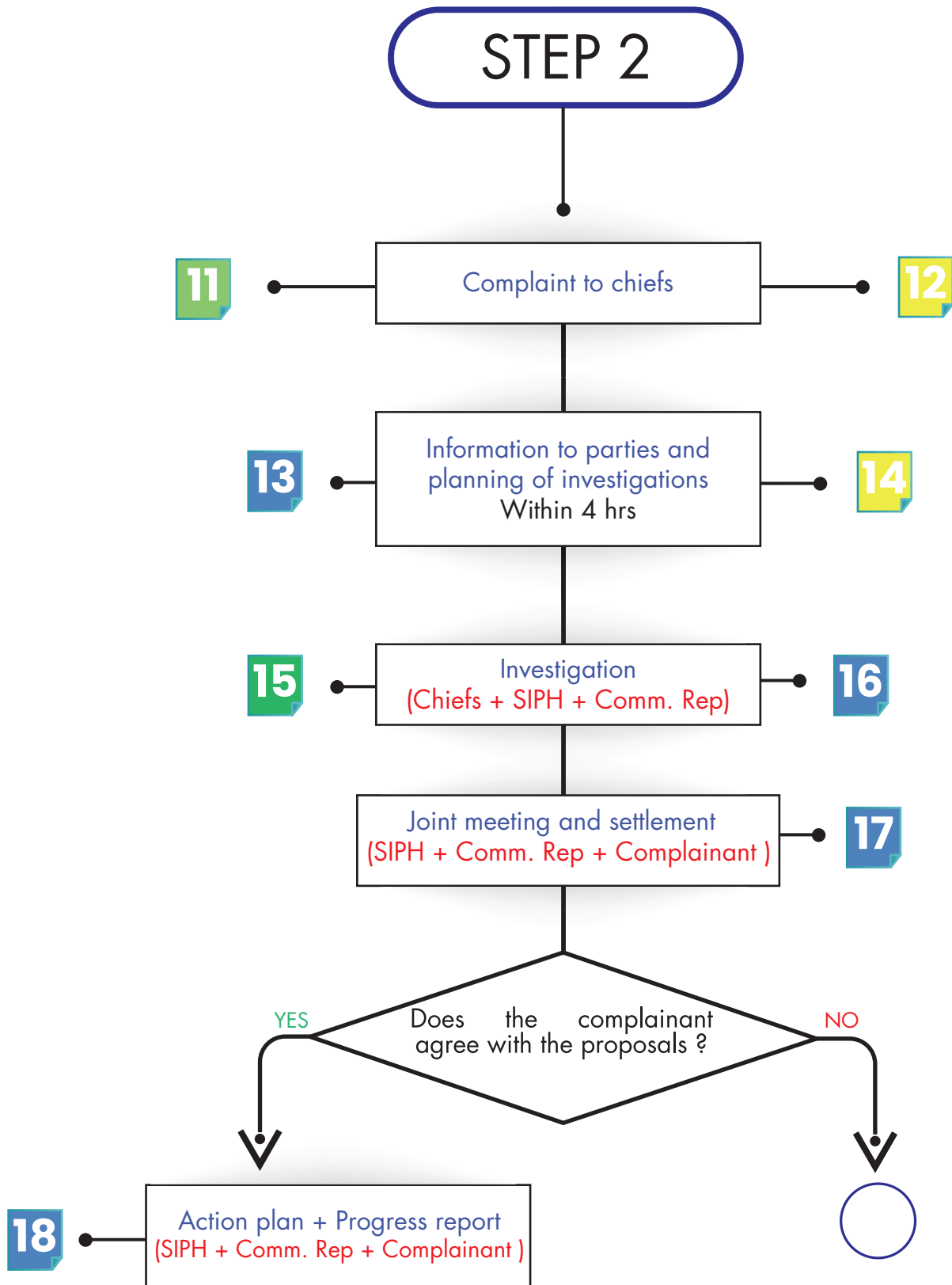
## 3. RESPONSABILITY

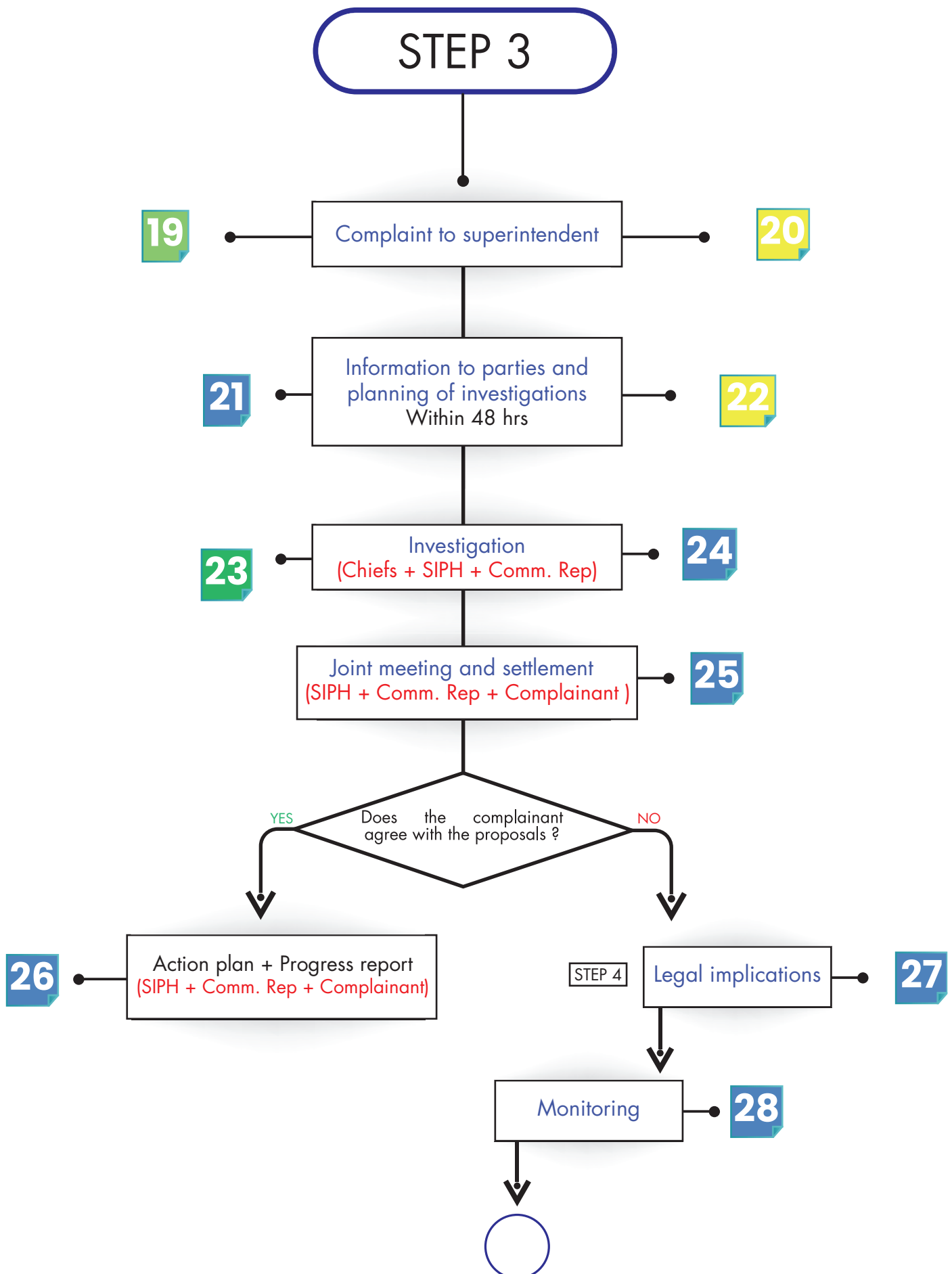
The Sustainability Department, especially community relation team is in charge of the implementation of the procedure, with the support of the GIS/survey team



## 1. Complaint & Grievance management flow chart







## 2. Complaint & Grievance management associated documents

N°	Incoming document	Out coming Document
1.	Formal grievances / complainants	
2.	Informal grievances / complainants	
3.		Formalization of verbal complaint
4.	Letter if information of the community rep. on the complaint received	
5.		Copy of acknowledgment of the community rep. on the complainant
6.		Minutes of the internal meeting
7.	Letter to community planning the field investigation	
8.		Minute(s) of field investigation and attendance list(s)
9.		Minute(s) of joint meeting and settlement
10.		action plan + progress report
11.	Complaint to chiefs	
12.		Acknowledgement of receipt
13.	Letter of information to parties	
14.		Acknowledgement of receipt
15.	Invitation letter for field assessment	
16.		Field assessment report
17.		Settlement meeting report
18.		action plan + progress report
19.	Complaint to the Superintendent	
20.		Acknowledgement of receipt
21.	Letter of information to parties	
22.		Acknowledgement of receipt
23.	Invitation letter for field assessment	
24.		Field assessment report
25.		Settlement meeeting report
26.		action plan + Progress Report
27.		Court decision
28.		Monitoring report

### List of abbreviations

**Comm. Rep:** Community representative

**SIPH:** Societé Internationale de Plantions d'Hévéa

**LA:** Local Authorities

**CMT:** Complaint Management Team

**FPIC:** Free Prior Informed Consent

**HRM:** Human Resources Manager

**CFO:** Chief Financial Officer

**SD:** Sustainable Development

**SCM:** Supply Chain Manager



### 3. Annexes

#### a. Complaint & Grievance Management Team

N°	Team	Quality
1.	Sustainability Manager	Chair
2.	HR Manager	member
3.	Social manager	Member
4.	Plantation manager	Member
5.	Community Liaison Officer	Member
6.	GIS expert	Member




#### b. Community Representatives

N°	Community	Quality
1.	Representative of elders	Member
2.	Representative of youth	member
3.	Representative of women	Member
4.	Representative of Religious leaders	Member
5.	Representative of Local leaders	Member

#### c. Joint committee

N°	Community	Quality
1.	Sustainability Manager	Member
2.	HR Manager	member
3.	Social manager	Member
4.	Plantation manager	Member
5.	Community Liaison Officer	Member
6.	GIS expert	member
7.	Representative of elders	Member
8.	Representative of youth	Member
9.	Representative of women	Member
10.	Representative of Religious leaders	member
11.	Representative of Local leaders	Member

#### d. Coding

Color	Meaning
	Document provided/endorsed by the company
	Document provided/endorsed by community
	Document shared and endorsed by both parties



53 rue du Capitaine Guyenemer  
92400 Courbevoie  
Phone: +33 (0) 1 41 16 28 00  
[www.siph.com](http://www.siph.com)