

APEX FROZEN FOODS LTD.

Social Accountability Policies

GRIEVANCE POLICY**GRIEVANCE INTIATION:**

Initiating a grievance is a voluntary choice made by a complainant. The person against whom the grievance is made (the respondent) must also indicate his/her willingness to accept the involvement of the Grievance Committee. All deliberations on any grievance, whether active or not, will be held in the strictest of confidence and will not be made public at any time.

The Grievance Committee will ensure and mediate satisfaction of those involved reached an acceptable solution to the issue.

GRIEVANCE HANDLING PROCEDURE:

If a grievance is made against the Managers or In-charges, the complaint can go directly to the committee. If the grievance is directed towards one or more individuals the general procedure is the following:

1. The complainant addresses his/her grievance in writing (hard copy) to the Grievance Committee.
2. With the grievance, the complainant will include any supporting evidence of the complainant's case, such as relevant documents, and the names of possible witnesses including a brief description of their testimonies.
3. The complainant must provide the respondent (s) with copies of all documentation presented to the Grievance Committee.
4. The respondent is given 7 working days to present his/her written response to the grievance, with any supporting evidence of his/her case, such as relevant documents, and the names of possible witnesses including a brief description of their testimonies.
5. Since this procedure relies on voluntary submission of all parties involved, if the respondent rejects the participation of the Grievance Committee, he/she will do so

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in writing to the Grievance Committee and the complainant. In this case, the Committee will formally notify the complainant of said intention and relinquishes all duties related to the issue.

6. If the respondent agrees to the Grievance Committee's participation, and after receiving supporting evidence from all parties, the committee sets the dates within seven (7) working days to hear each party's case and review any evidence.
 7. After meeting with all parties and reviewing all supporting evidence, including testimonies from witnesses, the committee will meet to review, discuss, make decisions and provide specific suggestions related to the situation.
- Any individual can raise the complaint directly to the committee or management or there are other ways which include written complaint through the complaint box or through confidential reporting number & email.

Record Keeping:

The Grievance Committee will return original documentation to those who provided it, or will destroy the documentation once the committee has relinquished its responsibility in a case. A brief record will be maintained and indicating the SA requirements for record keeping. Such as Name, address, contact information, complainant, respondent(s), date and number of meetings held, and date of resolution or other status in which the grievance left the committee's hands.

Policy Review:

This Policy will be reviewed periodically to ensure its effectiveness and compliance with legal requirements and industry best practices.

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