



Notes:

Scope Grievance:

- PROCEDURE**
1. Grievance Submission
 2. Categorizing and Preliminary Communication
 3. Drafting workplan
 4. Field verification
 5. Corrective action and monitoring
 6. Closing Grievance

ISSUE

1. Forest Conservatio Policy
2. Environmental destruction
3. deforestation, Forestry fire
4. illegal logging
5. Animal conservation and bio diversity
6. Peatland management
7. human rights and masyarakat adat.
8. Supply chain, etc.

RANGE

1. Mills;
2. Wood suppliers;

VALIDATION CRITERIA

1. Submitted documents should met the narative of reporter.
2. Is in APP's area of operations.
3. Anonymous report is categorized as not valid, but should be discussed further.
4. The complains never been reported to other parties
5. Is categorized as sustainability issue.s

MANAGEMENT

1. Chief of Sustainability Officer
2. Stakeholder Engagemetn and Advocacy Dept. Head
3. Management Mills, or other related dept../division
4. Related Dept. Head and Div. Head

Independent Observer

1. Third party
2. Non Partial
3. Voluntary

Independent observers can participate in the grievance resolution process if there is an agreement between the reporter and the *Unit Penanganan Keluhan (UPK)* after the grievance has been validated.