AMEA GOUTOUGO

WORKERS

GRIEVANCE MECHANISM

BONDOUKOU

BOND-E&S-WGM

RESPONSIBILITIES

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INDEX

1 OBJECTIVE 4

2 SCOPE 4

3 STANDARDS 5

4 INTRODUCTION 6

5 GENERAL PRINCIPLES 7

6 METHODS TO ACCESS 8

7 TRANSPARENCY & ACCOUNTABILITY 8

8 TIMELINE 8

9 PUBLICIZING GRIEVANCE MECHANISM 8

10 GRIEVANCE MECHANISM PROCEDURE 10

10.1 Submitting a complaint 10

10.2 Receiving complaints 11

10.3 Reviewing and Investigating grievances 11

10.4 Grievance Resolution options and responses 11

10.5 Grievance Mechanism for GBVH, Sexual Harassment and Sexual Exploitation and Abuse 12

11 ROLES AND RESPONSIBILITIES 15

11.1 Community Liaison officer (CLO) 15

11.2 Social Specialist 15

11.3 Head - ESG 15

11.4 Site Manager 16

12 TRAINING 17

13 MONITORING, AUDIT AND REPORTING 17

14 KPI 18

ANNEX 1 –WORKER GRIEVANCE FORM 19

ANNEX 2 – WORKER GRIEVANCE CLOSEOUT FORM 20

ANNEX 3 – GRIEVANCE LOG SHEET 21

1 OBJECTIVE

The purpose of this procedure is to give guidance to AMEA Goutougo, on how to implement worker' grievance mechanism for its Solar Project in Ivory Coast. Worker grievance mechanism is a process which allows AMEA Goutougo to receive, evaluate, and address project-related grievances, written and verbal, from AMEA Goutougo employees, EPC Contractor and Subcontractors. The Worker's Grievance Mechanism is a company management tool but does not restrict workers' access to any other forms of remedy either, judicially or administratively. The mechanism also allows for increased visibility of an organization's weaknesses and an improvement of company's and institutional work. This mechanism is based on the following principles:

- Respect for the national legislations and international standards
- Process transparency where employees can express their grievances anonymously
- Non-discrimination or sanctions against those that express their complaints or claims
- Fair treatment to every grievance that is raised
- Effective communication allowing for a better communication between employee and management

The objective of this procedure is to establish a grievance mechanism where workers can easily raise concerns, complaints, claims or suggestions (CCCS) regarding the working environment in order to improve organizational company's work and facilitate communication between employees and management. This mechanism does not substitute any other legal means.

2 SCOPE

The grievance mechanism applies to all phases of the project life cycle.

The worker Grievance Mechanism Procedure applies also to all requests and complaints that might arise from any worker (AMEA Goutougo's employees, EPC Contractor, subcontractors) considering themselves affected by the Project, including but not limited to the following:

- An aspect of their personal employment — for example, they may be experiencing an ongoing issue such as dissatisfaction regarding their personal pay or benefits;
- Interpersonal issues such as bullying, harassment and discrimination
- Grievances about working time and working conditions
- gender-based violence and harassment

Generally, all claims from workers should be accepted and no judgment made prior to investigation, even if complaints are minor. However, according to best practice, the following claims should be directed outside of project-level mechanisms:

- Complaints clearly not related to the Project: it is sometimes difficult to determine which issues are related to the Project and which are not. If in doubt, grievances should be accepted and investigated;
- Issues related to government policy and government institutions; and
- Complaints constituting criminal activity and violence: in these cases, complainants should be referred to the justice system.

Finally, although associated facilities (mainly the Overhead Transmission Line) are not considered under AMEA Goutougo's responsibility, however, should any grievances be received from entities/contractors involved within associated facilities they will be addressed within this procedure.

3 STANDARDS

The implementation of this grievance mechanism shall be carried out in accordance with the following standards:

National Legislations

- Loi n° 99-477 dated 2 August 1999 Ivorian Labour Code Regulates all activities involving the use of labour and is applicable to professional relations between employers and employees.

International Standards and Requirements

- International Finance Corporation (IFC) Performance Standard 2: Labor and Working Conditions. Paragraph 20.
- ISO 26000: 2010 on social responsibility;
- United Nations Guiding Principles on Business and Human Rights;

Project specific documents

- Environmental and Social Impact Assessment (ESIA)
- Environmental and Social Management System (ESMS) Manual

AMEA Power's Policies and Procedures

- AMEA Power's Procedure on Local Procurement and Employment (AP-QHSE-PRO-011)
- AMEA Power's Procedure on Labour and Working Conditions Management (AP-QHSE-PRO-006)
- AMEA Power's People Policy (AP-HR-POL-001)
- AMEA Power's Gender Equality Policy (AP-HR-POL-002)
- AMEA Power's Anti-Modern Slavery Policy (AP-HR-POL-003).

4 INTRODUCTION

The project site is located approximately 430 km from the economic capital, Abidjan, around 2.2 km from the village of Nafana. The photovoltaic plant will be connected to the Bondoukou substation (located around 2.2 km from the photovoltaic plant) via a 90 kV or 225 kV overhead transmission line, just 400 m from the site of the photovoltaic plant.

Figure 1: Project site location

AMEA Goutougo will be appointing an Engineering, Procurement, and Construction (EPC) Contractor for the Project. The EPC Contractor will be responsible for preparing the detailed design, delivery of project components to the site, and overall construction of the Project. EPC Contractor will be supported by a number of subcontractors who have not been appointed at this stage.

The ESIA undertaken for the Project is required to meet local Ivorian permitting requirements to gain construction and operation permission and comply with the requirements laid out in the Framework law no. 96-766 of 3 October 1996 on the Environment Code. The Project is also seeking finance and will therefore be completed to conform to international good practice including the International Finance Corporation (IFC) Performance Standards (PS), the Equator Principles (EPs) and the World Bank Group's (WBG) Environmental and Social Guidelines.

5 GENERAL PRINCIPLES

There is a spectrum of grievances ranging from major and potentially illegal issues such as discrimination or victimisation in the workplace to more minor day-to- day disputes such as a poor relationship between two employees or a disagreement over holiday arrangements. Grievance procedures provide a clear and transparent framework to deal with difficulties which may arise as part of their working relationship from an employee's perspective. It is important that employees have a course of action available, should they have a complaint. Procedures are necessary to ensure that everybody is treated in the same way in similar circumstances and to ensure issues are dealt with fairly, reasonably and in a timely manner AMEA Goutougo will consider the following key principles of employee grievance mechanisms:

Worker and manager awareness: AMEA Goutougo Social Specialist through the HR Manager will inform workers of the grievance mechanism at the time of hiring and make it easily accessible to them.

Simplicity and necessity: Procedures will be kept by AMEA Goutougo as simple as possible, avoiding unnecessary administrative stages. Ordinary, day-to-day issues can often be better dealt with informally in meetings with line managers. If discussions with line managers fail to resolve the issue, it is still possible to pursue an informal approach without triggering a formal procedure.

Keeping it up to date: The process should be regularly reviewed and kept up to date by referencing any new statutory guidelines, changes in contracts or representation.

Confidential and impartial process: The process should ensure that a complaint is dealt with confidentially

Non-retribution: Procedures should guarantee that any employee raising a complaint will not be subject to any reprisal.

Reasonable timescales: Procedures should allow for time to investigate grievances fully but should aim for swift resolutions. The longer a grievance is allowed to continue, the harder it can be for both sides to get back to normal afterwards

Right of appeal: An employee should have the right to appeal to a higher level of management if he or she is not satisfied with the initial finding.

Right to be accompanied: In any meetings or hearings, the employee should have the right to be accompanied by a colleague, friend or other person.

Sensitive to vulnerable staff: The procedure should be designed so that employees that may feel particularly vulnerable (e.g. women, ethnic/religious minorities, migrant workers, younger workers, employees with disabilities) are not deterred from lodging a grievance. Employee Grievance Mechanism The process for lodging grievances should be discreet to allow employees make a grievance without everyone else knowing.

Keeping Records: Once a grievance has been raised formally, it is important that proper written records are kept, to aid transparency and allow for any review of the process or decision to be undertaken.

Relationship to collective agreements & regulation: Grievance procedures may be included in collective agreements.

6 METHODS TO ACCESS

The methods to access the grievance mechanism have to be communicated to the AMEA Goutougo employees once contracted to the company. The grievance mechanism will be publicised at the site at different areas.

All information about grievance register will be kept on site in English language but the procedures and forms will be available in French language as well as the main language spoken by the workers of the contractor (if different from English and French language).

Access to the mechanism will be free of cost. No costs nor retributions will be associated with lodging a grievance.

7 TRANSPARENCY & ACCOUNTABILITY

The social specialist will communicate with the complainant (based on the preferred method of communication suggested by the complainant in the grievance form) to notify him/her on the action taken to resolve the grievance.

In the case of anonymous complaints social specialist will notify the relevant department to take appropriate actions. The response to anonymous grievances will be published in places/channels visible to all workers.

Any employee raising a grievance will not be subject to any reprisal or discrimination acts.

The use of grievance mechanism by workers shall not impede access to judiciary means.

The worker grievance mechanism will be updated when required due to any change in the implementation of the mechanism during the construction phase.

EPC Contractor requires all contractors or subcontractors to implement this grievance mechanism for their respective employees and will also monitor its implementation to ensure compliance. Similarly, subcontractors are required to maintain grievance forms, grievance closeout forms and grievance log sheet onsite at all times. These must be provided to the AMEA Goutougo social specialist upon request.

8 TIMELINE

All grievances shall be dealt with as quickly as possible. There are time limits for the different steps. Mechanism will provide a written answer to the complainant within 3 working days.

The worker's grievance mechanism aims at:

- acknowledge receipt of grievances/ complaints within 3 working days;
- inform about the decision taken within 10 working days; and
- close grievances within 4 weeks from receipt.

9 PUBLICIZING GRIEVANCE MECHANISM

The grievance mechanisms will be publicized in the following ways:

- Employees will be informed about this mechanism at the time of hiring
- Posters at the site entrance and at the location of the grievance boxes (Chiefs offices)
- The grievance mechanism will also be explained through the induction training program to all workers.

The information provided once employee hired a printed material will be available in English, French and the main language of the contractor (if different from English or French language), and will include at least the following:

- What the Grievance Mechanism is and its key characteristics;
- Who can raise complaints (i.e. all workers);
- Where, when, and how employee can file;
- Who is responsible for receiving and responding to complaints;
- What sort of response complainants can expect from the company, including timing of response; and
- What other rights and protection are guaranteed.

The social specialist & CLO will clarify in French language any of the points above, if required, during the first induction to the employees and keep remind in each meeting or refreshing training.

Communication and awareness raising activities regarding the Grievance Mechanism will be repeated in regular intervals.

10 GRIEVANCE MECHANISM PROCEDURE

Handling grievances encompasses a step-by-step process as well as assigned responsibilities for their proper completion, as detailed in the sections below.

10.1 Submitting a complaint

The following procedure will be implemented:

- All employees are encouraged to resolve any grievances through communication with their direct manager or supervisor. Therefore, the grievance mechanism starts through a verbal notification by the employee to their direct manager or supervisor. The direct manager or supervisor shall give his/her verbal reply within three (3) working days. If the grievance is solved through direct communication with managers or supervisors, then the employee does not need to submit a written grievance separately. The grievances should still be reported by the relevant managers or supervisors to the social specialist to be recorded within a grievance log sheet. If the complaint is against the direct manager or supervisor, then the procedure set out below should be followed instead.
- In case the grievance is not resolved through direct communication, or if the employee is not satisfied with the response or action to the complaint by the direct manager or supervisor, then the employee shall submit worker's grievance form as provided in **Annex 1** which includes information on the name of the employee, contact information, description of the grievance and the suggested solution to resolve the grievance.
- Grievance forms and a grievance box will be made available at all times during construction at key locations onsite (e.g. office locations and other as appropriate). The grievance form will be available in English, French, and the main languages of the workforce (if different from English or French language). Location of grievance forms and grievance box will be communicated to all employees as part of the induction training by the Social Specialist & CLO.
- The CLO will check daily the grievance box to collect any submitted grievance.
- The grievance mechanism will allow for anonymous lodging of complaints. In addition, where the complainant is illiterate, the complaint can be made verbally in confidence to social specialist whom in turn will complete the grievance form on behalf of the complainant. In addition, a hotline for workers will also be available for those having difficulty in written expression as per the below:

The grievance mechanism will allow for complaints to be filed in several ways:

- Verbal;
- By email;
- By phone;
- Hotline for Worker Grievances
- At the project site;
- On grievance boxes (project site, Chief's Offices).

10.2 Receiving complaints

The company will publicly commit to a certain time frame in which all recorded complaints will be responded to. By letting employees know when they can expect to be contacted by company personnel and/or receive a response to their complaint the uncertainty related to the grievance resolution process may be reduced.

The following receipt procedure will be followed for grievances:

- All incoming grievances will be acknowledged as soon as possible, preferably at the time of submission, and no later than three (3) days from submission. A formal confirmation—with a complaint number, or other identifier, and a timeline for response— assures the complainant that the organization is taking the grievance seriously, and it gives the project a record of the allegation. As a good practice, complaints received in person will be acknowledged on the spot;
- Once a complaint has been received it must first be logged in a Grievance Register (document present within the 'QHSE Statistics' report that will be submitted monthly to Lenders and available on site for consultation).
- If a more complex investigation is required, the complainant will receive an update within ten (10) working days of the grievance being received, explaining the actions required to resolve the complaint, and the likely timeframe; and
- The Project Company will explain in the first letter of acknowledgment which claims are clearly outside the scope of the mechanism and what alternative communication channels can be used to address these potential issues.

10.3 Reviewing and Investigating grievances

To ensure that all grievances are adequately investigated and closed out, a grievance log will be kept, documenting all the actions taken to address each grievance.

An extensive investigation may be required when grievances are complex and cannot be resolved quickly. The company will take full responsibility for investigating the details of grievances coming through its grievance mechanism, following the principle of "no cost to employee".

Meetings with complainants and site visits can be useful for grievance investigation and will be undertaken, as appropriate.

The social specialist shall discuss the grievances that have been received, the investigation progress, and the proposed / agreed resolution with the Project Company (AMEA Goutougo).

Complainants will be informed weekly of the status of their grievance.

10.4 Grievance Resolution options and responses

One of the potential advantages of a grievance mechanism is its flexibility. Rather than prescribe a specific procedure for each particular type of complaint, a list of possible options appropriate for different types of grievances will be provided.

The grievance investigation team will provide a proposal to resolve the complaint, which will have the backing of the Senior Management. The CLO will then contact the complainant to get an agreement on the proposed solution.

If all parties accept the proposed solution, the agreed actions will be implemented in the established timeframe. In the case that complainant does not accept the proposed resolution, the Project Company shall re-assess the situation and make sure that all alternatives within the grievance mechanism are explored. If agreeing on a solution acceptable to all parties is not possible within the grievance mechanism, the complaint will be referred to external mechanisms.

Close-up monitoring of a complaint will be undertaken, if possible, by collecting proof that the necessary actions have taken place. For example:

- If the issue was resolved with the satisfaction of the complainants, get a confirmation and file it along with the case documentation; and
- Take photos or collect other documentary evidence to create a comprehensive record of the grievance and how these were resolved.

10.5 Grievance Mechanism for GBVH, Sexual Harassment and Sexual Exploitation and Abuse

The requirements set below are considered applicable for handling grievances related to the following and in accordance with the requirements set within the "Good Practice Note Addressing Gender Based Violence in Investment Project Financing involving Major Civil Works" (2018, World Bank).

- **Violence Against Women and Girls (VAWG)**: defined violence against women and girls as any act of gender-based violence that results in, or is likely to result in, physical, sexual or mental harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.

- **Gender-based Violence (GBV)** is an umbrella term for any harmful act that is perpetrated against a person's will and that is based on socially ascribed (i.e. gender) differences between males and females. It includes acts that inflict physical, sexual or mental harm or suffering, threats of such acts, coercion, and other deprivations of liberty. These acts can occur in public or in private. Women and girls are disproportionately affected by GBV across the globe.

- **Sexual Harassment (SH)** is unwelcome sexual advances, requests for sexual favours, and other unwanted verbal or physical conduct of a sexual nature. SH differs from Sexual Exploitation and Abuse (SEA) in that it occurs between personnel/staff working on the project, and not between staff and project beneficiaries or communities. Both women and men can experience SH.

For the above complaints, there are risks of stigmatization, rejection and reprisals against survivors. This creates and reinforces a culture of silence so survivors may be reticent to approach the project directly. Therefore, the following steps should be taken into account for any grievances related to the above.

- The CLO and Social Specialist will receive appropriate training from an authorized GBV Service Provider on how to collect GBV cases confidentially and empathetically (with no judgement). It is essential to respond appropriately to a survivor's complaint by respecting the survivor's choices. This means that the survivor's rights, needs and wishes are prioritized in every decision related to the incident. The survivor who has the courage to come forward must always be treated with dignity and respect. Every effort should be made to protect the safety and wellbeing of the survivor and any action should always be taken with

the survivor's informed consent. These steps serve to minimize the potential for re-traumatization and further violence against the survivor.

- Confidentiality is essential throughout the process. Otherwise, the survivor risks retaliation and a loss of security.

- No identifiable information on the survivor should be stored including in particular the worker grievance log sheet. In addition, if a grievance is submitted through a grievance form it will be kept confidential.

- Should the grievance be received by the CLO and/or Social Specialist through a grievance form, telephone, email or other, they should not ask for, or record, information on more than three aspects related to the incident and which include the following:

    - Nature of the complaint (what the complainant says in her/his own words without direct questioning)
    - If, to the best of their knowledge, the perpetrator was associated with the project; and,
    - If possible, the age and sex of the survivor.

- The CLO and Social Specialist should assist the survivor by referring them to the GBV Services Provider for support immediately after receiving a complaint directly from a survivor. It is up to the survivor, and only the survivor, whether to take up the referral.

- The GBV Services Provider provides the necessary support to the survivor until it is no longer needed. Survivors may need access to police, justice, health, psychosocial, safe shelter and livelihood services to begin healing from their experience of violence. This will be arranged by the GBV Services Provider on their behalf in accordance with the survivor's wishes.

- The CLO/Social Specialist will immediately notify the Site Manager and Head of ESG (if the consent of the survivor is obtained). The survivor must give consent to data sharing and know what data will be shared, with whom and for what purposes.

- The CLO, Social Specialist, Site Manager, Head of ESG and GBV Services Provider will meet immediately to agree on a plan for resolution as well as the appropriate remedy for the perpetrator in accordance with the below. Note: The survivor must give the service provider representative consent to participate in the resolution mechanism on her/his behalf.
    - Reviews the case and collectively agree upon the appropriate actions to be taken and sanctions, if any.
    - Refers the case to the police as appropriate (see note below).
    - Assigns the appropriate 'Focal Point' to implement the actions—with the assistance of the GBV Services Provider.
    - Upon resolution, the Focal Point and GBV Services Provider advise that it has been resolved, who in turn advise the CLO/Social Specialist

- The CLO/Social Specialist notes the resolution and closes the cases and submits a close-out report to the Site Manger whom in turn reviews and approves the report.

- All entities involved above in case resolution, need to understand their legal obligations when it comes to reporting cases to the police. Reporting should be done in accordance with the law, especially in cases that require mandatory reporting of certain types of incidents, such as sexual abuse of a minor. When there is no legal obligation to report the case according to the local law, survivors hold the decision of whether to report cases for resolution and other service providers and reporting of a case to anyone can only be made with the consent of the survivor.

- If a case is first received by the GBV Services Provider, a report should be sent to the CLO/Social Specialist to ensure it is recorded in the system. If any follow up is required by the CLO/Social Specialist, it will be provided immediately with the consent of the survivor as applicable.

- If the survivor does not wish to place an official complaint through the grievance mechanism, the complaint is considered closed.

- If the alleged perpetrator is an employee of the Company, EPC Contractor or subcontractor, to protect the safety of the survivor, and the workplace in general, the worker, in consultation with the survivor—and with the support of the GBV Services Provider—should assess the risk of ongoing abuse to the survivor. Reasonable adjustments should be made to the alleged perpetrator's work schedule and work environment—preferably by moving the perpetrator rather than the survivor—as deemed necessary.

11 ROLES AND RESPONSIBILITIES

11.1 Community Liaison officer (CLO)

The Project Company will appoint the Community Liaison Officer and shall appoint Labour compliance officer. He/she will be responsible for the overall administration of the Community Grievance Mechanism, for coordination with Developers and Contractors on community grievances, and for overall Project's community relations. As such, he\she is the first point of contact for community members with complaints and grievances. The CLO reports directly to the Project Company Social Specialist.

- inform and consult project-affected communities about the grievance mechanism procedure provision and its access modalities;
- Ensures that the mechanism is transparent, culturally appropriate, and clearly communicated with workers and community members.
- fill and record the received complaints in Grievance Forms and the Grievance Management Database;
- Engage with complainants. This could include providing complainants with information or clarification on any issues of concern;
- communicating with the complainants, giving updates about the examination process and resolution process;
- investigate the grievance and assigning an appropriate resolving officer or Developers/ Contractors responsible.

11.2 Social Specialist

The Social Specialist will be appointed by the Project Company. The Social Specialist reports directly to the Site Manager and functionally to the AMEA Power's Head of ESG.

In relation to the grievance mechanism procedure, the Social Specialist shall:

- Prepare monthly reporting requirements and data for Key Performance Indicators (KPIs) monitoring
- Update the plan during the construction phase.
- Overall implementation and management of worker grievance mechanism to include collection of grievances from boxes, follow up on resolving grievances, logging grievances, and other.
- Follow up with subcontractors on reporting requirements as applicable to ensure requirements of this plan is implemented
- Periodic review of Project and key contractor compliance with this Plan
- Reporting of non-conformances and improvement opportunities
- Periodic review of grievances regarding working conditions to trends, issues or other systemic issues that may require additional corrective measures

11.3 Head - ESG

The Head of ESG is appointed by AMEA Power. The HEAD – ESG reports directly to the AMEA Power's Chief Technical Officer (CTO).

In relation to the grievance mechanism procedure, the Head-ESG shall:

- Ensure the overall coordination of the GM and formulates guidelines for its implementation
- Guarantee the implementation of the Grievance Mechanism Procedure through the ESMS;
- Allocate necessary resources at all levels to ensure effective management of community grievances;
- Ensure that all received complaints are thoroughly considered and reported to identify causes, trends and propose mitigating measures; and
- Ensure that the mitigating measures are followed through to completion.

11.4 Site Manager

The Site Manger will be appointed by the Project Company. His main role is to participate in the investigation of all grievances that are related to activities under EPC / O&M / Decommissioning Contractor scope, including activities related to the subcontractors and suppliers.

The Site Manager additionally shall:

- Ensure resources required are available for the implementation of this Plan
- Oversee the implementation of this Plan
- Ensure that there is a well-staffed and trained Community Liaison Officer, and that the required resources (e.g. vehicles, company phones, office materials) are provided to them;
- Supervise the processing and resolution of all grievances;
- Supervise the disclosure of Project information;
- Oversee that the grievance mechanism is complied with; and
- Ensure that the grievance mechanism is publicised.

12 TRAINING

The Project Company shall ensure that all site personnel (including security staff) are informed about this procedure and are made aware of the possible impacts on the project-affected communities.

Particular attention shall be paid in training personnel that also work outside the project site, such as the drivers (linkage to the Traffic Management Plan). Such personnel will be provided with copies of the grievance mechanism form and contact details of the CLO.

13 MONITORING, AUDIT AND REPORTING

The implementation of this grievance mechanism will be monitored through the periodic review of the complaints register which will be updated and submitted by Project Company (AMEA Goutougo) to the AMEA Power's Corporate QHSE team on a monthly basis (or more often as needed), to assess whether engagement activities under this plan are being undertaken successfully and in a timely manner.

The implementation of this plan will be monitored through ongoing monitoring of the email access channel and review of the grievance register. The performance of its implementation and the timely resolution of complaints are assessed monthly and also during semi-annual and annual internal audits by evaluating:

- The extent to which the grievance mechanism is functioning effectively and is being implemented as intended;
- Any particular trend revealed by the nature of the grievances received, the root cause of the grievances and the effectiveness and level of satisfaction in resolving them; and
- Potential areas for improvement and concern.

As noted, the following documents must be properly retained for each grievance received in the Project Sponsor:

- Worker Grievance Form (Annex 1)
- Worker Grievance Close out Form (Annex 2)
- Grievance log (Annex 3), which consolidates all recorded grievances as well as commitments, agreements and feedback from complainants until resolution and closure of the grievance.

On a monthly basis, the Project Company will provide a report on the status of complaints received through this complaint's mechanism to the Sponsors that in cascade will inform the Lenders and Advisors.

14 KPI

The KPIs that should be implemented are summarized in the table below and should be included within the reporting requirements identified within the Construction ESMS Manual as applicable

No.	KPI	Measurement Action	Frequency	Goal
1	Number of worker grievances submitted	Submission of log sheet	Weekly	ZERO
2	Number of unresolved complaints	Submission of log sheet	Weekly	ZERO
3	Number of incidents and/or non-compliances in relation to this plan	Submission of incident report and/or Non-Compliance Report (NCR)	Weekly	ZERO

ANNEX 1 –WORKER GRIEVANCE FORM

WORKER GRIEVANCE FORM

Reference No:	
Full Name ***Leave this section blank if you would like to submit anonymously***	
Contact Information **Please mark how you wish to be contacted (mail, telephone, e-mail).**	☐ **By Telephone** _____ ☐ **By E-mail** _____
Description of Concern, Incident or Grievance:	What is your concern/grievance/ What happened? Where did it happen? Who did it happen to? What is the result of the problem?
Date of Concern/ Incident/Grievance	
	☐ **One time incident/grievance (date _____)** ☐ **Happened more than once (how many times? _____)** ☐ **On-going (currently experiencing problem)**
What would you like to see happen to resolve the problem?	
Signature: _____ Date: _____	

ANNEX 2 – WORKER GRIEVANCE CLOSEOUT FORM

WORKER GRIEVANCE CLOSE-OUT FORM

Reference No:	
Full Name	
Description of Concern, Incident or Grievance:	
Description of Actions Taken to Resolve the Grievance	
Date of Submission of Grievance	
Date of Communication of Solution to Grievance	
Has the grievance been resolved (Yes/No)	

Social specialist

Name:

Date:

Signature:

Complainant

Name:

Date:

Signature

ANNEX 3 – GRIEVANCE LOG SHEET

Ref No.	How Was grievance submitted	Date of Submission of Grievance	Name and Contact Information	Description of Grievance	Actions Taken to Resolve the Grievance	Date of Communication of Solution	Has grievance been resolved (Y/N) if not explain why