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	Issued by:	Approved by:	
	Human Resources Manager 	Managing Director: 	

EXTERNAL GRIEVANCE MANAGEMENT PROCEDURE

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1. TERMS, DEFINITIONS, AND INTERPRETATION

‘Grievance’ refers to an officially reported issue in which a stakeholder expresses his/her dissatisfaction with a defined impact which could be real or perceived arising from Tambankulu Estates operations, the activities of its contractors and or its employees.

‘Stakeholder’ refers to an external natural or juristic person who is impacted by the activities or operations of Tambankulu Estates, its contractors and or its employees.

2. OBJECTIVE

Tambankulu Estates recognises that as a Corporate Citizen it has external stakeholders and that these external stakeholders may be impacted by its operations both on and off the Estate. The main objective of this procedure is to set out Tambankulu Estates commitment to social dialogue with external stakeholders. This procedural document further sets out official organisational processes, assigns roles and responsibilities for receiving, registering, investigating, and addressing external grievances.

2.1. United Nations Guiding Principles (UNGP) on Business and Human Rights




Tambankulu Estates commits and aligns itself with the United Nations Guiding Principles (UNGP) on Business and Human Rights.

2.1.1. UNGP Principles

The UNGP sets out the following 2 principles for businesses;

- i. Avoid causing or contributing to adverse human rights impacts through their own activities, and address such impacts when they occur;
- ii. Seek to prevent or mitigate adverse human rights impacts that are directly linked to their operations, products, or services by their business relationships, even if they have not contributed to those impacts.

3. SCOPE

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This procedure shall apply and is open to all external grievances raised by external stakeholders arising in connection with or from official Tambankulu Estates operations and/or activities, the conduct or omission of its employees in the course of employment and from contractors engaged by Tambankulu Estates.

4. EXTERNAL JUDICIAL PROCESSES

This policy does not intend to limit and/or impede access to State-based judicial processes. Stakeholders are not compelled to first bring or report a grievance through this procedure prior to instituting any legal/judicial process.

5. GRIEVANCES

For the purposes of this procedure document, grievances may generally be defined into the following categories;

5.1. Environmental and health hazards:

Issues arising from Tambankulu activities or operations which have an impact on the environment and/or health of stakeholders.

5.2. Land and/or Water Rights:

Issues relating to land tenure/ usage/ claims and water usage rights.

5.3. Employment Practices:

Complaints arising from recruitment processes. Perceived or real employment discrimination practices including fraud, child labour, forced labour etc.

5.4. Transport:

All issues relating to complaints about bad/negligent driving, road accidents, unsafe driving.




5.5. SED OR CSI Projects:

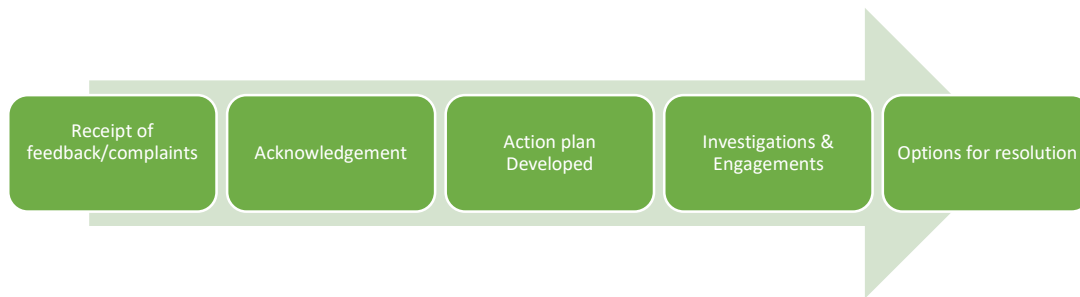
All issues arising from social economic development projects or Corporate Social Investment projects implemented by Tambankulu Estates.

5.6. Supplier or Contractor:

All issues relating to suppliers or contractors.

6. EXTERNAL FEEDBACK/COMPLAINTS PROCESS

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6.1. Receipt of feedback:

- Feedback and complaints maybe submitted on a named or anonymous basis. Anonymous submissions will be accorded the same degree of importance and priority as unnamed submissions.
- Confidentiality- all submissions will be treated as confidential and will be afforded protection against intimidation and harassment.
- Feedback and/or complaints maybe submitted through any of the following channels;
 - Email to: complaints@tamb.co.sz
 - Call anonymous tip-offline @ **+268 78069700**
 - Physical visit at any of our TE section offices across the Estate
 - Estate Security Office

6.2. Acknowledgement:

Feedback/and or complaints received shall as far as is feasible will be acknowledged in writing within 48 hours where contact details have been provided.

6.3. Action plan:

TE will work with the concerned stakeholder on appropriate actions or remediation and communicate the plan to the complainant where applicable.




6.4. Investigation & Engagements:

Investigations may take place through engagement and onsite visits with affected stakeholders.

6.5. Options for resolutions

Options for the resolution of the complaint will be explored with the complainant and relevant stakeholders.

7. THIRD PARTY MEDIATOR

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Where resolution of the grievance is not obtained through utilising the process mentioned in 6 above, the intervention of an external mediator may be sought. The TE Officer handling the grievance, in consultation with the complainant, shall find a third party who will serve as mediator and will propose a non-binding solution.

8. CONFIDENTIALITY

TE will do everything it reasonably can to respect confidentiality when requested by any complainant wishing to give feedback and/or register a complaint in a confidential manner.

9. POLICY REVIEW

This policy may be reviewed every three years and/or as and when the need arises.