Musim Mas Group
Grievance Mechanism - Initial assessment flowchart

Grievance Database

Can it be solved directly?

Yes

Contact Grievance Raiser, thank them for their submission and explain how it will be solved

Does it involve violence or are there other reasons to act promptly?

No

Solve it and store record in grievance log

Yes

Assign ticket and notify Grievance Raiser that grievance has been accepted.

Enough base to accept complaint?

Yes

Assign ticket and notify Grievance Raiser that grievance has been accepted

No

Explain Grievance Raiser why no and requirements for resubmission

Prioritize de-escalation efforts.

Is it against MM operations, internal or a third party supplier?

MM

Supplier

Internal

Is the grievance a dispute?

Yes

Go to Assessment Flowchart Musim Mas

Populate

No

Is the grievance relevant?

Yes

Go to relevant Assessment Flowchart

No

Inform and explain Grievance Raiser why grievance is not accepted

Go to Assessment Flowchart Suppliers - Compliance

Does it involve a breach of sustainability policy, RSPO P&C, RSPO Next or POIG?

No

No

Yes

Solve internally

Does it involve a breach of sustainability policy, RSPO P&C, RSPO Next or POIG?

Is it a potential future harm?

Yes

Go to Assessment Flowchart Suppliers - Compliance

No

Yes

Go to Assessment Flowchart Suppliers - Compliance

Is the grievance relevant?

Yes

Inform and explain Grievance Raiser why grievance is not accepted

No

Go to Assessment Flowchart Suppliers - Compliance

Is it a potential future harm?

No

Yes

Go to relevant Assessment Flowchart

No

Inform and explain Grievance Raiser why grievance is not accepted

Go to Assessment Flowchart Suppliers - Compliance

Is it a potential future harm?

Yes

Go to Assessment Flowchart Suppliers - Compliance

No

Yes

Go to Assessment Flowchart Suppliers - Compliance

Is the grievance relevant?

Yes

Inform and explain Grievance Raiser why grievance is not accepted

No

Go to relevant Assessment Flowchart

Does it involve a breach of sustainability policy, RSPO P&C, RSPO Next or POIG?