

1. External Stakeholders Grievance Handling Procedure

1.1. Purpose

This External Grievance Mechanism has been developed to formalize the management of grievances from BBML's external stakeholders to minimize the social risks to the business. The grievance process, outlined in the document, provides an avenue for local community people & other stakeholders to voice their concerns that will eventually help BBML to reduce conflict and strengthen relationships with local community peoples & other external stakeholders.

This grievance mechanism procedure is applicable for all external stakeholders of BBML operation in HIP.

1.2. Definition:

Grievance: An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants to be addressed by the company in a formal manner.

Grievance Mechanism: A formalized way to accept, assess, and resolve genuine concerns/complaints of local community and other external stakeholders.

External Stakeholders : Groups or individuals outside a business who are not directly employed or contracted by the business, but likely to be affected in some way or other from the business operation, such as surrounding community, NGOs, government bodies etc.

1.3. Roles & Responsibility:

BBML Executive Director (ED): Will be responsible for approving the External Grievance Mechanism Procedure and necessary periodic modification (if required).

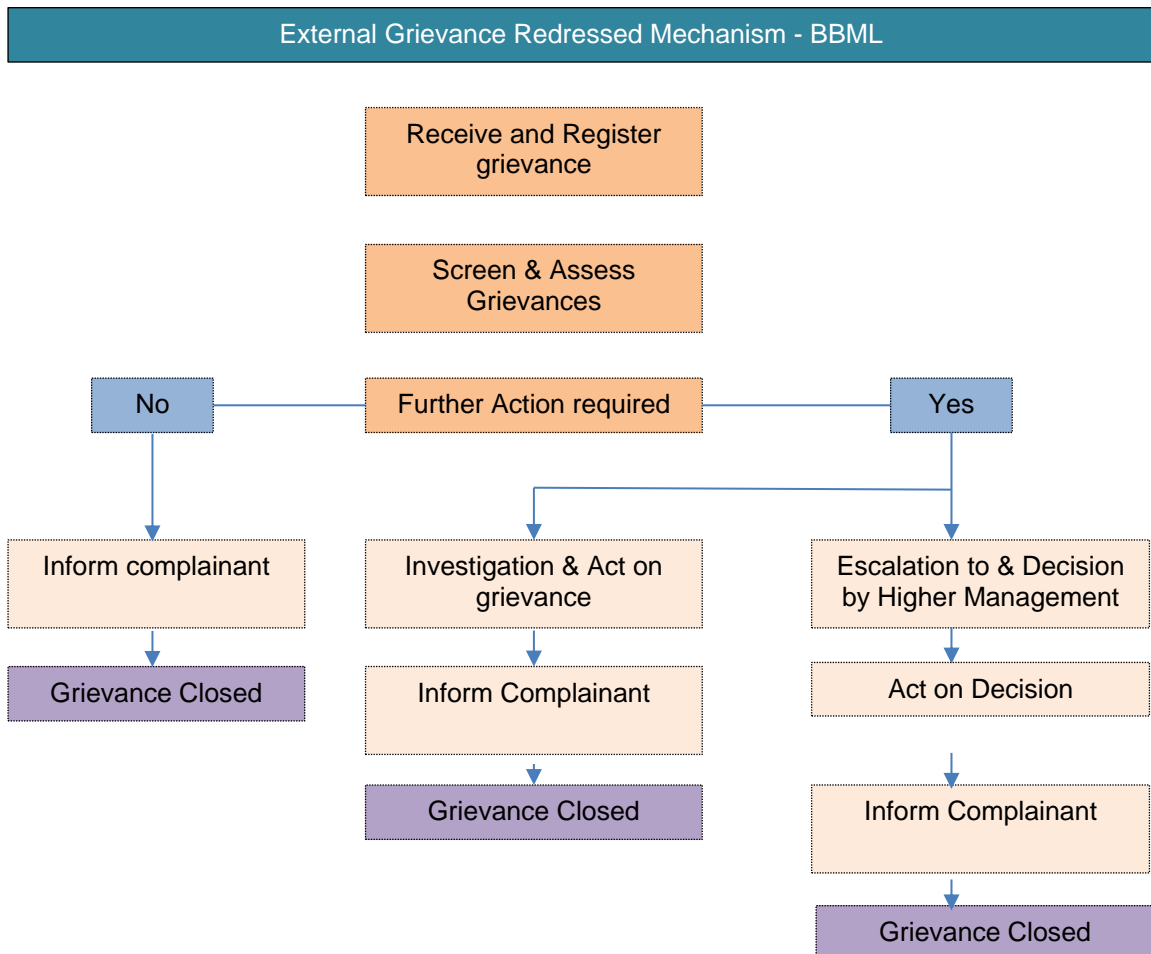
Factory In-charge: Will be responsible for implementation of this External stakeholder's grievance redress procedure.

Manager - Admin: Will be responsible for recording, screening, assessing and for further required action on the grievances/issues received from complainant.

Security Officer: Is responsible to ensure that grievances of complainant are properly received and filed for subsequent actions by Manager Admin on those grievances.

Management Program

- The Management shall arrange a grievance register for recording and acknowledgment of all issues raised by complainant. Refer flow Chart given below to understand the process;
- Complain/issues will be received in form of complain form (Annexure-1), which will be available at security gate of the Industrial Park. Filled in complain forms will be maintained in a file at security gate.
- Alternatively complains can be shared/made via online using following mails.
Mail IDs: gm@hip.rflgroupbd.com, & crd@rflgroupbd.com
- All formal complaint received at security gates, will collected twice in a month and recorded in External Grievance Register (Annexure-2) that is to be maintained by Admin Manager of Industrial Park.
- BBML will disclose this plan in appropriate way to spread awareness amongst external stakeholders on this plan.
- Further action to address the complained will be taken as per the External Grievance Redressed Process flow, given below.



1.4. Monitoring & Review

This procedure will be annually reviewed by the EHS Officer / Manager along with Factory in-charge & Manager – Admin.

1.6 Records & Reporting:

- Annex-1: External Grievance Format
- Annex: 2-External Grievance Register

1.8 Reference:

- **Bangladesh Labor Rules,2015;**
- **Bangladesh Labor Act,2006 Amend 2013; and**
- **World Bank Group General Environmental, Health and Safety Guidelines.**

1.7 Approving Authority:

Executive Director-BBML is responsible for approving this Procedure.

2. External Stakeholders Grievance Handling Procedure

2.1. Purpose

This External Grievance Mechanism has been developed to formalize the management of grievances from BBML's external stakeholders to minimize the social risks to the business. The grievance process, outlined in the document, provides an avenue for local community people & other stakeholders to voice their concerns that will eventually help BBML to reduce conflict and strengthen relationships with local community peoples & other external stakeholders.

This grievance mechanism procedure is applicable for all external stakeholders of BBML operation in HIP.

2.2. Definition:

Grievance: An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants to be addressed by the company in a formal manner.

Grievance Mechanism: A formalized way to accept, assess, and resolve genuine concerns/complaints of local community and other external stakeholders.

External Stakeholders : Groups or individuals outside a business who are not directly employed or contracted by the business, but likely to be affected in some way or other from the business operation, such as surrounding community, NGOs, government bodies etc.

2.3. Roles & Responsibility:

BBML Executive Director (ED): Will be responsible for approving the External Grievance Mechanism Procedure and necessary periodic modification (if required).

Factory In-charge: Will be responsible for implementation of this External stakeholder's grievance redress procedure.

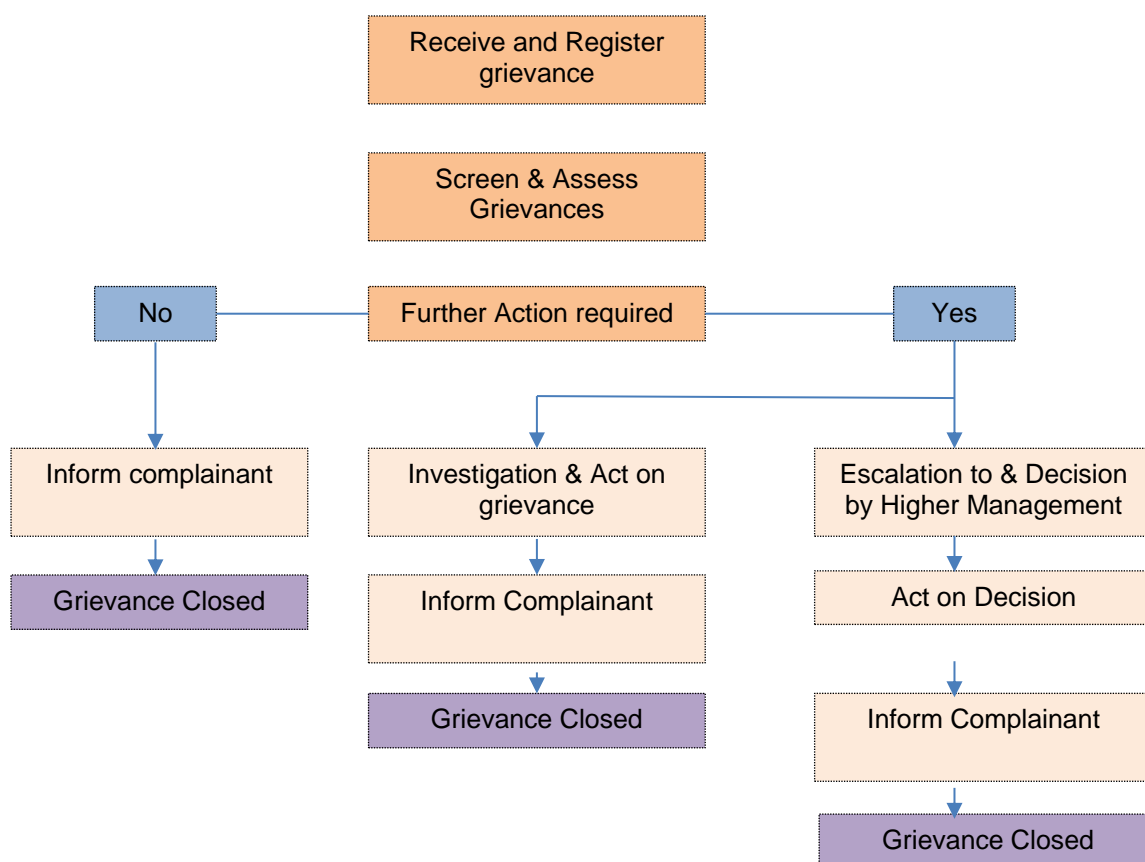
Manager - Admin: Will be responsible for recording, screening, assessing and for further required action on the grievances/issues received from complainant.

Security Officer: Is responsible to ensure that grievances of complainant are properly received and filed for subsequent actions by Manager Admin on those grievances.

Management Program

- The Management shall arrange a grievance register for recording and acknowledgment of all issues raised by complainant. Refer flow Chart given below to understand the process;
- Complain/issues will be received in form of complain form (Annexure-1), which will be available at security gate of the Industrial Park. Filled in complain forms will be maintained in a file at security gate. Alternatively complain can be shared online using e-mail ID created by BBML for this purpose
- All formal complaint received at security gates, will collected twice in a month and recorded in External Grievance Register (Annexure-2) that is to be maintained by Admin Manager of Industrial Park.
- BBML will disclose this plan in appropriate way to spread awareness amongst external stakeholders on this plan.
- Further action to address the complained will be taken as per the External Grievance Redressed Process flow, given below.

External Grievance Redressed Mechanism - BBML



2.4. Monitoring & Review

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