

GRIEVANCE POLICY

1. Introduction

the grievance procedure is in place to enable individuals, workers, communities, and/or civil society, including whistle-blowers to raise their complaints of being negatively affected by specific business activities and/or operations of any nature, including technical, social, or economic nature. It is also to gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between external stakeholders.

2. Scope

The grievance mechanism procedure applies to all internal and external stakeholders of our operations. All grievances will be treated with respect and fairness in resolving the issue at hand.

3. Grievance Reporting Channels

Avanti Coffees will communicate this procedure to its all stakeholders to raise awareness and offer transparency of how stakeholders can voice their grievances. Proper channel for stakeholders to vocalize their grievances formally include:

Stakeholders can connect with the Administrator being the Stakeholder Contact Officer

Email

Ms. Boitumelo Kolokoto
boitumelo@avanticoffee.co.za

phone call

0117081738

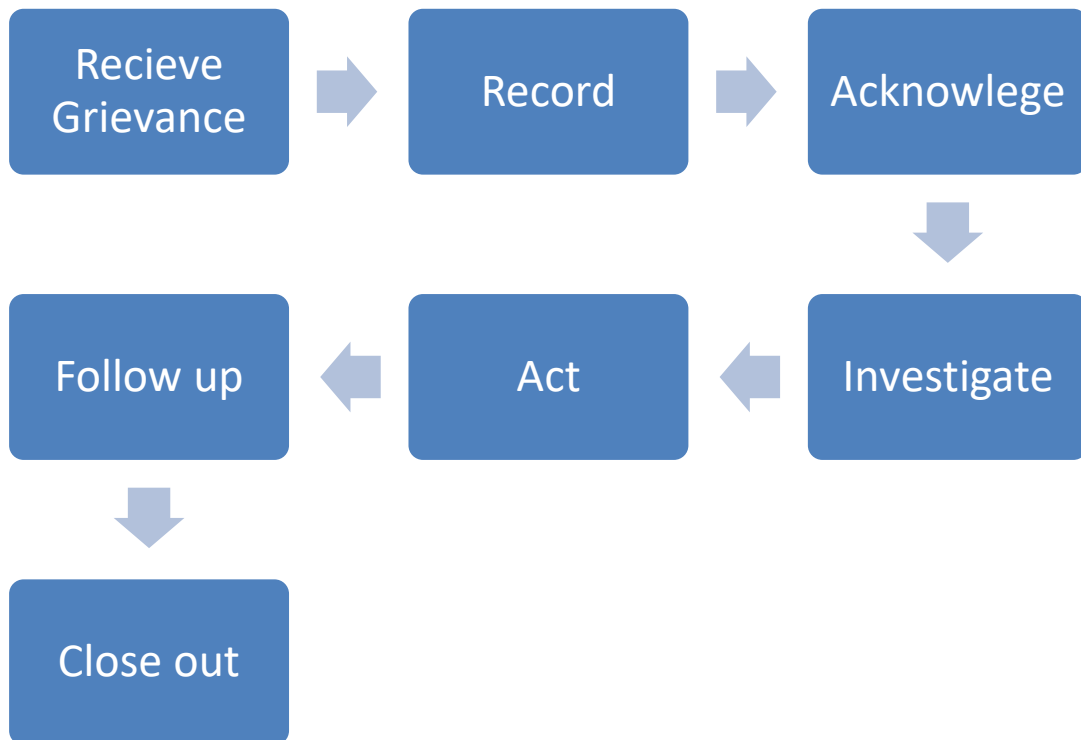
4. Roles and Responsibilities

<u>Roles/Position and Titles</u>	<u>Responsibilities</u>
Grievance Committee (Staff from different departments)	<ul style="list-style-type: none"> • Employee investigating the grievance and liaising with the external stakeholder/s. • Developing resolutions and actions to rectify any issues. • Follow up and track progress of grievance.



<p>Stakeholder Contact Officer (Administrator)</p>	<ul style="list-style-type: none"> • Receive grievances and forward to Grievance Committee. • Makes sure the grievance mechanism procedure is being adhered to and followed correctly. • Maintains grievance register and monitor any correspondence. • Monitor grievances/trends over time and report findings to the Committee. • Document any interactions with external stakeholders
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5. GRIEVANCE MECHANISM PROCESS



Electronic

The stakeholder contact officer receives all grievances that come through via email and phone call. The stakeholder contact officer will review the grievance and process the grievance in accordance to this procedure.

a. Record

All formal grievances will be logged in the Grievance Register and will be saved in record of correspondence.

b. Acknowledge

A grievance will be acknowledged, by the grievance owner, within five working days of a grievance being submitted.

c. Investigate

The Stakeholder officer along with the grievance committee is responsible for investigating the grievance. The investigation may require the team to consult employees, contact external stakeholders and complete other activities. Records of meetings, discussions and activities all need to be recorded during the investigation. Information gathered during the investigation will be analysed and will assist in determining how the grievance is handled and what steps need to be taken in order to resolve the grievance.

d. Act

Following the investigation, the committee will use the findings to create an action plan outlining steps to be taken in order to resolve the grievance. The committee members are responsible for assigning actions, and the stakeholder officer is responsible for monitoring actions undertaken and making sure deadlines are adhered to. Once all actions have been completed and the team feels the grievance has been resolved, they will then formally advise the external stakeholder via their preferred method of contact.



e. Follow up

The Stakeholder officer will make contact with the stakeholder/s three weeks after the grievance is resolved. When contacting the stakeholder, the stakeholder officer will verify that the outcome was satisfied and also gather any feedback on the grievance process.

f. close up

the stakeholder will then close the grievance submitted on the register if accepted or not. If not accepted, the Stakeholder officer will advise the stakeholder to take the matter to Rainforest Alliance platform for feature investigation.

6. STORING OF GRIEVANCES

All records, including grievance forms, investigation notes, interviews and minutes of meetings will be securely filed and confidentiality is maintained for all parties involved.

