

## **GRIEVANCE REPORTING**

Pilgrims Africa Limited (PAL) is committed to the transparent handling of grievances. The HR teams will update the status of a complaint, particularly when the complaint is registered, action has been taken and resolution outcome is agreed upon. The Complainant can also contact HR team regarding the status of complaint in writing. The system allows for dialogue to remain confidential and for the confidentiality of the complainant if requested. This procedure will be reviewed and updated following organizational change.

### PROCEDURE IMPLEMENTATION

The rules of procedure will be managed and implemented as appropriate by the company's Commercial manager, Compliance manager, Human Resources (HR) teams or the relevant business unit.

### THE RESPONSIBILITIES

The Commercial manager is responsible for managing external complaints arising from stakeholders or third-party report that address breaches of PAL grievance policies, resulting in illegality in business operation or exploitation of local communities. The commercial manager shall ensure that grievances are properly addressed, processed and that the resolution is communicated to the complainant in accordance with the organization procedure.

The HR manager and Compliance manager are responsible for managing complaints or claims made by employees and contract or seasonal workers. It supervises and directs, if necessary, the resolution of the grievances.

### TRANSPARENCY AND CONFIDENTIALITY

PAL is committed to the transparent handling of grievances. All teams will update the status of a complaint, particularly when the complaint is registered, action has been taken and resolution outcome is agreed upon.


The system allows for dialogue to remain confidential and for the confidentiality of the complainant if requested.

### SUBMISSION OF GRIEVANCE

All grievances can be submitted to PAL HR team.

Tel: +234(0) 8141380454

Email: [hr@pilgrimsafrica.com](mailto:hr@pilgrimsafrica.com)



Daniel Lemmer

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