

Figure F-1: Grievance Process Flowchart

THE GRIEVANCE PROCESS

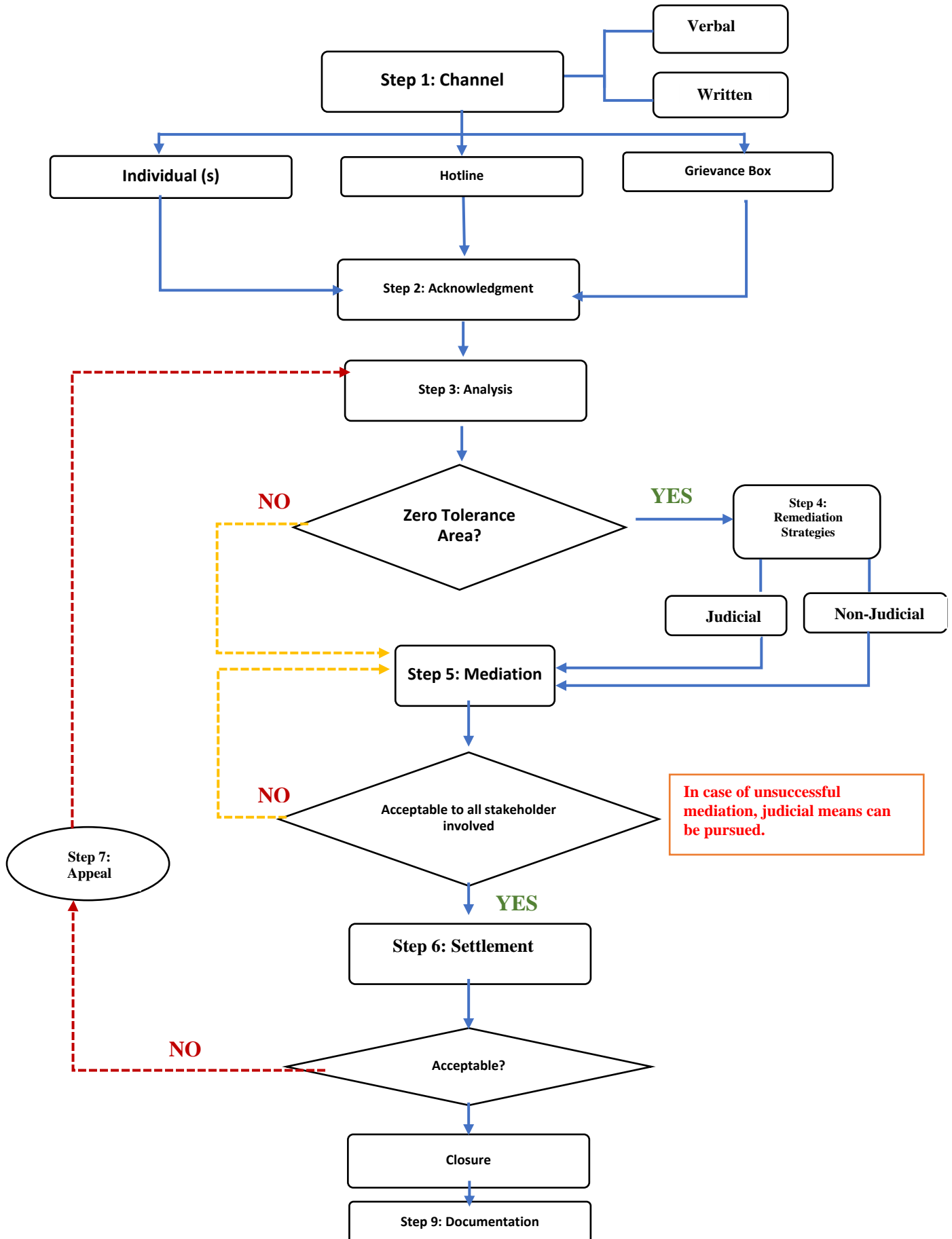


Table F-1: General Classification of Grievances and Recommended Timelines

Type of Grievance	Severity Rating	Response Timeline	Action(s)
<p>Violations or incidents related to fundamental human and labor rights:</p> <ol style="list-style-type: none"> 1. Child Labor 2. Forced Labor 3. Human Trafficking 4. Sexual Abuse, Harassment 5. Severe Restrictions of Personal Freedom, Freedom of Movement 6. Inhumane Treatment, Severe Disciplinary Actions 7. Serious Concerns about Occupational Health and Safety 8. Other Criminal or Illegal Activities 	High (Zero Tolerance)	SMS Team and Employer First Response and Investigation within 24 hours; Mediation, Remediation Action Plan and timelines will depend on type of incident and external support network	<ol style="list-style-type: none"> 1. Inform migrant workers about possible rights violations and reporting process before contacting local authorities and government agencies 2. Contact local authorities and government agencies; preferred first point of contact is the provincial Ministry of Social Development and Human Security Office hotline “1300” 3. Contact NGOs who work to protect migrant workers and can arrange safe shelter, medical treatment, legal assistance 4. Notify and authorize internal crisis and emergency team (appointed by the SMS team) and follow appropriate protocols, especially for protection of victims and whistle-blowers
<ol style="list-style-type: none"> 1. Discrepancies or delay or non-fulfilment of Employment Contract Terms and Conditions 2. Misinterpretation, misunderstanding of changes in job responsibilities or working conditions 3. Personal dislikes, disagreements and miscommunication among workers; or between worker and supervisor 	Medium	Within 3 days	<ol style="list-style-type: none"> 1. Discuss internally with supervisor or HR Manager or SMS Team 2. Discuss during Welfare Committee meetings or with migrant worker group representatives 3. If requested, involve external NGO that specializes in migrant workers’ concerns and speaks their language

<ol style="list-style-type: none"> 1. Minor concerns with amenities in the workplace 2. Clarification about changes to Thai laws or Company policies 	<p>Low</p>	<p>Within 7 days</p>	<ol style="list-style-type: none"> 1. Discuss internally with supervisor or HR Manager or SMS Team 2. Discuss during Welfare Committee meetings or with migrant worker group representatives
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