

Grievance Procedures
for
PT Domas Agrounti Prima

1 INTRODUCTION

[The Project Company, PT. Domas Agroiinti Prima (DAP), is a large and unique producer of top quality highly-refined oleochemical products. DAP is the oleochemical producing arm of PT Bakrie Sumatera Plantation Tbk (BSP), one of the oldest and largest Indonesian plantation conglomerates and a vertically integrated palm fruit plantation and processing operation. The project is currently mothballed, and the BSP management is working to fund and execute a restart of the existing operating equipment and a build-out of the partially-completed capabilities.]

This document is a Grievance Procedures (GP) describing the procedures in handling all comments and complaints associated with the Project. The Project Company aims to ensure that grievances of stakeholders or employees can be resolved as promptly and as close to the source as possible, with option to escalate issue to senior management for further discussions and resolution as necessary. This document also includes a sample complaint form for any stakeholders or employees to raise their concern over the Project.

The GP is a living document and it will be regularly monitored, reviewed and updated by DAP throughout all stages of Project implementation.

2 PROJECT DESCRIPTION

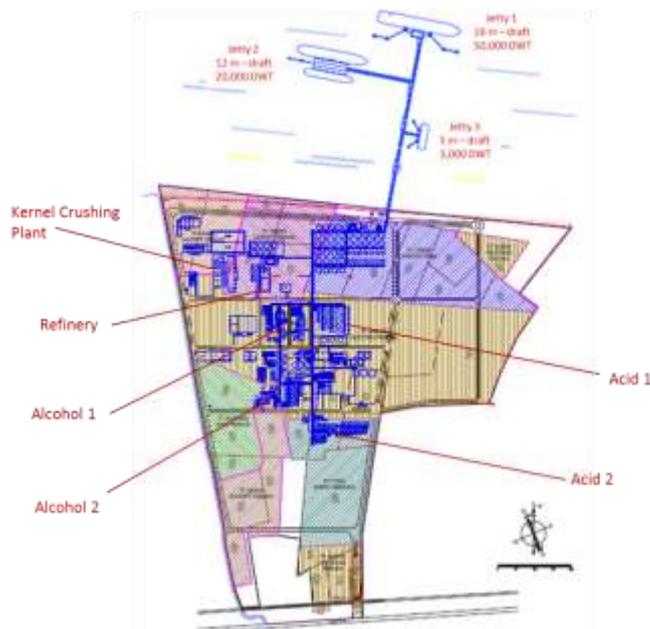
2.1 PROJECT LOCATION

The oleochemical processing facilities (the "Project") of DAP are located on a land area of around 114 Ha within the PT Sarana Industama Perkasa industrial estate in Kuala Tanjung, North Sumatra, Indonesia. The manufacturing sites are easily accessible from the locations of BSP's other plantations.

2.2 PROJECT CHARACTERISTICS

This plant is comprised of 6 key facilities:

1. Line 1 Fatty Acid and Fatty Alcohol (100% completed);
2. Line 2 Fatty Acid and Fatty Alcohol ([]% completed);
3. Refinery ([]% completed);
4. Kernel Crushing Plant ([]% completed);
5. Jetty ([]% completed); and
6. Power Station (In design stage)



3 REGULATORY REQUIREMENTS

[Any regulatory requirements for grievance management?]

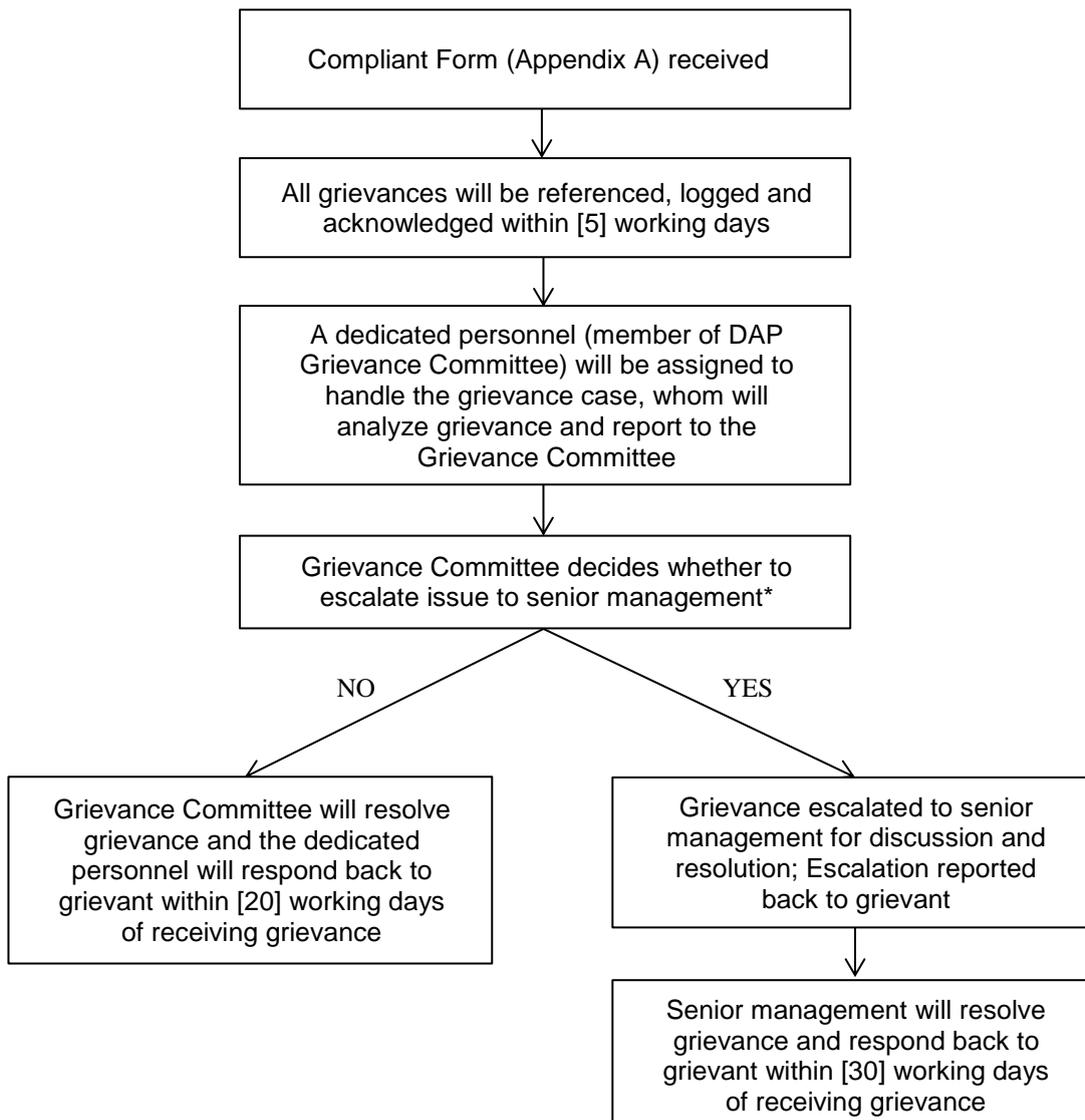
4 PREVIOUS GRIEVANCE

[Please add any previous grievance received and what were the follow ups]

5 GRIEVANCE PROCEDURES

DAP Grievance Committee will receive and consider all comments and complaints associated with the Project. The Grievance Committee consists of members of the DAP Corporate Social Responsibility Team, representatives of the community and representatives of the employees. A sample of the Project Grievance Form is provided at the end of this document (Appendix A). Any person or organization may send comments and/or complaints in person, by phone or via post or email using the contact information provided at the end of the document.

DAP will keep a grievance log of all grievances (Appendix B), including those received and addressed by the contractor(s).



* Note: All grievance (whether or not is escalated) will generally be reported to the senior management through the grievance log

All comments and complaints will be responded to either verbally or in writing, in accordance with the preferred method of communication specified by the complainant, if contact details of the complainant are provided. Individuals who submit their comments or grievances have the right to request that their name be kept confidential.

Grievant will be informed of the time extension for any grievances not properly resolved within deadlines specified above. Senior management must review and investigate all grievances not properly resolved within deadlines.

In cases when the grievance is not satisfied with the way the grievant has been responded to or handled and re-submits it, DAP will invite representatives of the relevant stakeholder or employee to participate in the process so that a mutually agreed solution is identified and implemented. At all times, the grievant is also able to seek legal remedies in accordance with the laws and regulations of Indonesia.

5 PROTECTION ON GRIEVANT

All grievants (stakeholders, employees or others) are protected from being victimized or losing their job for all grievances and complaints they file. DAP makes a commitment that any victimization will not happen to any grievant for any grievance and complaint. This will be clearly communicated on grievance forms, policy manuals and public announcements.

6 CONTACT DETAILS

PT Domas Agroiinti Prima

Contact person: []

Tel: []

E-mail: []

APPENDIX A

Complaints Sample Form

Reference No:	
Full Name	
Contact information and preferred method of communication Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Post: Please provide postal address: _____ _____ _____
	<input type="checkbox"/> By Telephone: _____
	<input type="checkbox"/> By E-mail _____
Description of incident or grievance: What happened? Where did it happen? Who did it happen to? What is the result of the problem? Source and duration of the problem?	
Date of incident/grievance	
	<input type="checkbox"/> One time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see happen to resolve the problem? 	

Signature: _____

Date: _____

Protection on Grievants:

Grievants are protected from being victimized or losing their job for all grievances and complaints they file to PT Domas Agointi Prima.

Please return this form to:

PT Domas Agointi Prima
 Contact person: []
 Tel: []
 E-mail: []

