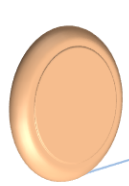


Grievance Procedure

**For Smothong group and its
stakeholders**



1 Introduction

Smothong group Grievance Procedure formalizes the management of grievances from SMG's stakeholders to minimize risks to the business.

The grievance process, outlined in the document, provides an avenue for stakeholders to voice their concerns regarding SMG's business operations.

We intend to reduce conflicts and strengthen relationships between external stakeholders, while also promoting transparency by defining how grievances will be managed internally. Grievances submitted to SMG are primarily handled by SMG's Sustainability team.

2 Objectives

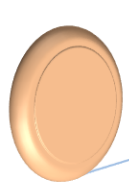
Smothong Group aims to deliver prompt and comprehensive responses to the external stakeholder's grievances to prevent disputes wherever possible and resolve any issue relating to the Smothong Sustainable Palm Oil Policy.

We are committed to ensuring a transparent and open process with a regularly updated grievances log available on Smothong Group website.

3 Scope

This procedure covers Smothong and all its stakeholders, including direct and indirect suppliers, as bounded by SMG's Sustainable Palm Oil Policy, particularly in Section "3. Violation of "No Deforestation and "No Peat" covers clauses in Section 3.1 while violation of "No Exploitation" covers Section 3.2 bounded by the United Nations Guiding Principles (UNGPs) on business and human rights, and other relevant instruments and frameworks listed."

The procedure involves acknowledging grievances raised, planning and implementing action plans to verify claims, resolving confirmed issues, reporting assessments and results to relevant stakeholders, and managing and monitoring any follow-up actions.



4 Grievance Channel

Grievances can be received through any of the followings:

- Email: smgh.hr@smg-thai.com or ge@smg-thai.com
- Webpage: <https://www.smothonggroup.com/grievances>
- Telephone : +66(0)77 951 471
- Writing: Sustainability team, Smothong Group Co., Ltd.
119 Moo 10, Prasong, Thachana, Suratthani, 84170 (Thailand)

Submitted grievances should include the following information:

- Full name
- Name of organization
- Address
- Email address /telephone number
- Description of grievance in detail include any supporting evidence
- Any requests fir confidentiality

5 Process summaries

Process	duration	responsibility
1. Receive and acknowledgment of grievance claim	10 days	Sustainability team
<ul style="list-style-type: none"> Grievance report to SMG The grievance raiser will be contacted to acknowledge the claim 		
2. Preliminary review	10 days	Sustainability team
<ul style="list-style-type: none"> Collect information from SMG commercial team and involved parties and assess link between the claimant's alleged issue and SMG's policy Validate the grievance and information review result to the raiser 		
3. Engagement, dialogue ,and investigation	1 month	Sustainability team
<ul style="list-style-type: none"> Record in grievance log& engage with relevant parties A suspension will be considered if stakeholder/supplier is verified to <ul style="list-style-type: none"> A breach or no commitment to environment and social protocols bound to SMG policy No initiative or action plans to resolve non-compliance Repeating the same non-compliance at the same site 		
4. Resolution and action plan	1-3 month	Sustainability team
<ul style="list-style-type: none"> Prepare and implement a time-bound action plan, which include <ul style="list-style-type: none"> Review and amend SMG's policy concerning the grievance Conduct risk assessment and explore collaboration option 		
5. On-going monitoring and progress report	3-12 month	Sustainability team
<ul style="list-style-type: none"> Implement an action plan and monitor in consultation with external parties until the grievance is successfully resolved Progress report are accessible with transparent communication on outcomes for continuous improvement 		
6. Reinstatement of suspended stack holder/supplier	3-12 month	Sustainability team

- Suspended stack holder/supplier will be considered for reinstatement into SMG's supply chain, provide that they;
 - Plan and implement a time bound corrective action plan which includes;
 - The plan should include a stop-work order on compliance and HCS assessment, or forest/peatland restoration by working with relevant stack holder and communities
 - Resolving issue, including compensation regarding labor rights bounded
 - Monitor, communicate, and report on the recovery progress

6. Transparency and Confidential

Smothong Group is committed to the transparent handling of grievances. The Sustainability team will update the status of a complaint, particularly when the complaint is registered, action has been taken and a resolution or outcome is agreed upon. This is regularly done in the grievance log on SMG's website and is accessible by visitors. The Complainant can also contact the Sustainability team regarding the status of the complaint by writing. Whilst grievances can be made anonymously, providing full contact details enables SMG to better understand and address the concern. The system allows for a dialogue to remain confidential and for the confidentiality of the Complainant's identity if requested as per SMG's Sustainable Palm Oil Policy (Section 3.2).