Outline of Kao Grievance Mechanism (KGM) Outline

Target users: Independent oil palm smallholders who own lands (less than 25ha) and grow Palm Oil.

Grievance category: Human Rights, Land Dispute, Forest Conservation, Certification, Productivity, Safety Work, Sales, Hygiene, Children Education, Farmers Organization and Others.

CAUX ROUND TABLE

Available languages: Bahasa Indonesia for smallholders, and Bahasa Indonesian/English/Japanese for Kao, Suppliers and CRT

Flow: Independent oil palm smallholders file their question/grievance via smart phone system (Suara Petani / Farmer's voice), and Kao/Supplier/CRT confirm and make a response to the question/grievance via application.

Anonymous: collect gender information, but not names and phone numbers

Steps for acceptance and management of grievance

	Actor	Action to be taken	Target date
Step1	Smallholders	A smallholder can send their question and grievance to A via smartphone. If necessary, the smallholder can choose to remain anonymous. However, it's important to note that if the smallholder chooses to remain anonymous, the response from the companies may be limited due to the lack of necessary information to address the issue effectively.	X day
Step2	CRT	CRT confirms the validity of the message and determines it can be accepted at Kao Grievance Mechanism or not. For an accepted message, CRT determines its urgency and importance, flag it, and assigns the message to either Kao or one of its suppliers, whichever CRT considers better able to answer the accepted message. Once the message has been accepted and assigned, Kao and its suppliers will be able to view the message.	Within X+3 working days
Step3	Kao and/or Suppliers	The assigned company can draft a response and both Kao and its suppliers can provide comments on the response before it is sent to the smallholder. If necessary, the assigned company will thoroughly investigate the situation or issue raised and may seek further clarification by asking additional questions to the smallholder who initially raised the concern or question.	Within X+6 working days
Step4	Kao and/or suppliers	In addition to the assigned company, other stakeholders can provide assistance to ensure a comprehensive response, effective resolution, and appropriate remediation of the situation. Once the response draft is determined, the farmer who raised the issue or question will be able to view the response from the assigned company.	Within X+12 working days
Step5	Као	Kao plans to redress the raised issues/grievances	Within X+21 working days
Step6	Smallholders	If necessary, the smallholder can raise further questions until they feel satisfied with the answers provided or until the raised issue is resolved to their satisfaction. If the smallholder does not have any further questions or grievances, the ticket can be closed. In cases where no response is received from the smallholder within 30 days after the company's reply, the issue will be automatically closed. At this point, the smallholder will be requested to evaluate the response received from the assigned company.	After X+30 working days

[•] KGM aligns with UN Guiding Principles' effectiveness criteria for grievance mechanism, prioritizing independent oil palm smallholders (farmers) accessibility and continuous consultation for user-centric design and performance improvement.

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Flow chart





Step 2: CRT receives all messages and assigns them to the appropriate party. All assigned messages are visible to Kao.

Outline of Kao Grievance Mechanism (KGM)



Image of Communication via smartphone system (Suara Petani / Farmer's voice)

CRT	< Detail Tiket AGIIJNWSOD	< Detail Tiket AGIIJNWSOD
Smallholders → Data base	Apakah ada sertifikasi yang memenuhi syarat untuk saya? 2022-07-05 10:19:38	Is there any certification which is eligible for me ? 2022-07-05 10:19:38
	Terima kasih untuk pesan Anda. Pesan Anda telah ditetapkan ke "Supplier A" Staf lokal "Supplier A" akan segera menghubungi Anda. 2022-07-05 10:27:30	Thank you for your message. Your message has been assigned to "Supplier A." Local staff of "Supplier A" will contact you shortly. 2022-07-05 10:27:30
Assign this ticket to; Kao Supplier A Supplier B Add priority	Terima kasih atas pesan Anda, dan permintaan Anda untuk belajar tentang sertifikasi. Sertifikasi yang memenuhi syarat Anda tercantum di bawah ini, dan video tentang sertifikasi tersedia di sini. Kami akan menyelenggarakan lokakarya di xxxxx pada hari Senin tanggal 2 Desember. Silakan datang dan bergabung dengan kami. 2022-07-05 10:35:25	Thank you for your message, and your request to learn about certifications. Certification you are eligible are listed below, and video on certification is available here. We will host a workshop at xxxxx on Monday 2nd December. Please come and join us. 2022-07-05 10:35:25
 Urgency Importance Kao and/or Suppliers can view all accepted 	Terima kasih atas tanggapannya. Saya akan bergabung dengan bengkel! 2022-07-05 10:35:52	Thank you for the response. I will join the workshop! 2022-07-05 10:35:52
messages.	Hak Cipta © Caux Round Table Jepang. Semua hak cipta dilindungi undang-undang.	Hak Cipta © Caux Round Table Jepang. Semua hak cipta dilindungi undang-undang.

Scope of Grievance category



Human Rights and Land Dispute	Human Rights Child Labor, Forced Labor, Harassment	Land Dispute Land ownership rights
Forest Conservation and Certification	Forest Conservation Use of fire for land development, Peatlands and Conservation Area Development	Certification RSPO/ISPO
Productivity and Profitability	Safety work and Palm production Safety work, First aid, Pesticides, fertilizers, Sapling, Tree diseases, Replanting of old Palm tree	Profitability Palm Fruits (FFB) sales price, High yield sapling, Effective Pesticide Use
Hygiene and Livelihood	Hygiene Drinking water, Water Treatment, body washing, clothes washing, Disease prevention	Livelihood Children's Education, Farmers organization

Outline of Kao Grievance Mechanism (KGM)



- Discuss directly with oil palm smallholders
- Confirm situation and take action
- Follow up the effectiveness of mechanism with NPO/Suppliers

