

# 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.

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.

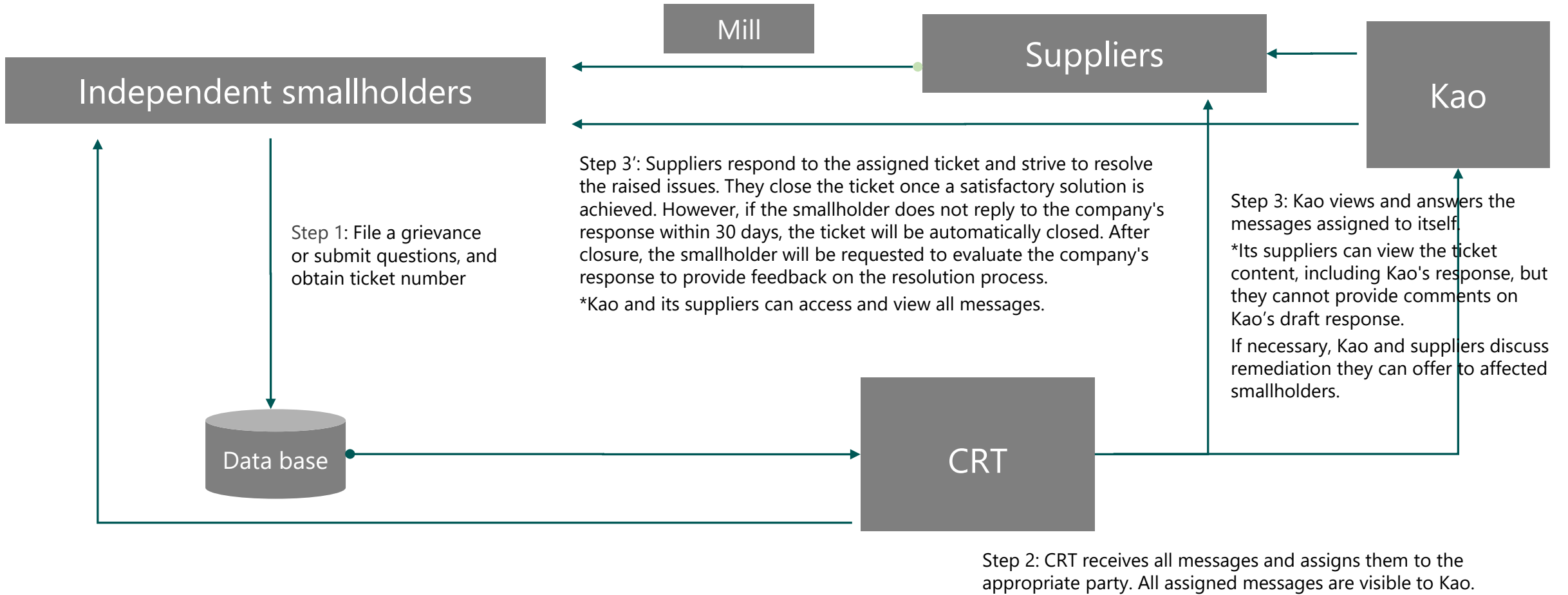
- Anonymous: collect gender information, but not names and phone numbers
- KGM aligns with UN Guiding Principles' effectiveness criteria for grievance mechanism, prioritizing independent oil palm smallholders (farmers) accessibility and continuous consultation for user-centric design and performance improvement.

## 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	Kao	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

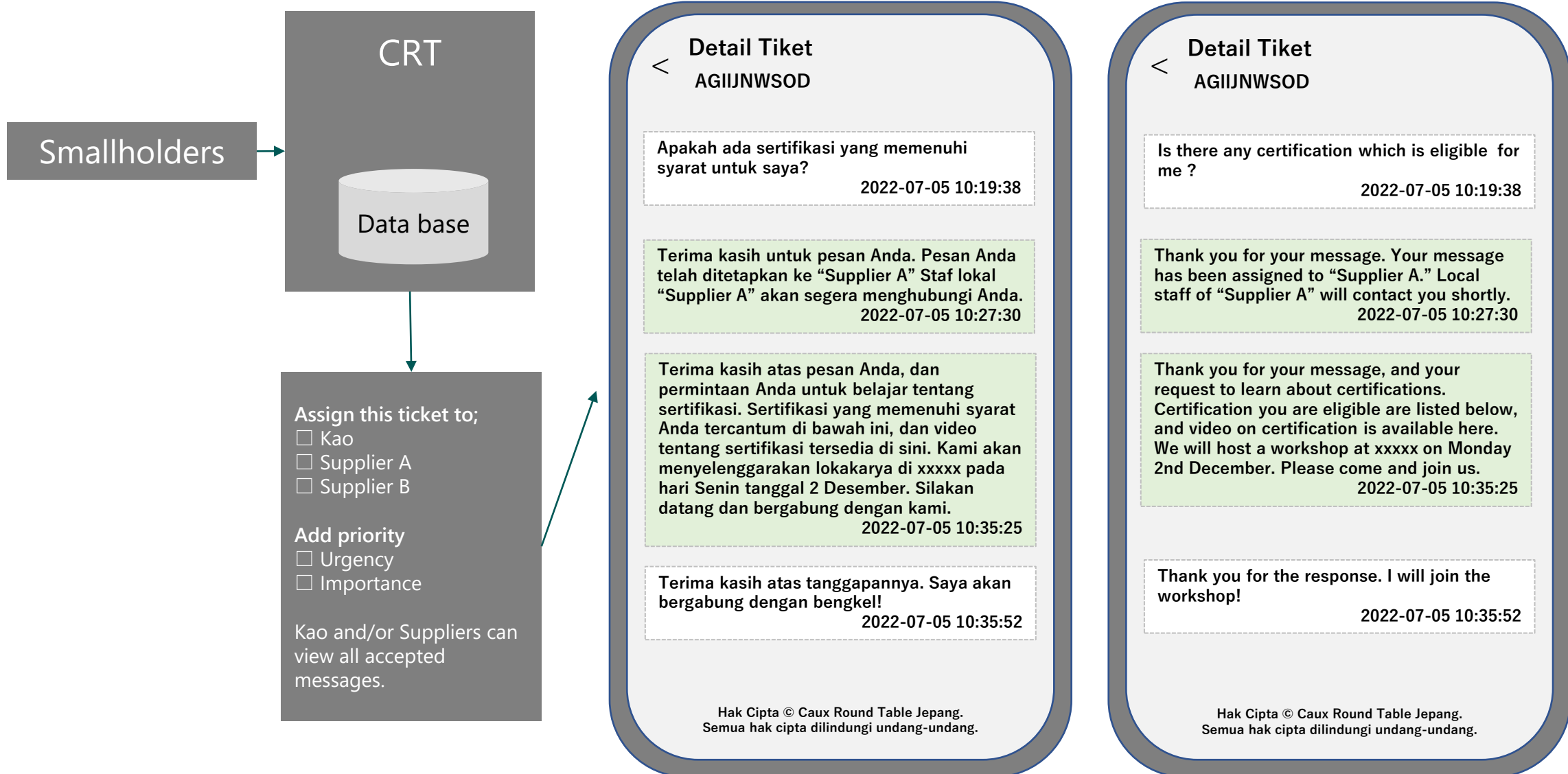
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## Flow chart



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



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## Scope of Grievance category

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

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

