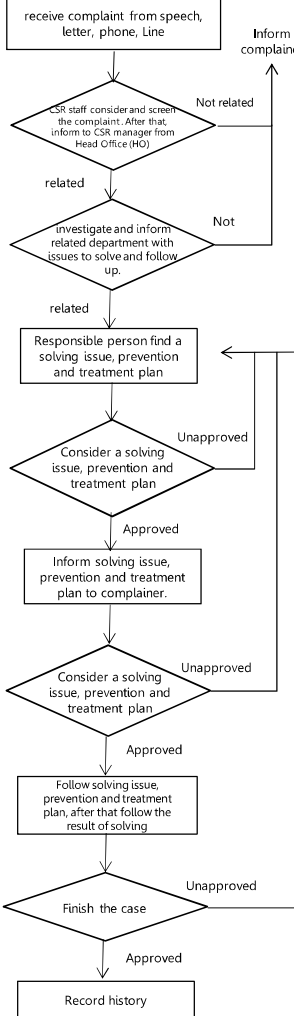


Stakeholder Complaint Procedure

Complainer	Complaint channel	Procedure and practise
<p>- In case of complaint and grivance form and returning products. Follow the process of organizational chart/document of each organization</p> <p>Receiving complaint form</p> <ul style="list-style-type: none"> - Community - Customer - supplier - Government 	<ul style="list-style-type: none"> - Phone - Online medie - letter - themselves/speech - Complaint box - Line - CSR staff - Employee 	 <pre> graph TD A[receive complaint from speech, letter, phone, Line] --> B{CSR staff consider and screen the complaint. After that, inform to CSR manager from Head Office (HO)} B -- Not related --> C[Inform complainer] B -- related --> D{investigate and inform related department with issues to solve and follow up.} D -- Not --> C D -- related --> E[Responsible person find a solving issue, prevention and treatment plan] E --> F{Consider a solving issue, prevention and treatment plan} F -- Unapproved --> C F -- Approved --> G[Inform solving issue, prevention and treatment plan to complainer.] G --> H{Consider a solving issue, prevention and treatment plan} H -- Unapproved --> C H -- Approved --> I[Follow solving issue, prevention and treatment plan, after that follow the result of solving] I --> J{Finish the case} J -- Unapproved --> C J -- Approved --> K[Record history] </pre>

1. Responsible person who take action must be transparent and independent
2. The result of complaint must be showed to complainer
3. The result of complaint must not be contrary to the law or regulations of the company
4. Complainer could find arbitrator to mediate complaints
5. In case of natural disasters such as drought or flood, stakeholder could follow this intruction.



Energy Absolute

Investigation and grievance form		
1. personal/situation information	Date	Doc No.
1.1 Name- surname	Phone Number	
1.2 place	Plant/factory	
1.3 grievance/impact		
<input type="checkbox"/> Environment	<input type="checkbox"/> Safety	
<input type="checkbox"/> impact from operation	<input type="checkbox"/> other	
2. Detail		
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>		
3. Characteristic of impact		
inside plant/factory	outside plant/factory	
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	
Legal impact		
detail of legal impact		
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>		
4. Layout/Evidence		
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>		
5. Allegation		
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>		

