Guiding Principles of Complaint Resolution through Stakeholder Engagement

- Objective
- Fair & Equitable
- Integrity
- Balanced Interest
- Constructive engagement (win-win approach)
- No intimidation or instigation of violence by all parties involved
- Compliance to Law & Regulations

Stakeholder Engagement

- Time-bound action plan
- By stages (1,2,3)

Communications

- Socialisation & Stage Implementation

Resolution / Settlement

Case Closed

Monitoring & Progress Update

Remedial Action Plan

Priority Setting

Records keeping

Investigation (if necessary)

Interviews

Meeting with Stakeholders*

To Proceed?

No

Yes

Receipt & Acknowledgement ¹

Initial Review

Categorise

Preliminary Fact Finding
- Compile Evidence / Proof
- Validation

Fact Finding

- Documented Evidences
- Fact Finding Summary
- Cause & Effect analysis

Investigation (if necessary)

Review & Update of Action Plan

Complaint Flow Chart

Complaint Resolution through Stakeholder Engagement

Case Closed

Clarify to Complainant

Bumitama Complaint Flow Chart

¹ Special Team (Cross-functional)
- Corporate Affairs
- Corporate Sustainability
- Operation : GM/Assistant GM

Ad Hoc Investigation Team
- Corporate Sustainability
  - Sustainability System
    - Development & Mitigation
  - Sustainability Officer
- CSR (for social conflicts)
- Operations : Assistant GM/Manager
- Direct engagement and consultation with stakeholders

*(Local Community, Kepala Desa, Team Desa, NGOs, Cooperative, Whistle Blowers)