

Arma GRIEVANCE and Suggestion Policy

- Arma group of companies is one of the leading companies in the food industry, vegetable oil industry, and soap and detergent industries.
- Arma Group of companies believes in the application of administrative regulations, ministerial decisions , and effective communication between all levels of the factory workers and the top management through the grievance and suggestions box, which allocated in all departments in the factories and through the
E-mail at suggests@arma.com.eg
- This grievance policy is open to all stakeholders (Top management , all levels of employees in Arma group , Arma suppliers , customers , legal entities and all interested parties
- This Grievance policy has been designed to align with the United Nations Guiding Principles on Business and Human Rights criteria for effective grievance mechanisms
- The United Nations Guiding Principles on Business and Human Rights set out criteria designed to underpin an effective non-judicial grievance mechanism: legitimacy, accessibility, predictability, equitability, transparency, rights-compatible, a source of continuous learning, and based on engagement and dialogue.
- This Policy covers activities related to the handling of stakeholders' grievances with respect to the implementation of NDPE Instructions. This includes logging grievances, taking actions to verify claims, rectifying any confirmed issues, reporting the verification results and actions on the ground, delivering the response to stakeholders and top management and monitoring any follow-up actions.
- All grievances logged under the Grievance policy shall be dealt with in a timely manner, (1 week)
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- The head of administrative affairs creates a grievance and suggestion, box inside all departments and in places that is should be declared and clear to all employees.
- General Manager Business assistant collect the grievance, suggestions and proposals in them every week for presentation to the grievance and suggestion as well as the General Manager
- All factory employees have the right to express their grievance or suggestions through this box or through the announced e-mail
- For all eligible cases:
 - ✓ Verification plan is developed to assess the case. If it is determined that a field action is necessary, the verification plan will define locations to be visited during field verification, specifies the timeline for verification work, personnel and areas of expertise necessary to conduct verification and methodology to be applied during the verification ,
 - ✓ Results from the review of documentary evidence, interviews, and other information gathered during the field verification process is documented
- Addressing Grievances Through Time-Bound Action Plans
 - ✓ If it is determined that a field action is necessary to resolve a grievance within Arma own operations, the Grievance Coordinator is to inform the relevant Operations Manager requesting them to take the necessary steps/action in the field to resolve the grievance.
 - ✓ Within a month of verifying the grievance, the Grievance coordinator will develop an action plan jointly agreed with the third-party supplier for resolution of the grievance. The Grievance team is responsible for developing action plans to address any verified grievances with the assistance of the

Verification Team and shall require the relevant supplier(s) to take necessary/appropriate steps to resolve the issues raised in the time-bound action plan.