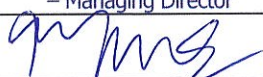
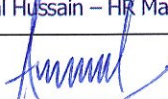
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It is the policy of Ensis that an effective grievance mechanism is in place to address concerns and complaints of affected stakeholders including employees and external communities. The grievance mechanism is to serve as an important pillar of the stakeholder engagement with Ensis and be a mode for the improvements on the issues including social and environmental sustainability.

This grievance mechanism should ensure that principles including proportionality, cultural appropriateness, accessibility, transparency, accountability and appropriate protection to the affected stakeholders are in place.

It is the responsibility of the General Manager to ensure that this procedure is implemented, in accordance with the company policies. The management is committed to ensure that adequate resources including manpower, authority, material and associated financial resources are in place to implement this procedure.


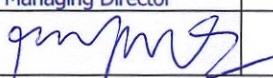
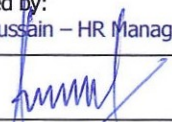
### **GRIEVANCE COMMITTEE**

The Managing Director shall appoint a six (6) member Grievance Committee within fifteen (15) days of ratification of this Policy.

The grievance committee should consist General Manager, HR Manager, EHSA Manager and 3 members from Middle Management or below. In appointing these three members, gender representation and a cross section of different levels of competent staff shall be considered.

Appointment of new members to the Grievance Committee shall be done once a year.



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### **INTERNAL GRIEVANCE**

Regrettably, conflict can occur in any working environment. The company’s intention is to settle amicably, at all times any disagreements between Ensis and individual employees or groups of employees, or between employees themselves.

In an effort to resolve conflict in an expedient, yet far manner, Ensis recommends the following process for conflict or dispute resolution among employees



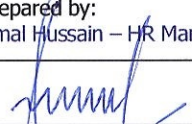
- Speak to the person you are having the dispute with. Many times, disputes arise due to misunderstanding and miscommunications.
- If speaking to the individual does not work, speak to the immediate supervisor, who will make every effort to solve the problem as quickly as possible. The immediate supervisor will arrange a meeting between those involved in the dispute, with their immediate supervisor to determine a resolution.
- If the immediate supervisor is unable to resolve a workplace dispute, within a reasonable time or if the employees feel the solution is unsatisfactory, the parties may be referred to mediation by the grievances committee of Ensis. The resolution of the mediator is binding on both parties of the dispute. A meeting will take place within a reasonable period appropriate to the issue. Such issues will be logged in the grievance register.
- Confidentiality of the report will be upheld at all times and ensure there are no repercussions of any kind to the reporter.

During the period in which the above procedure is being followed, all employees are expected to cooperate with normal working arrangements as stipulated by the company.

If a conflict arises between the employee and the immediate supervisor, the employee can directly go to the HR department, Directors or to the grievance committee.





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### EXTERNAL GRIEVANCE


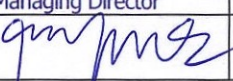
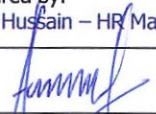
External grievances will be managed with a project-level grievance mechanism approach. This external grievance mechanism of Ensis is communicated to the public on its website, as Grievance Policy. The following will be facilitated, but not limited as means to receive external grievances, and communicated to the key relevant parties.

Walk in	Ensis Fisheries Pvt Ltd. Industrial Zone No:15-18, Midhili Magu Hulhumale' Maldives
General Phone Line:	+960 3356677
Email:	<a href="mailto:info@ensisgroup.com">info@ensisgroup.com</a>
Website:	<a href="https://www.ensisfisheries.com/contact-seafood-supplier">https://www.ensisfisheries.com/contact-seafood-supplier</a>

Upon the receipt of the complaint, HR Manager will be notified of the issue and is responsible to proceed as below

- Acknowledge the complaint and inform the complainant, in no more than one working day, of the following.
  - decision that the complaint is accepted or rejected.
  - brief on the process of how the complaint is to be dealt with.
  - Time frame in which the complainant will be communicated with a response on the issue
- Ensure that the complaint is logged in the grievance register.
- Inform the relevant department(s) about the complaint.



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- Call for a Grievance Committee Meeting.
- Initiate an investigation on the issue, set a timeline to complete the investigation, and obtain the inputs by the relevant department(s).
- Review the findings of the investigations and respond to the complainant by the most relevant mode decided by the General Manager (Face to face, Verbal, email, letter, report).
- Where deemed necessary corrective and preventive actions will be taken at the relevant stages of the operation, with approval from the management.
- Complaints with reference to product qualities will be diverted to and dealt by the Quality Assurance Department as per 4.15 Consumer Complaints of the Quality Management System.

#### **ANONYMOUS GRIEVANCES**



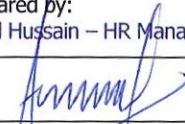
- Requests from the complainant to be anonymous is respected, and is maintained at all times by the management.
- Anonymous grievances can be received to Ensis by means of Appointments, Verbal, email, letter or website.
- Anonymous grievances are handled by HR and where deemed necessary, by the grievance committee as internal or external grievances in accordance with the process given in this procedure.

#### **The grievance mechanism serves to:**

- Minimize any adverse impacts of the project on external stakeholders via quick and mutually acceptable resolution of grievances.
- Identify emerging adverse trends in terms of incidents / impacts at an early stage so that measures to prevent / avoid their occurrence can be implemented quickly and proactively.
- Demonstrate the company’s respect for the interests of external stakeholders.





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**Key principles of the grievance management process are:**

- Any person, group or organization can submit a grievance at any time, without fear of retribution and at no financial cost.
- All grievances will be taken seriously and will be treated in a fair and respectful manner.
- The process by which grievances will be received, investigated and resolved will be consistent and transparent. Representatives of contractors may be involved in the investigation where applicable, and other third parties.
- Information relating to grievance investigations and eventful decisions will be documented.
- Complainants will have recourse to an internal company appeal mechanism if the complaint rejects the (first) decision.
- This policy does not, at any stage, restrict the rights of a complainant to take the complaint to legal authorities.
- Personal information about the affected stakeholders will be treated as confidential (in accordance with the requirements of the current legislation).
- At any stage of handling a grievance the management may seek to get a third-party engagement such as local governing councils, law firms and NGO, where it is deemed to improve the confidence of the complainant or supplement the internal capacity of Ensis.
- In addition, the grievance committee meets at least once a year to evaluate grievances raised and log the minutes of the meeting and follow up on the decisions taken.

