	FOREST SOLUTIONS MALAYSIA SDN. BHD. (Co.No.:201101005515 (933656-H))					OP	
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1 Objective

- 1.1 To ensure that the legal rights of the company over the land leased to it is protected along with the rights of the local communities living *in situ* inside the project area as provided by Sabah State laws.
- 1.2 To ensure that grievance are resolved fairly through well organized, transparent and properly documented engagement with all stakeholders.
- 1.3 To strengthen the company's relationship while minimizing conflict with local communities through frequent and transparent engagement.

2 Scope of the Process

- 2.1 This operating procedure describes the process for resolving grievance raised by the local community related to the company's management activities.
- 2.2 This procedure is to be implemented by the CDP Department and details the process of investigating the grievance, negotiation process and any subsequent legal processes that may be required following an unsuccessful negotiation.

3 Department / Personnel Involved

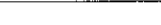
- 3.1 CDP Section - CDP Manager and CDP Liaison Officer
- 3.2 Survey Section - Survey Officer and Survey Crew
- 3.3 Planning Department - Planning Manager
- 3.4 Project Director Office - Projects Director

4 References

- 4.1 Community Development Master Plan
- 4.2 Internal Operating Procedure - OP/010 Identification and Demarcation of High Conservation Value Sites: Community.
- 4.3 Internal Working Instruction - WI/019 Conducting and Investigation: Community Related Incidents.
- 4.4 *Sabah Land Ordinance CAP 68*

5 Definition

- 5.1 CDP Department: A department which oversees all community development projects and addresses grievance raised by local communities.
- 5.2 MD: Managing Director.
- 5.3 Grievance: Issues raised by the communities pertaining management activities of the company
- 5.4 PD: Project Director who manages the operations within the project area in Kota Marudu and Pitas.
- 5.5 Stakeholder: Any parties that have a direct or indirect interest towards the community grievance and its resolutions within the project area

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6 Procedure

6.1 CDP Manager

- Record grievance in Grievance Management Information System (GMIS)
- Open new file for every case
- Review the case and hold a discussion with Project Director and CDP Senior Liaison Officer.
- Assign CDP Liaison Officer to the case.

6.2 CDP Liaison Officer

- Proceed with the investigation of the grievance by the community.
- Collect information related to the grievance
- Record the information from the outcome of the investigation on the Community Incident Investigation form.
- Forward the Report to CDP Manager and Project Director.

6.3 Project Director


- Study the Report of the grievance
- Report the Grievance to Forestry Department
- Assign CDP Manager to conduct a dialogue with the affected parties and determine how to best resolve the grievance.
- Assign CDP Liaison Officer to follow up on the case.

6.4 CDP Liaison Officer

- Follow up on the case on a regular basis.
- Submit a report to CDP Manager each time updates are available.

7 Special Case

- 7.1 When a major problem occurs, such as threats of bodily harm or possible blockade being mentioned, a diplomatic approach should be adopted. Constant communication with all affected parties, including claimants, Forestry Department, District Offices, Police Department, Native Chief and Community leaders should be maintained.
- 7.2 Where the dispute cannot be resolved through negotiations, the land under dispute is not to be developed until the dispute has been resolved.

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8 Records

All the following records are kept by the administration of CDP permanently:

- 8.1.1 GMIS record
- 8.1.2 Report file containing relevant documents to the specific grievance

9 Attachments

- 9.1 Internal Form - F/019 Incident Investigation Report Form (Community)
- 9.2 Internal Form - F/118 Land Dispute Report Form

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