



# GRIEVANCE PROCEDURE

Version 1

1 June 2024



## GRIEVANCE PROCEDURE

PROCESS	SUPPLY CHAIN ACTOR	TIMELINE
Grievance is received. Grievance is reviewed to ensure it is relevant to Trans-Global Tradelink's (TGT) supply chain and Sustainability Policy.	Grievance raiser. TGT 's Sustainability Department.	3 weeks
Case is accepted if valid and log as grievance. Case is dismissed if not valid. Grievance raiser is informed.	Grievance raiser. TGT 's Sustainability Department.	
Engage with relevant stakeholders pertaining to grievance to ensure healthy resolution. Case is closed and monitored, if relevant stakeholders are able to provide credible evidences. Case is escalated for further investigation, in the absence of resolution.	Grievance raiser. Supply Chain Actor. TGT 's Sustainability Department. Investigation team.	6-8 months
Conduct further engagement, investigation & field visit if necessary. Communicate findings with grievancer raiser & relevant stakeholders.	Investigation Team	
Case is closed and monitored if satisfactory implementation of action plan. Suppliers are suspended if non satisfactory implementation of action plan.	Supply chain actor TGT 's Sustainability Department.	6-8 months
The case is monitored to ensure absence of new incompliance. Case is permanently closed upon compliance towards TGT's Sustainability Policy. Grievance raiser is informed.	Grievance raiser. TGT 's Sustainability Department.	
		1 year

Grievances submitted shall include the following information:

- Name of grievance raiser
- Name of organization (if any)
- Designation
- Address
- Contact Number
- Email Address
- Description of grievance with supporting evidences

Grievances can be submitted to [sustainability@transglobal.asia](mailto:sustainability@transglobal.asia)