

APRIL would like to know your concerns related to our operations and those of our suppliers. The more information (including contact details) and supporting evidence provided, the more helpful it will be to our process. You may request us to keep your personal details confidential.

| | | | |
|--|---|--|---|
| <i>Name</i> | | | <input type="checkbox"/> I wish to keep my identity confidential in public communications |
| <i>Name of organization (if applicable)</i> | | | |
| <i>Address</i> | | | |
| <i>Phone no</i> | | <i>Email</i> | |
| <i>Alternative contact details</i> | | | |
| <i>Method to contact you</i> | <input type="checkbox"/> By email <input type="checkbox"/> By phone <input type="checkbox"/> By mail (address provided) | | |
| <i>Preferred language for communication</i> | <input type="checkbox"/> English <input type="checkbox"/> Bahasa Indonesia | | |
| <i>Supporting evidence (please attach files separately)</i> | <input type="checkbox"/> Written (email, invoice, title, commitment, contract, etc) | <input type="checkbox"/> Photograph, video <input type="checkbox"/> Voice recording | <input type="checkbox"/> Other: |
| <i>Complaint summary (what happened, where did it happen (GPS coordinates if available), when did it happen, who was involved)</i> | | | |

| | | | |
|--|--|--|--|
| | | | |
| <i>Actions you have taken to address this issue (if any)</i> | | | |
| <i>Follow-up (how would you like to see this resolved/settled)</i> | | | |
| <input type="checkbox"/> By checking this box, I declare that I am aware of APRIL's Grievance Resolution Procedure. I understand that APRIL will handle this grievance in accordance with the Grievance Resolution Procedure. I agree to engage in the grievance resolution process in good faith. I confirm that the information provided above is accurate and has been lawfully obtained. | | | |
| | | | |
| Signature (Complainant) | | Date (dd-mm-yyyy) | |
| For official use only | | | |
| SFMP 2.0 section | <input type="checkbox"/> Long term sustainability <input type="checkbox"/> Forest protection and conservation <input type="checkbox"/> Peatland management <input type="checkbox"/> Continuous reduction of carbon footprint <input type="checkbox"/> Proactive support of local communities | <input type="checkbox"/> Respect the rights of indigenous peoples and communities <input type="checkbox"/> Responsible practices in our work places <input type="checkbox"/> Legal compliance and certification <input type="checkbox"/> Good corporate governance, verification and transparency <input type="checkbox"/> Others: | |
| Grievance reference number | | | |