

# **Galaxy Surfactants Limited -Palm Grievance Procedure**

## **Version 1 May 2024**

Galaxy Surfactants Limited Palm Grievance Procedure shall apply to Galaxy Surfactants limited palm sourcing supply chain from direct and third-party suppliers of palm based raw materials (i.e. derivatives of oleochemicals, e.g. Fatty Alcohol, Fatty Acids, stearic acids etc.)

Galaxy Surfactants Limited Palm Grievance Procedure is specifically related to violations and/or non-compliances against Galaxy Surfactants oil palm commitment. Galaxy Surfactants group's sourcing policy, Sustainability Policy, Supplier Code of Conduct and Galaxy Surfactants Group Position on Human rights in Galaxy Surfactants group palm supply chain.

Galaxy Surfactants group Palm Grievance Procedure

- is aligned with all relevant RSPO policies and with RSPO's complaints procedure, honoring the outcomes from this process, but also allowing for parallel investigation and additional requirements or sanctions.
- is aligned with the RSPO principle of no tolerance for retaliation against grievance raisers and whistle-blowers.
- compliments other existing Galaxy group policies e.g. Galaxy Surfactants Group Position on Human rights

Grievances related to Galaxy Surfactants Limited Palm Grievance can be expressed via any of the following channels:

Via email: [Teamsustainability@galaxysurfactants.com](mailto:Teamsustainability@galaxysurfactants.com)

Grievances shall include provision of the following information:

- Full Name
- Name of Organization (if any)
- Job title
- Address
- Phone No./Fax No./Email Address (at least one contact point)
- Description of the grievance in detail
- Evidence to support the grievance.
- Any requests for confidentiality

Contact details are required to seek further clarification on the grievance. The party reporting the grievance (Grievance Raiser) may request that their identity remain

confidential and Galaxy Surfactants will respect the request. Any party may appoint a third-party to submit their grievances provided that the third-party follows the relevant procedure. Any palm grievance will be handled according to the below grievance handling flow chart.

