



Kuwait Oil Company

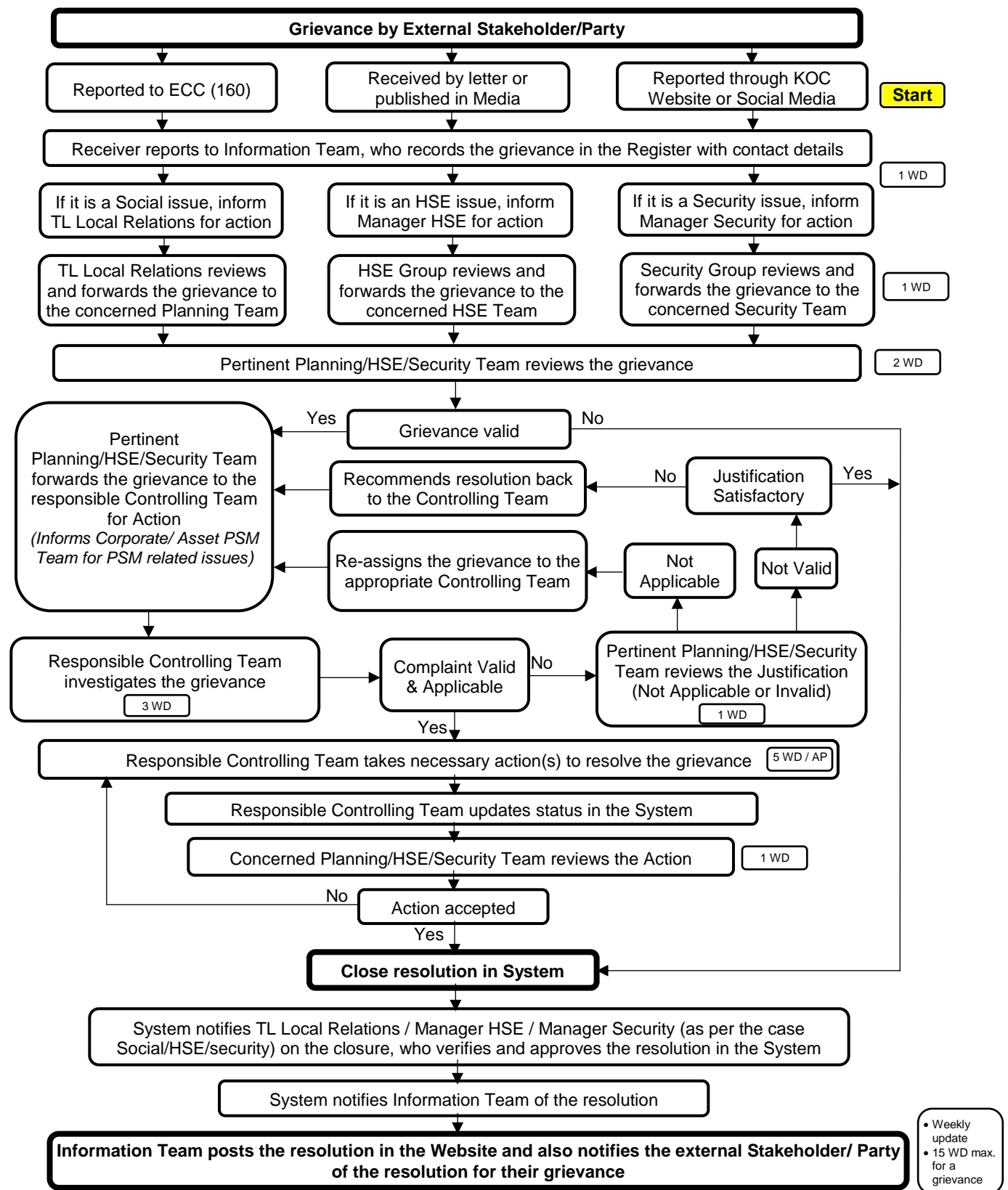
Guidelines for Managing External Grievances

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APPENDIX - 1: Process Flowchart for Managing External Grievances



• Weekly update
 • 15 WD max. for a grievance

Note-1: WD = Working Day; AP = Action Plan

Note-2: This process will be available in KOC internet webpage.



Appendix - 2: External Grievance Reporting Form Template

External Grievance Report				
Section A (Refer Note 2)	Name of the Reporter: ²		Name of Entity (if applicable): ²	
	Contact No.: ²		E-mail ID: ²	
	Confidentiality requested: ²	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Section B	Date:		Location of Grievance	
	Time:			
Section C	Description(s) of the Grievance:			
	Attachment:	<i>*Note: any attachment, i.e., photos or materials can be added for providing the details of the Grievance.</i>		

Notes:

1. This External Grievance Reporting form shall be available in the KOC Website for reporting grievances by external stakeholders/parties.
2. This information shall be maintained confidential in case the reporter request so.



Appendix - 3: External Grievances Register Template

External Grievances Register									
SI #	Name of the Reporter*	Name of Entity (if applicable)*	Contact No.*	Date	Time	Location	Description	Resolution	Status
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									

* **Note:** This information shall be confidential and available/visible only for Information Team, in case the reporter request so.