



Grievance Policy for Boomitra Partners and Enrolled Farmers and Landowners

Purpose

This policy outlines the procedures for partners and enrolled farmers and landowners to raise concerns or grievances regarding Boomitra's services, policies, or actions. It aims to provide a fair, transparent, and efficient process for resolving disputes and ensuring the satisfaction of all stakeholders.

Scope

This policy applies to all Boomitra partners and enrolled farmers and landowners. This policy may be supplemented by specific policies, procedures, agreements, relevant contract clauses, etc., for addressing the varied nature of grievances.

Guiding Principles

Confidentiality: All grievances will be handled with the utmost confidentiality to protect the privacy of all parties involved to the maximum extent possible. Only those individuals involved in the investigation and resolution process will have access to the details of the grievance.

Non-Retaliation: Boomitra prohibits retaliation against any partner or enrolled farmer who files a grievance in good faith. Any such retaliation will be considered a serious violation of this policy and may result in disciplinary action. Any party who files a grievance or participates in an investigation will be protected from retaliation. Retaliation includes any adverse action taken against an individual/company/proprietor because they filed a grievance.

Impartiality: Grievances will be investigated impartially, with no bias towards any party involved.

Timeliness: Grievances will be resolved as quickly as possible to minimize disruption and maintain a positive working relationship.

Legality: The process will comply with local laws and regulations, taking into account cultural differences and legal requirements in each country.

Grievance Definition

A grievance is any complaint or concern related to Boomitra's services, policies, or actions that are not resolved through informal communication.



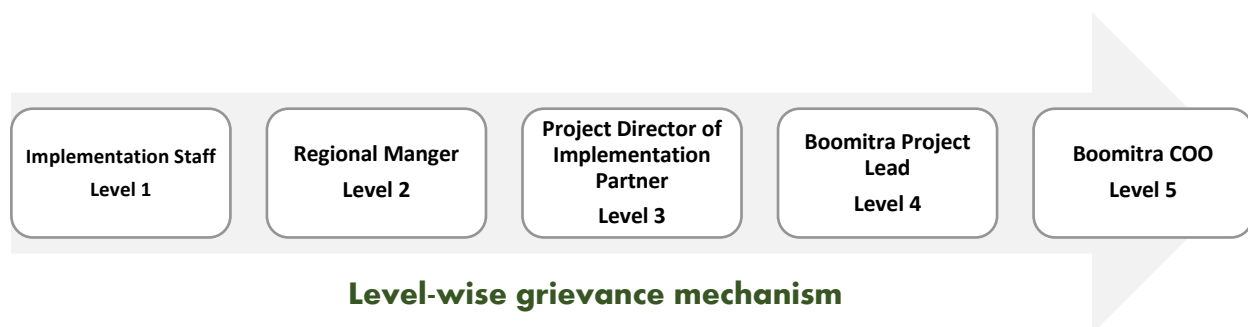
Grievance Procedure

Boomitra has developed a proper multi-level grievance addressal model to handle any grievances arising during the project cycle.

These grievance addressal mechanisms are discussed in all stakeholder consultations and made available to all relevant stakeholders in the project area.

All participants involved in AFOLU (Agriculture, Forestry, and Other Land Use) activities need to operate in a coordinated manner to enable more effective decision-making. This will allow Boomitra to incentivize actions that align with national policies and internationally agreed objectives, while leveraging carbon finance to support these efforts.

A mutually accepted Safeguard and Safeguard information System will be formulated to ensure that AFOLU activities do no harm to people or the environment, mitigate the risks of adverse environmental and social impacts of AFOLU activities, and promote benefits beyond carbon emission reductions.



The above figure depicts the level-wise grievance mechanism. Project participant communities will be provided with access to all channels (registers maintained at regional offices/head offices, phone numbers, and emails) available for them to register grievances.

The following table outlines the structure of the grievance mechanism channels available for stakeholders.

Mechanism Type	Method Chosen	Remarks
Continuous Input / Grievance Expression Process Book	Physical register has been maintained at each implementation partner head office.	Farmers/ranchers who do not have access to internet or phone can visit the office and register their grievance.
Internet/Email Access	info@boomitra.com	Farmers/ranchers who have an internet connection can contact through this method



Timelines

Boomitra has established a response time of 20 business days to respond to any grievance received from stakeholders.

Boomitra will strive to resolve grievances promptly. However, the time required to resolve a grievance may vary depending on the complexity of the issue.

Special Considerations for Global Operations

Legal Compliance: The grievance process will ensure compliance with local laws in each country of operation.

Cultural Sensitivity: Grievance handling is a sensitive matter and will take into consideration cultural differences and local practices.

Language Accessibility: Grievance submissions and communications will be available in local languages to ensure accessibility. However the ideal preferred business language is English.

Documentation and Record Keeping

All grievances, investigations, and outcomes will be documented and securely stored to maintain confidentiality. Records will be kept for a minimum of 5 years or as required by local laws.

Amendments

Boomitra reserves the right to amend this policy at any time. Any changes to the policy will be communicated to partners and enrolled farmers/landowners.

By enrolling with Boomitra, partners and enrolled farmers and landowners agree to abide by this grievance policy.

By following this grievance policy, Boomitra aims to provide a fair and transparent process for resolving disputes and maintaining a positive work environment.

