




PTT Exploration and Production Public Company Limited

Grievance and Issue Handling Guideline

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Revision History			
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2	<ol style="list-style-type: none"> 1. Revise ownership and custodian of the document 2. Remove i-SSHE system 3. Add Grievance and Issue Monitoring Workflow 4. Revise appendix 1: Grievance and Issue Handling Flow Chart 5. Remove appendix 2 (Grievance and Issue Record Form), appendix 3 (Grievance and Issue Record Form) and appendix 4 (Incident Report Form) 6. Add appendix 2: Grievance and Issue Monitoring Workflow 	<p>Bussaban Cheencharoen VP, Stakeholder Management and Social Responsibility Department (TSR)</p>	10/06/2024

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1. OBJECTIVE

This Grievance and Issue Handling Guideline is to be applied to all assets both domestic and international, and is to cover the entire lifecycle of the assets or operations from inception through decommissioning and abandonment.

The primary purpose of this grievance and issue handling guideline is to establish a formal process allowing people, communities or groups to raise grievances or issues regarding any impact related to activities of PTTEP or its subsidiaries, and also to ensure that these grievances/issues are addressed and resolved in a timely manner.

Specifically, the objectives of this guideline include the following:

- To create formal channels for raising all types of issues
- To establish methodologies to handle and resolve grievances/issues systematically
- To deploy this guideline to all PTTEP operating assets

2. SCOPE OF APPLICATION

This guideline applies to all grievances and issues raised by stakeholders in operating assets about a company's action or lack of action, or about the standard of service provided by or on behalf of a company, in the short or in the long term, regarding the activities of the company.

This guideline does not cover;

- Requests for CSR projects, contributions or donations submitted by local communities, which are to be addressed by the department concerned;
- Grievances/Issues expressed by PTTEP and its subsidiaries' employees which are related to their employment with the Company;
- Grievances/Issues expressed by PTTEP and its subsidiaries' contracted staff which are related to their employer, which are to be addressed through discussion and negotiation with their employer;
- Grievances/Issues between third parties (for instance, a grievance between a villager and local authorities).

Using these grievance and issue procedures does not prevent the plaintiff from using other legal channels, such as filing an official complaint against the company. In such a case, the legal department will become involved.

3. DEFINITIONS

Terminology	Description
Issue	A point or matter in question, dispute, requests for information, or general perception that may or may not be related to specific impact or incident. If not addressed to the satisfaction of the complainant, the issue may escalate its seriousness and thus have consequences to the company.
Comment	Any issues in which people/community express their opinion/recommendation related to the company operation. For example, the Community recommends using an alternate route for operation site entrance to avoid traffic congestion.
Request	Any issues in which people/community request the company to help or support, specifically for public purpose. It can be in form of cash, items in kind, or actions. For example, Community requests road repair or change from a laterite road to concrete or paved road. (Note: The road is utilized by both companies and communities.)
Concern	Any issues or abnormalities in which people/community have a concern or suspicion on whether the company activities may pose an effect on their property or asset, well-being, environment, and/or public utility. The concern is the issue needed to be proved is that it is <u>not caused by the company's operation</u> both directly or indirectly, confirmed by site investigation/verification, academic study, and/or environmental analysis results as compared with the applicable standards. In some concerned cases, the subsidy or cure may be considered to provide for the person/ community who raises the concern.

(Cont')

Terminology	Description
	<p>For example, a Concern on groundwater quality with high manganese and iron which is naturally occurring in the subsurface of the area as compared with the local environmental baseline data.</p>
<p>Complaint / Grievance</p>	<p>Any issues or abnormalities which are confirmed/proved to be <u>caused by the company's operation</u> that can pose an effect on property or asset, well-being, environment, and/or public utility of people/community, confirmed by site investigation/ verification, academic study, and/or environmental analysis results as compared with the applicable standards. For the compliant cases, the subsidy or cure should be provided for the affected person/community.</p> <p>For example, Domestic wastewater exceeding the water quality standards that was discharged from the production location to nearby agricultural areas and which caused adverse effects to the community area. Site clean-up and post verification are required for this event.</p> <p>Throughout this document, the terms “complaint” and “grievance” are used interchangeably without presuming differences in scale, complexity or seriousness.</p>
<p>Complainant / Plaintiff</p>	<p>An individual, group or organization who submits issues to the company. The plaintiff is defined as a stakeholder, as far as he/she is impacted, directly or indirectly, on a short or long term basis, by the company's activities.</p>
<p>Local authority</p>	<p>A local authority is the government official in the area. Local authority covers village level, district, or provincial level.</p>

3.1 LANGUAGE

May	Indicates a possible course of action
Should	Indicates a preferred course of action
Shall	Indicates a course of action with a mandatory status

3.2 ORGANIZATION AND DEPARTMENTS

Corporate	Refers to the PTTEP business group hierarchically above Asset level, and located in the PTTEP Headquarters, Bangkok.
Function Group	Refers to a corporate level business group. These may have associated Divisions, Departments, or operational Assets within their hierarchy.
Division	A Business Group may have one or more distinct groups within its hierarchy. These are referred to as Divisions.
Asset	Refers to an operating asset, site, or location within a respective Function Group.
Department	A subgroup within a Function Group, Division or Asset

3.3 COMMON ACRONYMS

Set out below are common specific terms presented in alphabetical order:

CEO	Chief Executive Officer
EVP	Executive Vice President
TSR	Stakeholder Management and Social Responsibility Department
SSHE	Safety, Security, Health and Environment
SVP	Senior Vice President
VP	Vice President

4. ROLES AND RESPONSIBILITIES

4.1 OWNERSHIP OF THE DOCUMENT

The owner of the Grievance and Issue Handling Guideline is VP, Stakeholder Management and Social Responsibility Department, with responsibilities for:

- Issuing the Grievance/Issue Handling Guideline and its revisions
- Deploying the Grievance/Issue Handling Guideline to assets and related units

4.2 CUSTODIAN OF THE DOCUMENT

The custodian of Grievance and Issue Handling Guideline is VP, Stakeholder Management and Social Responsibility Department, with responsibilities for:

- Identifying deficiencies or potential improvements
- Initiating periodic revision
- Maintaining revision history and document status register

4.3 KEY PERSONNEL ROLES AND RESPONSIBILITIES

Public Affairs Manager of Asset
<ul style="list-style-type: none">• Ensure staff and reporting personnel report all grievances/issues, excluding issues raised by staff regarding their employment conditions• Lead a solution meeting with concerned parties, both internal and external, for issues defined as a comment, request, and concern• Review and approve corrective actions for issues that can be solved immediately• Monitor effectiveness and ensure the implementation of corrective actions is proper closed out• Propose a solution for complaint/grievance and high impact concerned issues to Grievance Solution Meeting• Serve as a chairperson of Grievance Solution Meeting I and II• Review and approve corrective actions for complaint/grievance and high-impact concern issues• Monitor effectiveness of corrective actions. Introduce additional actions if required• Review the implementation of corrective actions for proper close out

Head of Asset

- Ensure his/her asset/department apply the Grievance and Issue Handling Guideline throughout the lifecycle of the project

Public Affairs Officer of Asset

- Perform initial review of grievance/issue and determine the relevance of the grievance/issue
- Collect necessary information regarding the grievance/issue and fill in Grievance and Issue Monitoring Workflow
- Serve as the grievance/issue investigation facilitator in the investigation team
- Investigate and record the grievance/issue in a given form, keep a physical record and answer the plaintiff by acknowledging receipt of the grievance/issue
- Propose a solution, in case the issue can be solved by an immediate action
- Inform supervisor of the ongoing action until the resolution of the issue
- Participate as an investigation member and act as the secretary to assist the investigation team
- Act as the secretary for internal and external meetings for grievance/issue resolution
- Record all complaints/grievances, response actions and close outs in Grievance and Issue Monitoring Workflow
- Keep record on the number and details of grievance/issue in Grievance and Issue Monitoring Workflow and report it to Stakeholder Management and Social Responsibility Department
- Conduct knowledge sharing about the Grievance and Issue Handling Guideline with all concerned stakeholders both internal and external

Site SSHE and Relevant Section/Department (i.e. Operation, Land Acquisition, Transportation, etc.)

- Serve as an investigation team member
- Participate as a member at internal and external meetings for grievance/issue resolution
- Provide comments and review necessary information in SSHE and/or other related aspects

Reporting personnel (i.e. Employees, Contracted staff, Witnesses)

- Report acknowledged grievances/issues to Public Affairs Officer of Asset/ Stakeholder Management and Social Responsibility Department immediately

5. GRIEVANCE AND ISSUE HANDLING PROCESS

The Grievance and Issue Handling Process comprises 6 steps as follows:

- Step 1: Receive the issues and register the details and necessary information in the **Grievance and Issue Monitoring Workflow**
- Step 2: Investigate the issues by coordinating with concerned parties
- Step 3: Classify type of issue by referring to the definition and investigation result
- Step 4: Resolve the issue according to its type and complexity. This step requires a solution meeting with related parties, both internal and external, to find out the most appropriate solution and be accepted by plaintiff
- Step 5: Close out and record the grievance/issue throughout the process in the **Grievance and Issue Monitoring Workflow**
 This workflow is utilized as tools to report the grievance/issue as well as to record and track the investigation, solution and close out. In addition to this tools, any report, either hard copy or electronic format, is acceptable for an asset where the form and/or web-based reporting system has not yet been implemented.
- Step 6: Conduct lesson(s) learnt and share to related units

All grievance/issue will record the details throughout the process in Grievance and Issue Monitoring Workflow and be reported to Stakeholder Management and Social Responsibility Department. (See **Appendix 1** for the Grievance and Issue Handling Flow Chart, **Appendix 2** for the Grievance and Issue Monitoring Workflow)

The Grievance and Issue Handling Process is illustrated in picture 1.



Picture 1: Grievance and Issue Handling Process

5.1 ISSUE RECEIPT AND REGISTRATION

5.1.1 Issue Receipt

An issue can be expressed by a plaintiff in different ways, including:

- In Person:
 - The plaintiff can either express the grievance through reporting to personnel (PTTEP staff or contractors). After acknowledging the issue these personnel should inform the Public Affairs Officer of Asset immediately.
- Electronic:
 - Through Public Affairs personnel company’s e-mail address

- Traditional means of collecting a grievance:
 - Through a dedicated telephone line (line depends on each location)
 - Through a letter
 - Face-to-Face: in public participation or a public consultation activity

5.1.2 Issue Registration

In every expressed means, the Public Affairs officer of Asset is to contact the plaintiff and request all necessary information regarding the issue and fill in Grievance and Issue Monitoring Workflow. An anonymous issue will also be logged in on the workflow, but due to the anonymous source of the issue, a direct response to the plaintiff will not be able to be performed.

In case the grievance cannot be received (i.e., it concerns employment, an issue between third parties, it is deemed doubtful or unreliable), the Public Affairs officer of Asset is to provide an explanation and clarification until the plaintiff understands, and that the issue can only be closed.

5.1.3 Confidentiality

All personal details of the plaintiff are to be dealt with in a confidential manner. Plaintiff information is to be made available only to those involved in the resolution of the issue in question, and all related personnel must follow policies related to protecting the plaintiff's personal data when handling the issue.

5.2 INVESTIGATION

The investigation team is to comprise (at least):

- Investigation Team Members (Asset Public Affairs personnel, SSHE personnel, other relevant parties e.g. operation, land acquisition, transportation, contractor)
- Investigation Team Facilitator (Asset Public Affairs personnel)

The investigation team is to meet the plaintiff and collect all related information and photos and fill in the Grievance and Issue Monitoring Workflow. This

collected information is to be used for classifying the type of issue and presenting it in the solution meeting.

- In case the issue has not been caused by company activities and can be classified as a comment, request, and concern, it has to be proposed to Solution Meeting with the concerned parties. The Public Affairs officer of Asset is to inform the plaintiff of developments in the resolution process.

- In the case where the issue has been caused by PTTEP activities and can be classified as a complaint/grievance, or is considered as a high-impact concern issue, it has to be proposed to the Grievance Solution Meeting I. The Public Affairs officer of Asset is to inform the plaintiff of developments in the resolution process.

5.2.1 Severity

Each grievance/issue will be screened and then ranked from Level 1 to 5, as per and based on the definitions provided in table 1, so that the appropriate response can be determined.

Table 1: Criteria for Grievance/Issue Severity Level

Impact Rating	Financial	People	Property Damage	Project cost & schedule	Legal/ Compliance	Environment	Image/ Reputation
Critical (5)	>10% of NI/NPV/EMV	Multiple fatalities	Loss >\$50M	Impact on cost or schedule >10%	<ul style="list-style-type: none"> Dismissal of Board and Management Revocation of any licenses or permits Imprisonment > 12 mths Fines/Compensation; > Thai Laws: >5M THB, > Foreign Laws: >1M USD 	<ul style="list-style-type: none"> Spill >100,000 bbl Tier 3 International assistance 	<ul style="list-style-type: none"> International media coverage Formal complaint from international authority
Serious (4)	1% - 10% of NI/NPV/EMV	<ul style="list-style-type: none"> Multiple Lost Work Day Case (LWDC) One permanent disability One fatality 	Loss between \$5-\$50M	Impact on cost or schedule 5%-10%	<ul style="list-style-type: none"> Suspension of stock trading Suspension any licenses or permits Imprisonment 6-12 mths Fines/Compensations; > Thai Laws: 1M-5M THB > Foreign Law: 200k-1M USD 	<ul style="list-style-type: none"> Spill >10,000 bbl Tier 2 Regional assistance 	<ul style="list-style-type: none"> National media coverage Local community protest with national influencer
Significant (3)	0.1% - 1% of NI/NPV/EMV	<ul style="list-style-type: none"> Single LWDC Multiple Restricted Work Case (RWDC) 	Loss between \$100K-5M	Impact on cost or schedule 2.5%-5%	<ul style="list-style-type: none"> Imprisonment ≤ 6 mths Fine/Compensations; > Thai Laws: 300k-1M THB > Foreign Laws: 10k-200k USD 	<ul style="list-style-type: none"> Spill >1,000 bbl Tier 1 Localised effect 	<ul style="list-style-type: none"> Regional media coverage Online media spread Local community protest with provincial/state influencer
Moderate (2)	0.01% - 0.1% of NI/NPV/EMV	<ul style="list-style-type: none"> Medical Treatment Case (MTC) Single RWDC 	Loss between \$10k-\$100k	Impact on cost or schedule 1.25%-2.5%	<ul style="list-style-type: none"> Fine compensations; > Thai Laws: <300k THB, > Foreign Laws: <10k USD 	<ul style="list-style-type: none"> Spill >1 bbl Minor effect 	<ul style="list-style-type: none"> Local media interest Influencing online media post Local community aggregation

A grievance/issue severity rating level is set in relation to the corporate risk rating scale where the ‘Critical’ level in the Grievance severity is comparable to the ‘Moderate’ level in the Corporate Risk Assessment scale.

5.2.2 Notification

Routine issues, Severity Levels 1 – 2, will be managed within the Asset through the grievance and issue handling procedure. Severity Levels 3 - 5 will be flagged and managed with corporate assistance.

Table 2: Criteria for Grievance/Issue Notification

Impact Rating	Notify	Required Timescales	Reported by
Critical (5)	<ul style="list-style-type: none"> EVP and VP, Stakeholder Management and Social Responsibility Department and / or Corporate Communication Department 	Immediately by phone, follow by reporting via PTTEP provided online system or Email within 24 hrs. and notify those concerned in the monthly report	PTTEP Site representative / Public Affairs Manager or officer of Asset
Serious (4)			
Significant (3)	<ul style="list-style-type: none"> VP Safety Management Department VP or Manager in related department or section (i.e. Production, Land acquisition, Transportation, etc.) FG SSHE / Asset SSHE 	By phone within 24 hrs., follow by reporting via PTTEP provided online system or Email within 48 hrs. and notify those concerned in the monthly report	
Moderate (2)	<ul style="list-style-type: none"> VP Safety Management Department VP or Manager in related department or section (i.e. Production, Land acquisition, Transportation, etc.) FG SSHE / Asset SSHE 	By phone within 24 hrs., follow by reporting via PTTEP provided online system or Email within 48 hrs. and notify those concerned in the monthly report	
Minor (1)			

5.3 RESOLUTION

5.3.1 Solution Meeting

When the issue is classified as a comment, request, and concern, a solution meeting shall be set. Meeting members should comprise:

- Solution Leader (Public Affairs Manager of Asset)
- Solution Facilitator (Public Affairs officer of Asset)
- Solution Members (Site SSHE officer and representative from relevant department or section)

In the meeting, the Public Affairs officer of Asset is to report and present all information from the investigation. The members are to propose solutions, which may be one or more than one. After a resolution is decided in the meeting, the Asset Public Affairs officer is responsible for communicating the resolution option(s) to the plaintiff. If the proposed resolution is:

- Accepted: The solution is accepted by plaintiff. In this case, the Asset Public Affairs officer is to report back to the Solution members. The Solution Leader is to assign the concerned department to execute the resolution.
- Rejected: The solution is not accepted by plaintiff. In this case, the Asset Public Affairs officer is to negotiate with the plaintiff to finalize a resolution. When the resolution is agreed, the Asset Public Affairs officer is to report back to the Solution members. The Solution Leader is to assign the concerned department to execute the resolution.

5.3.2 Grievance Solution Meeting I

When the issue is classified as a complaint/grievance, or a high-impact concern issue, a Grievance Solution Meeting I shall be set. Meeting members should comprise:

- Grievance Solution Leader (Head of Asset)
- Grievance Solution Facilitator (Public Affairs officer of Asset)
- Grievance Solution Members (Public Affairs Manager of Asset, Site SSHE officer, representative from relevant department)

This meeting is to consider the best internal process to find an appropriate resolution to the grievance. In the meeting, the Public Affairs officer of Asset is to report and present all information from the investigation. If there is any

proposed resolution from the plaintiff, such proposed resolution is to be brought up as one of resolution options. The members are to propose solutions, which may be one or more than one. After a resolution is decided in the meeting, the Public Affairs officer of Asset is responsible for communicating the resolution option(s) to the plaintiff. If the proposed resolution is:

- Accepted: The solution is accepted by plaintiff. In this case, the Public Affairs officer of Asset is to report back to the Grievance Solution members. The Grievance Solution Leader is to assign the concerned department to execute the resolution.
- Rejected: The solution is not accepted by plaintiff. In this case, a Grievance Solution Meeting II is to be convened, so that discussion can proceed to determine an alternative resolution.

5.3.3 Grievance Solution Meeting II

In order to determine an alternative resolution, a Grievance Solution Meeting II is to be organized. Members are to comprise:

- Grievance Solution Leader (Head of Asset)
- Grievance Solution Facilitator (Public Affairs officer of Asset)
- Grievance Solution Members

(Internal: Public Affairs Manager of Asset, Site SSHE officer, representative from relevant department)

(External: Plaintiff or representative, local authority authorities, concerned authority, representative from relevant contractor)

Before the discussion, the Public Affairs officer of Asset is to explain and provide enough background information to members in order to ensure the same common understanding. After all members are provided the same knowledge of the situation, the Public Affairs officer of Asset is to initiate serious discussion to reach a reasonable conclusion. In case the resolution from this discussion and negotiation is

- Accepted: The solution is accepted by plaintiff. In this case, the Grievance Solution Leader is to assign the concerned department to execute the resolution.

- Rejected: The solution is not accepted by plaintiff. The Asset Public Affairs officer is to notify this grievance result to the Legal Department and Stakeholder Management and Social Responsibility Department and /or Corporate Communication Department. This must be done in case there are any further lawsuits or further news developments with regard to issues concerning the grievance.

5.4 CLOSE OUT

5.4.1 Resolution Accepted

In case the resolution from Solution Meeting or Grievance Solution Meeting I or II is accepted by the plaintiff, the Asset Public Affairs officer is to record this result and attach the evidence or related document in the Grievance and Issue Monitoring Workflow, complete with all concerned signatures, and then the case can be considered closed. All processes and details are to be recorded in the workflow and reported to Stakeholder Management and Social Responsibility Department.

- All close outs are also to be in written form with signatures completed from all relevant parties.
- The Public Affairs officer of Asset is to follow up the resolution's execution until final completion.

5.4.2 Resolution Rejected

In case the resolution from Grievance Solution Meeting II is rejected by the plaintiff, the Public Affairs officer of Asset is to record this result in the Grievance and Issue Monitoring Workflow, and minutes of the concerned meeting can be attached as reference. Then the case can be considered as closed and registered in the system.

The Asset Public Affairs officer is to notify the Stakeholder Management and Social Responsibility Department and Legal Department of the case, so that they can prepare for any possible lawsuit (if necessary) from the plaintiff and is to additionally notify the Corporate Communications Department to enable them to prepare for any further possible news exposure.

5.5 LESSON(S) LEARNT

Lessons learnt from the grievance/issue, resolution and resolution’s execution are to be developed and communicated to related staff and/or contractors. Lessons learnt can be completed in 2 levels:

- Asset level:

Public Affairs officer of asset may conduct lessons learnt sessions to share the grievance/issue, process for resolution and corrective action(s) with concerned parties in order to prevent reoccurrence and to develop an improved working process.

- Corporate level:

Stakeholder Management Officer may conduct lessons learnt sessions in cases where the grievance is common and possibility exists for reoccurrence in other operating areas. Stakeholder Management officer should review the grievance, process for resolution and corrective action(s) with concerned parties in order to prevent reoccurrence in other operating areas.

6. REVIEW PERIOD

This Grievance and Issue Handling Guideline shall be reviewed every 5 years.

7. EFFECTIVE DATE

This Grievance and Issue Handling Guideline shall become effective on 10 June 2024.

8. REFERENCES

8.1 PTTEP CONTROLLING DOCUMENTS

Document Number	Document Title
11038-STD-SSHE-601-R07	Incident Management Standard
13244-PDR-SSHE-303/05-R03	SSHE Communication, Consultation and Participation Procedure
12142-STD-001-R04	Risk Management Guideline

8.2 OTHER REFERENCE DOCUMENTS

Document Number	Document Title
N/A	Addressing Grievances from Project-Affected Communities (IFC)
N/A	Community Grievance Mechanism in the Oil and Gas Industry (IPIECA)
N/A	Chevron Myanmar Grievance Mechanism Procedure (Chevron)
N/A	Guidance on a Model Complaints Handling Procedure
GP GM-GS-01	Grievance Procedure (TEPM)
N/A	กระบวนการจัดการข้อร้องเรียน (PTT)

9. APPENDICES

Appendix 1: Grievance and Issue Handling Flow Chart

Appendix 2: Grievance and Issue Monitoring Workflow

APPENDIX 1: GRIEVANCE AND ISSUE HANDLING FLOW CHART

Concerned Parties	Flow Diagram	Notes
Reporting Personnel	1	
Public Affairs officer of Asset	2	
Public Affairs officer of Asset Site SSHE and related officer	3	
Public Affairs officer of Asset	4	
Meeting Solution Team Grievance Solution Meeting Team	5	
Public Affairs officer of Asset	6	
Public Affairs officer of Asset Designated person	7	
Grievance Solution Meeting Team	8	
Public Affairs officer of Asset Designated person	9	
Public Affairs officer of Asset	10	
Public Affairs officer of Asset and/or Stakeholder Management and Social Responsibility Dept.	11	

Flow Diagram

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graph TD
    START([START]) --> Register[Register in Grievance and Issue Monitoring Workflow]
    Register --> Investigation[Grievance / Issue Investigation]
    Investigation --> NotCaused[Not caused by company activities]
    Investigation --> Caused[Caused by company activities]
    
    NotCaused --> Comment[Comment]
    NotCaused --> Request[Request]
    NotCaused --> Concern[Concern*]
    Caused --> Complaint[Complaint / Grievance]
    
    Comment --> SolMtg[Solution Meeting]
    Request --> SolMtg
    Concern --> SolMtg
    Complaint --> GSMT1[Grievance solution meeting I]
    
    SolMtg --> Finalize1[Finalize proposed solution]
    GSMT1 --> Finalize2[Finalize proposed solution]
    
    Finalize1 --> Comm1[Communicate proposed solution to plaintiff]
    Finalize2 --> Comm2[Communicate proposed solution to plaintiff]
    
    Comm1 --> Reject1{Reject}
    Comm1 --> Accept1{Accept}
    Comm2 --> Reject2{Reject}
    Comm2 --> Accept2{Accept}
    
    Reject1 --> Negot1[Negotiate and finalize resolution]
    Accept1 --> Close1[Close out and record in Grievance and Issue Monitoring Workflow]
    Reject2 --> GSMT2[Grievance solution meeting II]
    Accept2 --> Negot2[Negotiate and finalize resolution]
    
    GSMT2 --> Negot2
    
    Negot2 --> Reject3{Reject}
    Negot2 --> Accept3{Accept}
    
    Reject3 --> Notify[Notify to Legal Dept and Corporate]
    Accept3 --> Close2[Close out and record in Grievance and Issue Monitoring Workflow]
    
    Close1 --> Lesson[Lesson Learnt]
    Close2 --> Lesson
    Notify --> Lesson
    
    Lesson --> STOP([STOP])
    
```


Notes
- Register in Grievance and Issue Monitoring Workflow
- Meeting with plaintiff to collect all related information and fill in workflow.
- Refer to definition defined in Grievance and Issue Handling guideline.
- The issue classified as Comment, Request, and Concern can internally seek the resolution by Public Affairs and related section/dept.
- * If "concern" is evaluated as high impact issue, Public Affairs Manager of Asset may consider seeking resolution from Grievance Solution Meeting team
- <u>Accept</u> : Meeting leader assign concerned department for resolution's execution
- <u>Reject</u> : 1) Negotiate and find alternative solution to finalize resolution 2) Conduct Grievance Solution Meeting II (for grievance or high impact issue)
- <u>Accept</u> : Meeting leader assign concerned department for resolution's execution
- <u>Reject</u> : Notify other concerned
- Notify Stakeholder Management and Social Responsibility Dept. and Legal Dept. for further monitoring.
- Close out the issue.
- Record/register in workflow
- Conduct lesson learnt at Asset and/or corporate level.

APPENDIX 2: GRIEVANCE AND ISSUE MONITORING WORKFLOW

GRIEVANCE AND ISSUE MONITORING WORKFLOW : GRM00010XX	
Request Details / รายละเอียดคำร้อง	
Requestor / ชื่อผู้เปิดคำร้อง:	
Contact Number / เบอร์ติดต่อ:	E-Mail / อีเมล:
Asset / Projects:	Department / Section:
I) Plaintiff information / รายละเอียดของผู้ร้องเรียน	
Name / ชื่อ:	
Contact Number / เบอร์ติดต่อ:	E-Mail / อีเมล:
Address / ที่อยู่:	
II) Detail of Issue / รายละเอียดประเด็น	
Location / สถานที่:	Date and Time / วันที่และเวลา:
Communication Channel / ช่องทางการร้องเรียน:	
Type of Activity / ประเภทกิจกรรม:	
Subject / เรื่อง:	
Detail / รายละเอียด:	
Map and Photo / แผนที่และรูปถ่าย (if any/หากมี):	
Received by / รับเรื่องโดย	

APPENDIX 2 (Cont')

III) Investigation and Resolution / การตรวจสอบและแก้ไขประเด็น

Location / สถานที่:	Date and Time / วันที่และเวลา:
Investigator Name and Position / ชื่อผู้สอบสวนและตำแหน่ง:	
Investigation Result / ผลการตรวจสอบ	
Type of Issue / ประเภทประเด็น:	
Type of Impact / ประเภทผลกระทบ:	Detail of Impact / รายละเอียดผลกระทบ:
<small>Note: One issue can impact more than one dimension / พึ่งประเด็นสามารถเกิดผลกระทบได้มากกว่า 1 ด้าน</small>	
Cause of Issue / สาเหตุของประเด็น:	
Action and Resolution / การดำเนินการแก้ไข	

Number:	Date:	Detail of Resolution / รายละเอียดหรือแนวทางการแก้ไข:	Target Date / คาดว่าจะแล้วเสร็จ:	Responsible by / ดำเนินการโดย:	Map and Photo / แผนที่และรูปถ่าย:	Solutions Status:	Solutions Comments:

APPENDIX 2 (Cont')**IV) Close Out / การปิดประเด็น**

Referring to the issue submitted to PTT Exploration and Production Public Company Limited or PTTEP as detailed above where PTTEP has acknowledged the issue and satisfyingly resolved the issue per my request, as stated in Action and Resolution part.

I, here by, agree for issue close out;

จากการร้องเรียนต่อการดำเนินงานของบริษัท ปตท.สำรวจและผลิตปิโตรเลียม จำกัด (มหาชน) หรือ ปตท.สผ. ดังรายละเอียดด้านบน ซึ่งทาง ปตท.สผ. ได้รับเรื่องร้องเรียนและได้ดำเนินการแก้ไขในเรื่องร้องเรียนดังกล่าวจนเป็นที่เรียบร้อยและพึงพอใจต่อผู้ร้องเรียน ดังรายละเอียดในส่วนของการดำเนินการแก้ไขนั้น

บัดนี้ทางผู้ร้องเรียนขอมุติเรื่องร้องเรียนและปิดประเด็นดังกล่าว

Name / ชื่อ	Position / ตำแหน่ง	Date / วันที่
	Plaintiff (ผู้ร้องเรียน)	
	PTTEP Public Affair Officer (เจ้าหน้าที่องค์กรสัมพันธ์)	
	Witness (พยาน)	

Signature / ลายเซ็น