External Feedback/Grievance Policy – Bangladesh Facilities

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version** | **Issued** | **Revised** | **Next review due** | **Owner** |
| 1.1 | 07.07.2025 | - | 30.12.2026 | AMDAP ESG Leadership Group |

1. Scope

This procedure applies to all feedback, complaints and grievances submitted by external stakeholders, including but not limited to affected communities, suppliers, value chain workers, contractors, and non-governmental organisations. **This policy does not apply to employees**. There is a separate employee suggestion and grievance procedure.

PADMA locations covered by this procedure: **PADMA factories and offices in** **Bangladesh**

1. Purpose

This procedure outlines the steps for receiving, handling, and resolving external feedback, complaints and grievances related to our business operations, from affected communities and other external stakeholders.

PADMA’s goal is to build trust and maintain good relationships with the community. PADMA is committed to building meaningful relationships with all our stakeholders, including those external to our business - suppliers, value chain workers, contractors, NGOs and communities affected by our operations.

PADMA values external feedback, which enables the Group to identify and address issues that affect our stakeholders. We have established several ways that individuals or groups can raise concerns, ensuring transparency, accountability, and timely resolution of complaints and grievances.

1. Definitions

Transparency Ensure all stakeholders are informed about the grievance process.

Accessibility Provide multiple, easily accessible channels for submitting grievances.

Impartiality Handle grievances fairly and without bias.

Confidentiality Protect the identity of the complainant if requested.

Safeguarding Ensure no negative impacts on anyone making a complaint

Timeliness Resolve grievances promptly within the established timeframes.

1. Feedback/Complaints Submission Channels

External stakeholders can submit feedback/grievances to our Bangladesh factories by the following means:

**Feedback Box:** Confidentially located at the main entrance of each factory

**Email:** compliance@padmabd.com

**Telephone Hotline** 01974-924010

**QR Code:**



**In-Person:** At each factory’s reception or with designated Security Personnel.

1. Feedback/Grievance Submission Requirements

Feedback/Grievances can be made in local languages, or English, as preferred by the stakeholder.

To enable us to address feedback/complaints, they should include the following information:

* Name and contact information *(optional if anonymity is preferred, but contact details are essential if a response is required).*
* Date and time that the report was made
* Date and time of the incident, or the period referred to in the complaint
* Description of the complaint/grievance and its impacts
* Any supporting documents, including photographs, if possible.

6. Feedback/Complaint Handling Process

**Step 1: Acknowledgment**

Upon receiving a complaint, a member of Security Personnel will acknowledge receipt within 2 working days *(if contact details are provided)*

**Step 2: Registration**

The grievance is logged into the External Feedback/Grievance Register with a unique identification number.

**Step 3: Initial Review**

The Security Personnel, in coordination with the Admin Department, will assess grievance within 3 working days to determine its validity and identify the relevant department for resolution.

**Step 4: Investigation**

The assigned team, in collaboration with the admin and security departments, will conduct an investigation within 5 working days of the feedback/grievance registration. The team may interview relevant parties, review documents, and gather evidence.

**Step 5: Resolution**

A resolution is proposed and communicated to the complainant within 7 working days. If additional time is required, the complainant will be informed of the delay and the reasons.

**Step 6: Implementation**

Corrective actions, if required, are implemented within the agreed timeframe.

**Step 7: Closure**

The feedback/grievance is considered closed upon agreement from the complainant. If no agreement is reached, the matter may be escalated to higher management or external mediation.

7. Appeal Mechanism

If the complainant is dissatisfied with the resolution, they may appeal to PADMA’S ESG leadership group at the following address: esg@padmatextiles.com

**Step 1: Submit Appeal**
The complainant submits a written appeal to PADMA’s Head of ESG within 7 working days of receiving the initial resolution, explaining the dissatisfaction, their reasons for dissatisfaction, and desired outcome.

**Step 2: Acknowledge Appeal**
The company acknowledges the appeal within 5 working days, confirming receipt and outlining the next steps.

**Step 3: Assign Reviewer**
A member of the designated team is assigned to review the appeal. This must be a manager who was not involved in the initial investigation.

**Step 4: Review Complaint**
The reviewer evaluates the initial complaint, the resolution process, and any new information provided.

**Step 5: Investigate Further (if needed)**
If necessary, additional inquiries or discussions are conducted to gather relevant information.

**Step 6: Final Decision**
Top management finalises the decision based on the review and any further findings.

**Step 7: Communicate Decision**
The final decision is communicated in writing by the Bangladesh team to the complainant within 10 working days of acknowledgment.

**Step 8: Offer External Escalation**
If the complainant remains dissatisfied, they will be informed about the option to escalate the issue to relevant external authorities, such as the Department of Environment, the Department of Inspection for Factories and Establishments, the Department of Labour or other relevant body.

9. Training and Awareness

PADMA will provide regular training to employees involved in feedback and grievance handling including the importance of confidentiality and respect.

Stakeholders will be informed about the feedback/grievance mechanism through notices, community meetings, and the factory’s website.

10. Monitoring and Review

All feedback, grievances and resolutions will be documented and reviewed periodically by PADMA Bangladesh ESG team, to inform our business strategy and identify trends and areas for improvement. An annual stakeholder feedback/grievance report will be prepared and shared with relevant stakeholders including PADMA ESG Committee.

This procedure will be reviewed annually to ensure its effectiveness and compliance with legal and regulatory requirements. PADMA ESG Committee is responsible for assessing the effectiveness of this procedure and the company’s mitigation strategies in line with the UN Guiding Principles on Business and Human Rights.

Approval

**Approved by Mr P.S Shetty on behalf of the ESG Leadership Group**

**16.07.2025**

**Approved by Marvic Fenech Adami, CFO, on behalf of AMDAP Ltd.**

**16.07.2025**

Appendix

**Communications Materials – External Feedback/Grievance Policy**



