



<b>Valency International</b> SINGAPORE			
<b>Title</b>	<b>Guideline- Stakeholder Management Guideline</b>	<b>Effective Date</b>	<b>30/12/2023</b>
<b>Doc. No.</b>	<b>ESMS-COR-U19</b>	<b>Issue</b>	<b>00.0</b>

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<b>Responsibility</b>	<b>Name</b>	<b>Signature</b>	<b>Date</b>
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## History of Revision

[illegible]

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## 1. Purpose

This guideline establishes a unified and transparent approach across Valency International Group for identifying, engaging, and maintaining constructive relationships with internal and external stakeholders, ensuring they are informed, consulted, and their concerns are integrated into operational and ESG decision-making processes globally.

## 2. Scope

### This guideline applies to:


- All operational sites, warehouses, farms, logistics hubs, and project areas.
- All corporate, country, and regional offices.
- Contractors and suppliers.
- Local communities, authorities, regulators, NGOs, investors, and other external stakeholders.

## 3. Objective

- Identify and map relevant stakeholders for each operation.
- Define tailored engagement methods based on stakeholder interest, influence, and proximity.
- Promote transparent communication of operational, environmental, social, and safety matters.
- Proactively manage stakeholder grievances and feedback.
- Align stakeholder engagement activities with IFC Performance Standards and Valency's ESG commitments

## 4. Definition

<b>Term</b>	<b>Definition</b>
Stakeholder	Any individual, group, or organization affected by or having an interest in Valency's operations and decisions
Engagement	Process of informed consultation, participation, and dialogue with stakeholders through structured and culturally appropriate approaches.
Grievance Mechanism	A formal channel for stakeholders to submit concerns or complaints related to Valency's operations.

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## 5. Stakeholder Identification & Mapping

- Prepare a site-specific stakeholder register including:
  - Internal stakeholders (employees, contractors)
  - External stakeholders (local communities, government, regulators, NGOs, investors, transporters, media, lenders)
- Classify stakeholders based on Interest-Influence Matrix:
  - High Influence – High Interest
  - High Influence – Low Interest
  - Low Influence – High Interest
  - Low Influence – Low Interest

**Update stakeholder registers annually or when operational changes occur**


## 6. Engagement Methods

Stakeholder Group	Method of Engagement	Frequency
Employees & Contractors	Trainings, Townhall meetings, Notice Boards, Emails	Monthly
Local Communities	Community meetings, grievance boxes, surveys, CSR events	Quarterly
Regulatory Authorities	Compliance meetings, inspections, permits updates	As required
Investors, Lenders	ESG disclosures, sustainability reports, audits	Annually
NGOs, Media	Informational briefings, newsletters	Bi-annually
Suppliers & Vendors	Performance reviews, ESG induction, audits	Annually

**Engagement must be culturally appropriate, inclusive, and gender sensitive.**

## 7. Grievance Mechanism

- Establish a formal grievance mechanism at all sites.
  - Grievances can be raised via:
    - Grievance boxes
    - Verbal reporting to site management
    - Email / Hotline / Online portal (if available)
- All grievances must be:
  - Registered in a Grievance Register
  - Investigated within 5 working days
  - Resolved within 15 working days
  - Feedback provided to the complainant
- Major grievances impacting human rights, community safety, or the environment must be reported to the Global ESG & HSE Head within 24 hours

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## 8. Disclosure of Information

- Regularly communicate:
  - Operational updates
  - Key ESG performance highlights
  - Emergency preparedness plans
  - Community health & safety initiatives
  - Grievance management updates
- Use culturally suitable platforms (community boards, radio, brochures, meetings).

## 9. Monitoring & Reporting

- Maintain records of:
  - Stakeholder consultations
  - Attendance sheets
  - Minutes of meetings
  - Grievance registers and resolutions
- Review stakeholder engagement performance quarterly.
- Integrate stakeholder feedback into ESG strategy reviews

## 10. Responsibilities

Position	Responsibilities
Global ESG & HSE Head	Approve SEP, review significant issues, oversee annual SEP review.
Country / Site Manager	Maintain stakeholder register, implement SEP activities, manage grievances.
ESG / Community Officer	Conduct consultations, record grievances, liaise with local communities.

## 11. Continuous Improvement

- Review SEP annually or after major project milestones.
- Update based on operational changes, stakeholder feedback, and legal requirements

## 12. Appendices

- Appendix A: Stakeholder Register Template
- Appendix B: Stakeholder Interest-Influence Matrix Format
- Appendix C: Grievance Log Format
- Appendix D: Community Engagement Record Sheet
- Appendix E: Grievance Mechanism Flowchart