



**TotalEnergies**  
TotalEnergies Marketing Kenya PLC

**GUIDE & MANUAL**

**GM-TKEN-GOUV-06**

Rev :00

Effective date : 04/2022

Page : 1 of 3


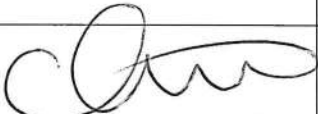
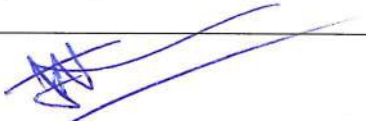
## STAKEHOLDER GRIEVANCE MANAGEMENT GUIDE

### Purpose:

This Guide and Manual outlines the methodology to effectively manage concerns and grievances raised by stakeholders (e.g. local communities) affected by the activities of the Company. Grievances may be expressed individually or collectively by external local stakeholders (especially neighboring communities and in some cases Non-Governmental Organizations (NGO), local authorities or business partners).

### Application:


This Guide and Manual applies to all stakeholders of the Company in reference to the company rule CR-GR-HSE-412 except for grievances related to commercial issues (customer or supplier) and human resources or ethic grievances from employees which are not covered by this document.

Date	Author	Checked by	Validated by
04/2022	Risk and Gouvernance Manager	Legal Manager	Strategy & Corporate Affairs Director
			

Discipline : GOUV

Owner: TMK/GOUV

<b>Purpose</b> .....	1
<b>Application</b> .....	1
1. Reference documents.....	3
2. Definitions-Abbreviations.....	3
3. Guideline.....	4
4. Revision record.....	5

 <b>TotalEnergies</b> TotalEnergies Marketing Kenya PLC	<b>GUIDE &amp; MANUAL</b>		<b>GM-TKEN-GOUV-06<sup>1</sup></b>
	Rev :00	Effective date : 04/2022	Page : 2 of 3
<b>STAKEHOLDER GRIEVANCE MANAGEMENT GUIDE</b>			

## 1 - Reference documents

- GM-TKEN-HSEQ-05-HSE Manual
- GM-GR-HSE-490

## 2 -Definitions – Abbreviations

**TMK:** TotalEnergies Marketing Kenya PLC

## 3 -Guideline

**TotalEnergies Marketing Kenya (TMK) Plc adheres to the United Nations Guiding Principles (UNGP) on Business and Human Rights and is therefore committed to ensure all its stakeholders have access to an effective remedy through a grievance mechanism.**

**The TMK grievance mechanism is a part of the Company's approach to stakeholder engagement, risk mitigation and access to remedy where there has been a grievance associated with the Company's activities.** Grievances are an important way for TMK management to be accountable to the public, as well as providing valuable prompts to review organisational performance and the conduct of people that work within and for it.


Grievances related to commercial issues from customers or suppliers and human resources or ethic Grievances from employees are not covered by this document. The Company has specific Grievance management processes to cover commercial and employee concerns.

In compliance with international standards, the TMK grievance mechanism must protect the complainant's right to have its confidentiality and/or anonymity protected, if requested. Any grievance received will be handled with respect to the protection of personal data. TMK will not share any personal information of the complainant with third parties, unless required by law or authorized by the complainant. Anonymity will be respected if necessary.

Prior to a grievance arising, concerns and questions may be raised by stakeholders. Such concerns and questions should be handled seriously and respectfully as an integral part of the stakeholder engagement process, the Stakeholder Relationship Management plus (SRM+). Such early concerns or questions should be addressed and used to develop operational practice aimed at stopping them escalating into grievances.

Therefore, any concerns and questions should be:

- responded to as quickly as possible
- monitored to inform stakeholder engagement
- recorded

 <b>TotalEnergies</b> TotalEnergies Marketing Kenya PLC	<b>GUIDE &amp; MANUAL</b>		<b>GM-TKEN-GOUV-06<sup>1</sup></b>
	Rev :00	Effective date : 04/2022	Page : 3 of 3
<b>STAKEHOLDER GRIEVANCE MANAGEMENT GUIDE</b>			

As a matter of guidance, Grievances can be made directly to the Company's email [info@totalenergies.ke](mailto:info@totalenergies.ke) by members of the public and/or shareholders, or through alternative pathways such as to Company Registrars email [info@comprite.co.ke](mailto:info@comprite.co.ke).

#### 4 -Record of Revisions

Revision No	Revision Date	Section Affected	Description of Change
00	New Document	N/A	N/A



