

烟台天茂油脂有限公司

YANTAI TIANMAO EDIBLE OIL CO., LTD.

举报申诉机制

我司的举报机制基于烟台天茂油脂有限公司的可持续性发展政策 (Sustainability policy) 作为参照，任何违反可持续性发展战略的问题，都可通过此机制联系我司。相关的可持续性发展问题包括在上游供应链里发生的环境、毁林、泥潭地发展、员工人权、以及地方社区或是原住民人权问题。我司接受来自客户、非盈利组织 (NGO)、甚至地方政府的可持续性申诉。

1. 目的

为保护客户权益，改进公司管理体系，加强本公司自身建设，提高本公司信誉。

2. 适用范围

本程序适用于各方面对公司提出的投诉。

3. 职责

3.1 市场部负责受理并处理客户方面的投诉。

3.2 各有关部门负责人按本程序的规定配合。

3.3 公司质量负责人对投诉的处理负责审定。

4. 工作程序

4.1 投诉的受理

4.1.1 业务人员负责接待来自客户的来人、来电，尽可能详细问明情况并做好记录，并保存好有关资料；

4.1.2 业务人员应将受理的有关材料进行分类登记、编号、汇总，并向质量负责人汇报，责成相关部门予以解决；

4.1.3 对检验、检测报告的异议应在用户接到报告 15 天内以书面形式提出。

4.2 调查分析、确认事实

4.2.1 对投诉工作的应对是反映服务质量的重要信息之一，受理后应及时和相关责任部门联系，通过调查核实，分析研究，在确认事实的基础上做出判断；

4.2.2 必要时由质量负责人组成专项调查组进行调研、分析、评判；

4.2.3 经确认不属于本公司的问题，通过与投诉者沟通解决。

4.3 投诉的处理

烟台天茂油脂有限公司

YANTAI TIANMAO EDIBLE OIL CO., LTD.

4.3.1 属下列情况之一的，按《实施纠正和预防措施程序》制定和实施纠正措施：

- a. 管理体系适应性和有效性方面的问题；
- b. 检测工作质量方面的问题；
- c. 责任人职业道德方面的问题；
- d. 计量器具、仪器设备失准方面的问题。

4.3.2 属下列情况之一的，按《实施纠正和预防措施程序》制定和实施预防措施：

- a. 客户或其他方面的期望、要求；
- b. 通过调研引发的其他潜在的不符合倾向；
- c. 当投诉涉及管理体系的重要修改及属重大质量事故时，质量负责人可决定进行附加审核，或建议总经理进行管理评审；
- d. 质量负责人或业务人员向投诉方通报处理结果并征求意见；
- e. 人力资源部资料管理员将投诉工作处理全部过程记录归档保存。

4.4 投诉记录

4.4.1 质量负责人主动征求客户的意见和建议时要有记录；

4.4.2 质量负责人对客户意见、建议、投诉以及调查过程要详细记录；

4.4.3 对客户投诉的处理和纠正措施及反馈意见要详细记录。

4.5 投诉记录归档

质量负责人将客户意见、建议、投诉以及调查过程记录，处理结果记录，客户的反馈意见记录整理后，人力资源部档案管理员归档保存。

5. 联系方式

联系人：孔伟

电话：0535-6858617/13723940565 邮箱：kevienkong@tmpalmoil.com

附：烟台天茂油脂有限公司的可持续性发展政策



烟台天茂油脂可持
续棕榈油政策。

烟台天茂油脂有限公司

YANTAI TIANMAO EDIBLE OIL CO., LTD.

Grievance mechanism

The reporting mechanism of our company is based on the Sustainability Policy of YANTAI TIANMAO EDIBLE OIL CO., LTD. as a reference. Any problem that violates the strategy of sustainable development can be contacted to our company through this mechanism. Related sustainability issues include environmental issues in the upstream supply chain, deforestation, marsh development, human rights of workers, and human rights of local communities or indigenous peoples. We accept sustainability appeals from clients, non-profits (NGO), and even local governments.

1. Purpose

In order to protect the rights and interests of customers, improve the company's management system, strengthen the company's own construction, improve the company's reputation.

2. Application scope

This procedure is applicable to any complaint against the company.

3. The responsibility

3.1 The Marketing Department is responsible for accepting and handling customer's complaints.

3.2 Responsible persons of relevant departments shall cooperate with each other according to the provisions of this procedure.

3.3 The quality manager of the company shall be responsible for the verification of the result of complaint handling.

4. Working procedures

4.1 Acceptance of complaints

4.1.1 Business personnel are responsible for receiving visitors and calls from customers, asking for information in details as far as possible, keeping records, and keeping relevant materials;

4.1.2 The business personnel shall classify, register, number and summarize the relevant materials accepted, report to the quality director, and instruct relevant departments to solve the problems;

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YANTAI TIANMAO EDIBLE OIL CO., LTD.

4.1.3 Objections to the inspection and testing report shall be raised in written form within 15 days after the user receives the report.

4.2 Investigate, analyze and confirm facts

4.2.1 The response to complaints is one of the important information reflecting the quality of service. After receiving complaints, it shall contact relevant responsible departments in a timely manner and make a judgment based on confirming the facts through investigation, verification, analysis and research;

4.2.2 If necessary, the quality manager shall form a special investigation team to conduct investigation, analysis and evaluation;

4.2.3 If it is confirmed that the problem does not belong to the company, it shall be solved through communication with the complainant.

4.3 Handling of complaints

4.3.1 In one of the following cases, corrective measures shall be formulated and implemented in accordance with the Procedure for Implementing Corrective and Preventive Measures:

- A. Adaptability and effectiveness of management system;
- B. Problems in the quality of testing work;
- C. Professional ethics of the responsible person;
- D. Measurement instruments, instrument and equipment misalignment problems.

4.3.2 In one of the following cases, preventive measures shall be formulated and implemented according to the Procedure for Implementing Corrective and Preventive Measures:

- A. Expectations and requirements of customers or other parties;
- B. Other potential non-conformity tendencies triggered by research;
- C. When the complaint involves an important modification of the management system or is a major quality accident, the quality person in charge may decide to conduct additional audit or suggest the general manager to conduct management review;
- D. The quality manager or business personnel shall report the handling results to the complaining party and solicit opinions;

烟台天茂油脂有限公司

YANTAI TIANMAO EDIBLE OIL CO., LTD.

E. The data manager of HR Department will keep records of the whole process of complaint handling.

4.4 Complaint Record

4.4.1 The quality manager shall take the initiative to solicit customers' opinions and suggestions and keep records;

4.4.2 The quality manager shall keep records in details about the opinions, suggestions, complaints of customers and the investigation process;

4.4.3 The corrective measures and feedback of customer's complaints should be recorded in details.

4.5 Filing complaint records

The quality manager will conclude and record customer's comments, suggestions, complaints, investigation process, processing results and customer feedback and then the data manager of HR Department will file all the materials and keep them.

5. Contact information

Contact person: Wei Kong

Tel: 0535-6858617/13723940565

Email: kevienkong@tmpalmoil.com

Attachment: Sustainable Palm Oil Policy of YANTAI TIANMAO EDIBLE OIL CO., LTD



烟台天茂油脂可持续棕榈油政策.

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烟台天茂油脂有限公司

YANTAI TIANMAO EDIBLE OIL CO., LTD.

Sustainable Palm Oil Policy 可持续棕榈油政策

YANTAI TIANMAO EDIBLE OIL CO., LTD.'s Sustainable Palm Oil Policy (hereafter "the Policy") aims to drive the transformational change needed in the palm oil supply chain. TIANMAO is committed to helping oil industry develop while protecting forests and peatlands, and respecting the rights of workers and communities in which we operate.

烟台天茂油脂有限公司可持续棕榈油政策（简称“政策”）目的是推动棕榈油供应链的变革。天茂致力于帮助棕榈油产业发展，同时保护森林和泥炭地，尊重工人和社区的权利。

The Policy applies to all of the palm oil trades of TIANMAO. It applies to all our suppliers.
该政策适用于天茂所有的棕榈油交易。它适用于我们所有的供应商。

1. No deforestation 无毁林
 - No conversion of High Conservation Value (HCV) areas.
不转换高保护价值区域。

TIANMAO is committed to identify and protect HCV areas in all estates within our supply chain under the full scope of this policy. The process of identifying if HCVs are present, potentially present or absent in an area where development will take place is led by a Licensed HCV Assessor in collaboration with local stakeholders. HCVs are biological, ecological, important at the national, regional or global level. All natural habitats possess inherent conservation values, including the presence of rare or endemic species, provision of ecosystem services, sacred sites, or resources harvested by local residents. There are six categories of HCVs:

天茂承诺在本政策的范围内，在我们的供应链中的识别和保护高保护价值区域。识别供应链中是否存在或潜在存在高保护价值区域或判定在即将开发的地区是否存在潜在的高保护价值区域的过程，将由 HCV 审核员和当地利益相关方合作共同进行。HCV 是在国家、区域或全球具有重大或极其重要意义的生物、生态、社会或文化价值。所有自然栖息地都具有固有的保护价值，包括稀有或特有物种的存在。提供生态系统服务、宗教场所或当地居民收获的资源。可以分成 6 类高保护价值区域（HCVs）：

- (1) Species Diversity: Concentrations of biological diversity including endemic species and rare, threatened or endangered species, that are significant at global, regional and national levels.
物种多样性：生物多样性集中，包括在全球，地区或国家层面的具有重要意义的特有物种和稀有受威胁或濒危物种。
- (2) Landscape Level Ecosystems: Large landscape-level ecosystems, ecosystem mosaics and intact forest landscapes that are significant at global, regional or national levels, and that

烟台天茂油脂有限公司

YANTAI TIANMAO EDIBLE OIL CO., LTD.

contain viable populations of the great majority of the naturally occurring species in natural patterns of distribution and abundance.

景观级生态系统：在全球，地区或国家层面有重大意义的大型的景观级生态系统、镶嵌生态系统和原始森林景观，并在自然分布和丰富的自然格局中包含绝大多数自然物种的存活种群。

- (3) Ecosystems and Habitats: Rare, threatened or endangered ecosystems, habitats or refuges.
生态系统和栖息地：稀有的，受威胁的或濒危生态系统，栖息地或保护区。
- (4) Ecosystem Services: Basic ecosystem services in critical situations, including protection of water catchments and control of erosion of vulnerable soils and slopes.
生态系统服务：危急情况下基本的生态系统服务，包括保护水资源集中区域和控制脆弱土壤和斜坡的侵蚀。
- (5) Community Needs: Sites and resources fundamental for satisfying the basic necessities of local communities or indigenous peoples (for livelihoods, health, nutrition, water, .etc), identified through engagement with these communities or indigenous peoples.
社区需要：满足当地社区或土著居民基本需要的地点和资源（用于生计，健康，营养，水等），通过与这些社区或土著居民接触来确定。
- (6) Cultural Values: Sites, resources, habitats and landscapes of global or national cultural, archaeological or historical significance, and/or of critical cultural, ecological, economic or religious/sacred importance for the traditional cultures of local communities or indigenous peoples, identified through engagement with these local communities or indigenous peoples.
文化价值：具有全球或国家文化、考古或历史意义的地点、资源、栖息地和景观，或/和通过与这些地方社区或土著人民的接触，确定对当地社区或土著人民的传统文化的生态、经济或宗教的重要性。

- No conversion of High Carbon Stock (HCS) forests.
不转换高碳储量森林。

TIANMAO is committed to no conversion of High Carbon Stock (HCS) forest in the supply chain. The vegetation in an area of land can be stratified into six different classes. They are: High Density Forest, Medium Density Forest, Low Density Forest, Young Regenerating Forest, Scrub, and Cleared/Open land. The first four classes are considered potential High Carbon Stock forests.

天茂承诺不转换高碳储量森林。某一地区的植被可以被划分为六个不同的等级。他们是：高密度森林、中等密度森林、低密度森林、幼龄林、灌木和砍伐迹地/开阔空地。前四类被认为是潜在的高碳储量森林。

烟台天茂油脂有限公司

YANTAI TIANMAO EDIBLE OIL CO., LTD.

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- (1) **High Density Forest: Remnant forest of advanced secondary forest close to primary condition.**
高密度森林：接近原始状态的高级次生林。
 - (2) **Medium Density Forest: Remnant forest but more disturbed than High Density Forest.**
中等密度森林：比高密度森林受到更多干扰的次生林。
 - (3) **Low Density Forest: Appears to be remnant forest but is highly disturbed and recovering with composition of older forest.**
低密度森林：类似于次生林但受到高度干扰并且随着古老森林逐渐恢复。
 - (4) **Young Regenerating Forest: Mostly young regrowth forest that have regenerated over 10 years but with occasional patches of older forest.**
幼龄林：大多数是已经再生 10 年以上的年轻的再生森林，但偶尔会出现一些古老森林。
 - (5) **Young Scrub: Areas that have been cleared within the last 10 years with some woody regrowth of pioneer species and grass-like ground cover.**
灌木：在过去 10 年之内被砍伐的地区，覆盖的地面再生优势物种的木本植物和草本植物。
 - (6) **Cleared/Open Land: Very recently-cleared land with mostly grass or crops and few non-crop woody plants.**
砍伐迹地/开阔空地：最近被清除的土地，大部分是草或庄稼，很少有非作物的植物。
- **No burning for the preparation of new plantings and re-plantings.**
新种植和再种植前没有经过炼山整地的林地。

2. No development on peat 无泥炭地开发

TIANMAO is committed to protecting peat defined as soil containing greater than 65% organic matter, regardless of depth.

天茂承诺保护被定义为土壤中含有大于 65% 有机质额泥炭地，无论深度多少。

- **No new development on peat.**
没有新开发的泥炭地。
- **Explore options for peat restoration where feasible.**
在可行的情况下，探索泥炭地恢复方案。

3. No Exploitation of People and Local Communities

对当地社区和人无任何剥削

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YANTAI TIANMAO EDIBLE OIL CO., LTD.

- **Respect and support the Universal Declaration of Human Rights.**
尊重和支持“世界人权宣言”。

TIANMAO recognizes the inherent dignity of the individual and supports the Universal Declaration of Human Rights by the United Nations.

天茂维护个人的固有尊严并且支持联合国“世界人权宣言”。

- **Respect and recognizes the rights of all workers including contract, temporary and migrant workers.**
尊重和承认所有工人的权利，包括合同工人、临时工人和流动工人的权利。

TIANMAO is committed to ensuring that the rights of all workers, including contract, temporary and migrant workers, are respected according to local, national and ratified international laws and that international best practices are adopted where legal frameworks are not yet in place. It is our priority to comply with relevant legislative objectives and moral obligations to create, build and promote a harmonious, safe and healthy work environment and culture. The following principles are core elements that will guide TIANMAO's operations: 天茂致力于确保根据当地、国家和批准的国际法尊重所有工人的权利，包括合同工人、临时工人和流动工人的权利，并确保在尚未建立法律框架的地方采用国际最佳措施。我们的首要任务是遵守有关的立法和道德约束，创造、建设和促进和谐、安全和健康的工作环境和文化氛围。下列原则是指导天茂的核心要素：

- (1) **No Forced or Bonded Labour**
无剥削或强迫劳工

TIANMAO and its suppliers shall not knowingly employ or support the use of forced or bonded labour or human trafficking and shall take appropriate measures to prevent the use of such labour in connection with the TIANMAO and suppliers' operations. There will also not be any restrictions on the workers' freedom of movement during their free time. Employer shall not withhold and property, identification cards, passports or other travel documents without workers' prior consent.

天茂和其供应商不得雇佣或支持强迫或剥削劳工或贩运人口，并应采取适当措施，预防与供应商的有关的业务剥削或强迫劳工。工人在空闲时间内的行动自由也不会受到任何限制。未经雇员事先同意，不得扣押任何财产，身份证，护照或其他旅行证件。

- (2) **No Child Labour**
无童工

烟台天茂油脂有限公司

YANTAI TIANMAO EDIBLE OIL CO., LTD.

TIANMAO and its suppliers shall not knowingly employ or support the use of child labour. Remedial actions which appropriate follow up actions shall be employed if any child labour case is uncovered to protect the welfare of the child.

天茂和其供应商不得雇佣或支持使用童工。如果发现有任何雇佣童工事件，应采取补救行动，并采取适当的后续行动，以保护儿童的权益。

(3) Occupational Safety and Health

职业安全和健康

TIANMAO and its suppliers shall strive to provide a safe and healthy workplace environment and take effective steps to protect employees from exposure to potential occupational safety and health hazards that are likely to pose an immediate risk of permanent injury, illness or death.

天茂及其供应商应努力提供安全健康的工作场所，并采取有效措施，保护员工免收可能造成永久性伤害，疾病及死亡的潜在职业安全和健康危害。

(4) Employment Contracts

雇佣合同

TIANMAO and its suppliers shall encourage that employees should be given written employment contract according to the local laws and regulations, in a language that they understand.

天茂及其供应商应鼓励以雇员能理解的语言，以书面形式依法与雇员签订雇佣合同。

(5) Freedom of Association and Right to Collective Bargaining

结社自由和集体谈判权

TIANMAO and its suppliers shall recognize and respect the right of employees to form and join trade unions of their choice subject to the provisions of relevant national legislation.

天茂及其供应商在遵守相关国家法律法规的情况下应承认并尊重雇员组织工会和参加雇员选择的工会的权利。

(6) Minimum Income Standard

最低收入标准

TIANMAO and its suppliers shall encourage all workers are paid a wage equal to or exceeding the legal minimum wage and are covered for work-related illness and injuries.

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天茂及其供应商应支持向所有工人支付工资相当于或超过法定最低工资标准，对雇员因公患病，工伤有事先保障。

(7) Working Hours

工作时间

TIANMAO and its suppliers shall encourage that working hours comply with national legislation including overtime hours (which are on a voluntary basis).

天茂及其供应商应支持遵守国家法律规定的工作时间，包括加班时间（在自愿的基础上）。

(8) Equal Employment Opportunities

平等就业机会

TIANMAO and its suppliers shall encourage equal opportunities in the work place. All decisions relating to hiring, remuneration, access to training, promotion, termination or retirement will be made based on business needs, job requirements and individual qualifications and without regard to race, religion or gender.

天茂及其供应商应支持在工作场所所有平等的就业机会。所有有关雇佣、报酬、获得培训、晋升、解雇或退休的决定将根据商业需要、工作要求和个人资格作出，不分种族、宗教或性别。

(9) Harassment and Violence

骚扰和暴力

TIANMAO and its suppliers shall not tolerate any type of harassment or violence.

天茂及其供应商不得容忍任何形式的骚扰或暴力。

(10) Whistle-blowing

检举，揭发

TIANMAO and its suppliers shall provide a confidential means for all personnel to report illicit (i.e. unethical or illegal) activities. TIANMAO shall refrain from disciplining, dismissing, or discriminating against any personnel for providing information on such activities.

天茂及其供应商应提供保密方法，提供给所有工作人员向公司报告不正当（比如：不道德或非法活动）的渠道。不得对任何提供此类信息的员工处罚、解雇或歧视。

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烟台天茂油脂有限公司

YANTAI TIANMAO EDIBLE OIL CO., LTD.

(11) Grievance Redress Procedure

申诉程序

TIANMAO and its suppliers shall provide a means for all personnel to air their grievances regarding their employment conditions, responsibilities, co-worker issues, promotion opportunities and other issues related to the work environment.

天茂及其供应商应提供能让所有员工就其雇佣条件、职责、与同事协助问题、晋升机会和其他与工作有关的问题表达不满的途径。

- Respect land tenure rights

尊重土地所有权

TIANMAO respects legal land tenure rights, and recognize duties and responsibilities associated with tenure rights, such as respect for the long-term protection and sustainable use of land and national resources. This is done in compliance with the national obligations, constitutions, local laws and regulations of the countries where we are operating.

天茂尊重合法的土地所有权，承认与土地所有权相关的义务和责任，例如尊重土地和国家资源的长期保护和可持续利用。这样做是承担我们在运营国家的责任，和遵守国家宪法和当地法律法规。

- Resolve all complaints and conflicts through an open, transparent and consultative process.

通过公开、透明和协商方式解决所有投诉和冲突。

4. Traceability to Known Sources

追溯到已知来源

TIANMAO is committed to gain visibility of our supply chain. It is necessary to work towards achieving traceability across all supply chain of suppliers.

天茂承诺获得清晰的供应链。实现供应商的所有追溯。

5. Supplier Requirements

供应商要求

TIANMAO is responsible for applying this Policy throughout our supply chain, including making suppliers aware of the policy and their responsibility to comply with it. TIANMAO requires suppliers to verify that the palm oil they supply to TIANMAO meets the criteria of this policy.

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烟台天茂油脂有限公司

YANTAI TIANMAO EDIBLE OIL CO., LTD.

天茂负责在整个供应链中实施本政策，包括使供应商重视该政策以及遵守该政策的责任。天茂要求供应商核实他们向天茂供应的棕榈油是否符合本政策的标准。

TIANMAO commits to addressing allegations of supplier non-compliance with our Policy. Our approach is always to engage with our suppliers if a grievance has been raised against them, and where we can, to help them address any weaknesses in their policy or practices. Where a supplier refuses to remediate non-compliance, TIANMAO will take appropriate steps to address this in a manner that upholds commitment to our Policy. Suppliers failing to reasonably meet our requirements will be subject to sanction up to and including non-renewal or termination of contracts.

天茂承诺处理不遵守政策的供应商的指控，天茂将采用推动改善的方式来改变那些不遵守政策的供应商，并且在可能的情况下，帮助供应商解决他们在实施政策时遇到的问题。如果供应商拒绝改变他们不遵守政策的情况，天茂将坚守政策的实施并采取措施来解决这一问题。未能合理满足天茂可持续棕榈油采购政策的供应商将受到处罚，包括不续签或终止合同。

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