

# Overview of our Grievance Approach

## Phase 1

### Receive and Evaluate

Ensuring all concerns are taken seriously and investigated appropriately using our Incident Response Guidelines and Approach



Grievance received; P&G acknowledges receipt



Grievance is evaluated by P&G to determine if:

- > There are sufficient details to investigate
- > It is linked to our supply chain
- > There is an alleged violation of law or policy

## Phase 2

### Investigate

Investigations are conducted by investigators appointed to looking to look into the facts



Initiate and conduct investigation including but not limited to:

- > Gathering data, obtaining records/documents
- > Engaging with stakeholders (e.g. suppliers, civil society experts affected individuals)
- > Add grievance to Grievance Tracker



No basis for an investigation because:

- > There are insufficient credible or factual details to investigate
- > The grievance is not linked to P&G's supply chain
- > There is not an alleged violation of law or policy

The complainant is notified that no action is being taken and the reason

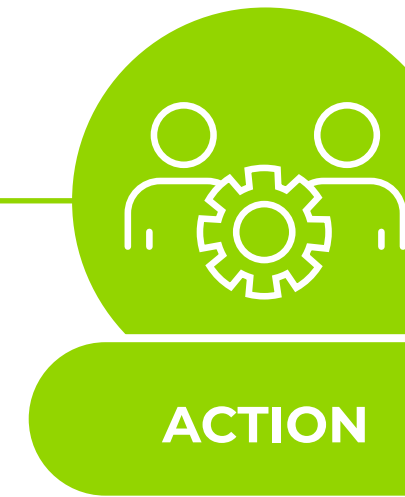
## Phase 3

### Remediate

Investigators are supported, as required by the case, with the expert resources needed to investigate. This may include assigning managers from Human Resources, Legal, the Ethics & Compliance Office, Global Security or Purchasing Teams to provide subject expertise support



Analyze the findings of the investigation and develop course of action to remediate



Implement course of action to remediate grievance. Notify complainant and update Grievance Tracker



Monitor progress and update Grievance Tracker

Communication: ongoing cadence of communication with relevant stakeholders