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Shipit Logistics

Grievance Mechanism Guideline and Process

February 2024

Purpose:

Shipit Logistics is committed to respecting human rights and ensuring that its operations do not cause or contribute to adverse human rights impacts. The Grievance Mechanism is established to provide a formal process for individuals or communities who believe they are adversely affected by Shipit Logistics' activities to raise and resolve their grievances in a fair, transparent, and timely manner.

Principles:

1. **Accessibility:** The Grievance Mechanism shall be accessible to all potentially affected individuals or communities, regardless of their location, language, or socio-economic status.
2. **Transparency:** Shipit Logistics shall ensure transparency throughout the grievance process, including clear communication of procedures, timelines, and outcomes.
3. **Fairness:** The grievance process shall be conducted impartially and in a manner that respects the rights and dignity of all parties involved.
4. **Accountability:** Shipit Logistics shall take responsibility for addressing grievances and implementing appropriate remedies where necessary.
5. **Non-Retaliation:** Shipit Logistics shall ensure that no individual or community faces retaliation because of raising a grievance.

Grievance Process:

1. **Submission of Grievance:**
 - a. Grievances can be submitted in writing or orally through designated channels such as email, hotline, or physical complaint boxes placed at Shipit Logistics facilities.



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- b. Grievances should include details such as the nature of the grievance, the affected individuals or communities, relevant dates, and any supporting evidence.
- 2. Receipt and Acknowledgment:**
 - a. Shipit Logistics shall promptly acknowledge receipt of the grievance and provide a unique reference number for tracking purposes.
 - b. Acknowledgment shall include information on the expected timeline for the resolution process.
- 3. Assessment and Investigation:**
 - a. Upon receipt of the grievance, Shipit Logistics shall conduct a thorough assessment to determine the validity and seriousness of the grievance.
 - b. If necessary, Shipit Logistics shall initiate an investigation to gather relevant information and evidence.
- 4. Consultation and Dialogue:**
 - a. Shipit Logistics shall engage in dialogue with the affected individuals or communities to better understand their concerns and needs.
 - b. Where appropriate, Shipit Logistics may facilitate mediation or other forms of alternative dispute resolution to resolve grievances amicably.
- 5. Decision and Remediation:**
 - a. Based on the assessment and investigation, Shipit Logistics shall make a decision regarding the grievance and communicate it to the affected parties.
 - b. Shipit Logistics shall implement appropriate remedies to address any adverse impacts identified, which may include compensation, corrective actions, or changes to policies and procedures.
- 6. Follow-up and Feedback:**
 - a. Shipit Logistics shall follow up with the affected parties to ensure that the agreed-upon remedies are implemented effectively.
 - b. Shipit Logistics shall solicit feedback from the affected parties on their satisfaction with the grievance process and take measures to improve where necessary.
- 7. Reporting and Documentation:**
 - a. Shipit Logistics shall maintain records of all grievances received, including details of the grievance, investigation findings, decisions, and remedies implemented.
 - b. Shipit Logistics shall periodically report on the status and outcomes of grievances to relevant stakeholders, ensuring transparency and accountability.



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Conclusion:

Shipit Logistics is committed to upholding the United Nations Guiding Principles on Business and Human Rights and implementing an effective Grievance Mechanism to address any adverse impacts of its operations on individuals or communities. Through transparent, fair, and accountable processes, Shipit Logistics aims to foster trust, respect human rights, and contribute to sustainable development.