



1. INTRODUCTION

AURIZ GOLD REFINERY FZC seeks to maintain and enhance its reputation for providing its customers with high quality services. its value complaints as they assist to improve its services rendered and enhance its relationship with customers, suppliers and stakeholders. AURIZ GOLD REFINERY FZC establishes customer's compliant policy & procedures, the mentioned policy covers stakeholders who are impacted by the entities' operations. It covers all employees, customers, suppliers, intermediaries and all other relevant entities/individuals participate in the supply chain.

2. OBJECTIVES OF THE POLICY

- 2.1 Ensure that material acquired, and services provided are obtained with adherence to human rights, labels, environment and highest business ethics.
- 2.2 Ensure to achieve justice, employment satisfaction and the stability of the legal status of the employees.
- 2.3 Ensures that business activities meet the international market ethics and standards.
- 2.4 Ensure that business operation in accordance with OECD due diligence for responsible supply chain of minerals from conflict affected and high-risk areas and its supplement on Gold.
- 2.5 Maintain the business status in providing the highest standards in operations in the gold and silver industry.

3. PURPOSE OF THE POLICY

The purpose of the policy is to formalize the management of grievance from stakeholders of AURIZ GOLD REFINERY FZC in order to minimize the social risk to the business. The grievance process, outlined in the document provides an avenue for stakeholders to voice their concerns and give transparency on how grievance will be managed internally which aims to reduce conflict and strengthen relationships between external stakeholders.

4. THE SCOPE OF THE POLICY

The mentioned grievance policy deals with grievance, concerns and complaints submitted by the employees, customers, suppliers, third-party service provider, and other affected end user and stakeholders.

5. THE GRIEVANCE POLICY

This document means an expression of dissatisfaction presented as a grievance, concern and complaint submitted by the employees, customers, suppliers, third party service providers and other affected end users and stakeholders. Grievance in AURIZ GOLD REFINERY FZC may differ in accordance with the nature of circumstances behind it. Complaints can be related to A – day to day function, B – internal AURIZ GOLD REFINERY FZC procedures and policy, C- Employees of company



at all cases entity encourages its customers, suppliers, service providers and all participants involved in the supply chain to officially document and submit their dissatisfaction at any point of time through any of the authorised methods mentioned. AURIZ GOLD REFINERY FZC treats all customers' complaints with confidentiality, fairness and objectivity.

Grievance Nature:

- Human rights violations, force and child labor, torture, serious abuses etc.
- Contravention of the law, regulations or by laws.
- Accounting and financial manipulation
- Fraud, bribery, corruption and solicitation
- Falsification of documents or record
- Tolerate law and regulations violators and supporters of non-state armed group and all forms of criminal activities.
- Employee misconduct and labor practice
- Health and safety and working conditions

All are encouraged to submit their concerns along with supporting documents if any to the following

Email: compliance@aurizrefinery.com or address the concern to the respective department or drop a note at **Department:** COMPLIANCE - AURIZ GOLD REFINERY FZC. All the complaints received are read by compliance on a monthly basis.

6. STATEMENT FROM AURIZ GOLD REFINERY FZC

Developing grievance policy includes reassuring to our customer that AURIZ GOLD REFINERY FZC value their feedback and committed to resolving their issue in a fair, timely and efficient manner AURIZ GOLD REFINERY FZC is always committed to:

- Ensures that grievances are handled with a balanced view of all information and/or evidence handled in an objective manner, maintaining fairness and efficiency where decisions are built on facts and existing circumstances.
- Ensures that grievances are handled with the highest level of confidentiality, keeping all customer's information safe. Customer information expands to cover the customer's personal information/business details/nature of the complaint and any related information, keeping the customer's best interest in mind.
- Ensures that each raised complaint is handled in an open and ethical manner always keeping the customer's best interest in mind.
- Ensure to provide an open method of communication between its customer and AURIZ GOLD REFINERY FZC management at any point in time.
- Ensures that each raised complaint is properly rectified within the agreeable time frame and that result are properly communicated to the customer
- Ensures that each raised complaint is properly logged in a separate log handled by the compliance department for monitoring purposes.
- Ensures that reasonable resolution based on the grievance mechanism and appropriate corrective actions shall be made if necessary.



7. CUSTOMER’S COMPLAINT RECORD RETENTION

AURIZ GOLD REFINERY FZC ensures the retention of all records and documentation related to submitted grievance for a period of 5 years after its rectification.

8. DEFINITIONS

TAT means Turn- around time i.e., the span of time between the grievance receipt and its rectification.

TERM	DEFINITION
GRIEVANCE	An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants to be addressed by the company in a formal manner
GRIEVANCE MECHANISM	A formalized way to accept, assess and resolve community complaints concerning the performance or behavior of the company, its contractors, or employees. This includes adverse economic, environmental and social impacts.
INTERNAL STAKEHOLDERS	Groups or individuals within a business who work directly within the business such as employees and contractors
EXTERNAL STAKEHOLDERS	Groups or individuals outside a business who are not directly employed or contracted by the business but are addicted in some way from the decisions of the business, such as customer’s, suppliers, service providers and the government.

9. GRIEVANCE REPORTING CHANNELS

The company will communicate this procedure to its stakeholders to raise awareness and offer transparency of how stakeholders can voice their grievances. Various channels for external stakeholders to raise their grievances formally include

- 1) Telephone



- 2) Face to Face with concern departments
- 3) Email to compliance- refer to point 6

10. ROLES AND RESPONSIBILITIES

ROLE/POSITION TITLE	RESPONSIBILITIES
STAKEHOLDER CONTACT OFFICER/ COMPLIANCE OFFICER	<ul style="list-style-type: none"> - Receive grievance and assign a grievance owner i.e., AUTHORISED PERSON or any other party who have rights to investigate. - Make sure the grievance mechanism is being adhered to and followed correctly - Maintain grievance register and monitor any correspondence - Raise internal awareness of the grievance’s mechanism among employees and contractors.
GRIEVANCE OWNER	<ul style="list-style-type: none"> - Employee investigating the grievance and liaising with the external stakeholders - Developing resolution and action to rectify any issues - Follow-up and track progress of grievance - Document any interactions with external stakeholders
EMPLOYEES	<ul style="list-style-type: none"> - Receive grievances in person - Report grievance to the stakeholder contact officer by logging the Grievance letter.

11. GRIEVANCE MECHANISM PROCESS

The following figure describes the process that will be used to resolve any grievance:

