

## **Grievance Policy and Procedure - V.1 – August 2024**

### **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 customers' complaint policy & procedures, the policy mentioned 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**

- i) Ensure that material acquired, and services provided are obtained with adherence to human rights, labels, environment and the highest business ethics.
- ii) Ensure that to achieve justice, employment satisfaction and the stability of the legal status of the employees.
- iii) Ensure that business activities meet the international market ethics and standards.
- iv) 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.
- v) Maintain 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** 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 users and stakeholders.

#### 5. THE GRIEVANCE POLICY

This document means an expression of dissatisfaction presented as 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 authorized 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 records
- ❖ Tolerate law and regulations violators and supporters of non-state armed groups and all forms of criminal activities.
- ❖ Employee misconduct and labor practice
- ❖ Health and safety and working conditions are encouraged to submit their concerns along with supporting documents if any to the following

**Email:** [compliance@aurizrefinery.com](mailto: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 monthly (for employees).

## 6. STATEMENT FROM AURIZ GOLD REFINERY FZC

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

- I. 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
- II. Ensure that grievances are handled with the highest level of confidentiality, keeping all the customers' 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.
- III. Ensuring that each complaint raised is handled in an open and ethical manner, always keeping the customer's best interest in mind.
- IV. Ensure that to provide an open method of communication between its customers and AURIZ GOLD REFINERY FZC management at any point in time.
- V. Ensures that each raised complaint is properly rectified within the agreeable time frame and that result are properly communicated to the customer
- VI. Ensure that each complaint raised is properly logged in a separate log handled by the compliance department for monitoring purposes.
- VII. Ensure 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.

**NOTE:** *The grievance mechanism policy shall be revised as per requirements from time to time to establish the policy and procedure to its fullest effect that benefits the organization and employees to address the concerns*