



## **1- INTRODUCTION.**

GGR seeks to maintain and enhance its reputation of providing its customers with high quality services. GGR value complaints as they assist to improve its services rendered and enhance its relationship with customers, suppliers and stakeholders. GGR establishes customer's complaint policy & procedure, the mentioned policy covers stakeholders who are impacted by GGR's operations. It covers GGR employees, customers, supplier, 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, labor, environment and highest business ethics.

2.2 Ensures 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 standard.

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- THE SCOPE OF THE POLICY**

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

## **4- THE GRIVEANCE POLICY IN GGR.**

In this documents means an expression of dissatisfaction presented as a grievance, concern, and complaint submitted by the employees, customers, suppliers, third-party service provider, and other affected end user and stakeholders.

Grievance in GGR may differ in accordance with the nature of circumstances behind it. Complaints can be related either to A -day to day functions, B - Internal GGR procedure and/or policy: C -GGR staff member at all cases GGR encourages its customers and/or suppliers, services 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. GGR treats all customer's complaints with confidentiality, fairness and objectivity.

Grievance Nature in GGR.

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

All are encouraged to submit their concerns along with supporting documents if any to the following email: [compliance@gulfrefinery.com](mailto:compliance@gulfrefinery.com) or to be dropped in the suggestion/complaints box located at Q4-43 entrance area which is only opened by compliance on a monthly basis (for internal GGR staff)

#### **5- GGR STATEMENTS.**

Developing grievance policy includes reassuring to our customer that GGR values their feedback and committed to resolving their issue in a fair, timely and efficient manner GGR is always committed to:

- 1- Ensures that grievances are handled with a balance view of all information and/or evidence handled in an objective manner, maintaining fairness and efficiency where decision are built on facts and existing circumstances.
- 2- Ensures that grievance are handled with highest level of confidentiality, keeping all customer's information safe. Customer's 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.
- 3- Ensures that each raised complaint is handled in an open and ethical manner always keeping the customer's best interest in mind.
- 4- Ensures to provide an open method of communication between its customer and GGR management at any point of time.
- 5- Ensures that each raised complaint is properly rectified within the agreeable time frame, and that result are properly communicated to the customer.
- 6- Ensures that each raised complaint is properly logged in a separate LOG handled by the compliance department for monitoring purposes.



7-Ensures that reasonable resolution base on the grievance mechanism and appropriate corrective actions shall made if necessary.

Customer's Complaint Record Retention.

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

#### **6- DEFINITIONS.**

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