



GRIEVANCE MECHANISM

EMIRATES MINTING FACTORY L.L.C



Document Control


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GRIEVANCE MECHANISM

INTRODUCTION

Emirates Minting Factory L.L.C & Emirates Minting Factory L.L.C (Branch) collectively described as **(The Company)** is a fully integrated innovative precious metals refining and minting service provider with a high-capacity gold refining unit, formed in the Emirate of Dubai, in accordance with the provisions of the Commercial Company Law (Federal Law No. 2 of 2015) came into effect on 1 July 2015 by replacing the previous Law No 8 of 1984 and duly registered under the commercial register at the department of Economic Development with its registered activities Gold & Precious Metal Casting, Gold Refining, Non-Manufactured Precious Metal Trading, including pearls, precious stones, and jewelry trading.

COMMITMENT:

The Company is dedicated to fostering an environment of trust and accountability by establishing a robust grievance mechanism. The Company pledges to listen attentively to all stakeholder's concerns, treating each with dignity and respect while working towards fair and timely resolutions. The Company's commitment extends to continuous learning and improvement, ensuring that our grievance mechanism remains transparent, accessible, and effective. Through these efforts, the company strives to uphold the values of integrity and fairness in all aspects of our operations.

The term "grievance" hereby refers to a "complaint," "dispute," "challenge," "conflict," and any similar term that expresses dissatisfaction with The Company's procedure and functioning.

PURPOSE

This document outlines the procedures for addressing grievances related to standard-setting activities in a manner that ensures:

- Acquisition of materials and provision of services are conducted in accordance with human rights, labor standards, environmental regulations, and stringent business ethics.
- Promotion of justice, employee satisfaction, and the legal stability of employee status are achieved.
- Adherence to international market ethics and standards in all business activities.
- Compliance with the OECD Due Diligence guidelines for responsible mineral supply chains from Conflict-Affected and High-Risk Areas, including its supplement on Gold, as well as adherence to the Emirates Bullion Market Committee (EBC) rules for Risk-Based Due Diligence in the Gold Supply Chain, and compliance with the Responsible Jewellery Council's (RJC) Code of Practice (COP) and Chain of Custody (COC) standards.
- Sustaining the highest operational standards in the Precious Metal Industry while maintaining business integrity.

SCOPE

This mechanism is an integral part of the operations and commitments of the Company and deals with grievances, concerns, and complaints submitted by all the stakeholders of the company that includes:

1. Employees.
2. Customers / Suppliers.
3. Intermediaries.
4. Vendors
5. Third Party Service Providers
6. All other relevant entities / individuals participate in the supply chain.



GRIEVANCE POLICY

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

Grievances may differ in accordance with the nature of the circumstances behind it. Grievances can be related either to:

- A- Day to day functions,
- B- Internal procedure and/ or policy:
- C- Staff member

at all cases The Company encourages its customers and/or 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. The Company treats all customers' complaints with confidentiality, fairness, and objectivity.

The grievance / concern raised regarding the suspicion or knowledge of a wrongdoing may includes but not limited to:

1. Human rights violations, force and child labour, torture, serious abuses, etc.
2. Contravention of the law, regulation, or by-laws.
3. Accounting and financial manipulation.
4. Fraud, bribery, corruption, and solicitation.
5. Falsification of documents, and or records.
6. Tolerates law and regulation violators and supporters of non-state armed groups and all forms of criminal activities.
7. Employee misconduct and labour practices.
8. Health and Safety and working conditions.

Stakeholders may submit a grievance in the form of a written letter or email to The Company at any time. Such letters / emails must include the following information:

- - Timing of grievance/complaint
- - The principle, requirement, or procedure (if known) allegedly breached
- - Nature of grievance and perceived impact
- - Supporting evidence and documentation. Examples of supporting evidence may include correspondence, such as emails or letters, research studies, or letters of support from other stakeholders.
- Name, organization and contact details (email and telephone/skype) of the stakeholder (unless the grievance is submitted anonymously).

Grievance letters / emails shall be sent to the following emails: compliance@emiratesminting.ae & Info@emiratesminting.ae Or physical letters can be dropped in the Suggestion / Complaints box located at the Emirates Minting Factory LLC premises reception area which is only opened and checked by the compliance department monthly.

All the stakeholders can also raise their suspicions or concerns by submitting online grievance form through the company's website: www.emiratesminting.ae

HANDLING OF GRIEVANCE RAISED

Developing Grievance Mechanism includes reassuring to the stakeholders that The Company values their feedback and committed to resolving their issues in a fair, timely and efficient manner The Company always committed to:

- a. Ensure that grievances are handled with a balanced view of all information and / or evidence and handled in an objective manner, maintaining fairness and efficiency where decisions are built on facts and existing circumstances.

- b. Ensure that grievances are handled with the highest level of confidentiality. keeping the information safe. and expands to cover the business details / nature of the grievance and any related information, keeping the stakeholder's best interest.
- c. Ensure that each raised grievance is handled in an open and ethical manner, always keeping the stakeholder's best interest in mind.
- d. Ensure to provide an open method of communication between the stakeholders and management at any point in time.
- e. Ensure that each raised complaint is properly rectified within an agreeable time frame, and that results are properly communicated to the relevant stakeholder.
- f. Ensure that each raised grievance is properly logged in a separate LOG handled by the compliance department for monitoring purposes.
- g. Ensure that reasonable resolutions based on the grievance mechanism and appropriate corrective actions shall made if necessary.

The Company invites and welcomes comments, suggestions, Grievances from any individual or organization following the procedure outlined through the contact details below:

Email: compliance@emiratesminting.ae

Telephone: +971 4 3790755

Website: www.emiratesminting.ae