

AETERNO FZE

GRIEVANCES POLICY / Version: VER.01 / Date: 15DEC2023

Document Title	AETERNO GRIEVANCES POLICY
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Document Owner	AETERNO FZE Compliance
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Version Number	VER.01	Comments	Internal & External

Introduction

Aeterno FZE is committed to maintaining and enhancing its reputation for providing high-quality services. We value complaints as they help improve our services and strengthen our relationships with customers, suppliers, and stakeholders. This grievance policy covers all stakeholders impacted by Aeterno's operations, including employees, customers, suppliers, intermediaries, and other relevant entities or individuals participating in the supply chain.

Objectives of the Policy

- Ensure materials acquired and services provided adhere to human rights, labor standards, environmental considerations, and the highest business ethics.
- Achieve justice, employee satisfaction, and the legal stability of employment status.
- Ensure business activities meet international market ethics and standards.
- Operate in compliance with the OECD Due Diligence for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas, the Emirates Bullion Market Committee (EBC) Rules for Risk-Based Due Diligence in the Gold Supply Chain, the Responsible Jewelry Council COP and COC standards, and their amendments.
- Maintain the highest operational standards in the gold and silver industry.

Scope of the Policy

This grievance policy addresses concerns and complaints submitted by employees, customers, suppliers, third-party service providers, and other affected end-users and stakeholders.

Grievance Policy in Aeterno FZE

Grievances at Aeterno FZE refer to expressions of dissatisfaction presented by employees, customers, suppliers, third-party service providers and other stakeholders. Aeterno FZE encourages all parties to officially document and submit their dissatisfaction through any of the authorized methods mentioned. All grievances are treated with confidentiality, fairness, and objectivity.

These grievances may vary depending on nature of the issue:

- Category A: Day-to-day functions
- Category B: Internal Aeterno FZE procedures and/or policies
- Category C: Aeterno FZE staff members

Nature of Grievances in Aeterno FZE

- Human Rights Violations: Forced labor, child labor, torture, serious abuses, etc.
- Legal Contraventions: Violations of laws, regulations, or by-laws.
- Accounting and Financial Manipulations.
- Fraud, Bribery, Corruption, and Solicitation.
- Falsification of Documents and Records.

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- Support for Criminal Activities: Including tolerating law violators and non-state armed groups.
- Employee Misconduct and Labor Practices.
- Health and Safety Issues and Working Conditions.

All stakeholders are encouraged to submit their concerns, along with supporting documents (if any), via the following methods:

- Email: info@aeternorefinery.com / compliance@aeternorefinery.com
- Suggestion/Complaints Box: Located at the T5-059 entrance area, accessible only by compliance on a monthly basis (for internal Aeterno FZE staff).

Aeterno FZE Statements

Aeterno FZE is committed to:

- Ensuring grievances are handled objectively, with a balanced view of all available information, and decisions are based on facts and existing circumstances.
- Maintaining the highest level of confidentiality, keeping all customer information, including personal and business details, secure.
- Handling each complaint ethically, with the customer's best interest in mind.
- Providing open communication channels between customers and Aeterno management at any time.
- Rectifying each raised complaint within an agreeable time frame and communicating results to the customer.
- Logging each complaint in a separate log managed by compliance department for monitoring purposes.
- Implementing reasonable resolutions based on grievance mechanism and taking appropriate corrective actions when necessary.

This policy reflects Aeterno FZE's commitment to addressing grievances fairly, timely, and efficiently, ensuring that all stakeholders' concerns are handled with integrity and confidentiality.

Customer's Complaint Record Retention

Aeterno FZE ensures retention of all records and documentation related to submitted grievances for a period of 5 years after rectification.

WHERE TO GET HELP

In case of any assistance please contact your RM/ direct manager or email the compliance team: compliance@aeternorefinery.com

TRACK CHANGES

No changes.