



Ve Vestci 26.2.2020

SAFINA grievance procedure

SAFINA 's intention is to provides anyone with a means to report potential violations of SAFINA 's policies or applicable law. The grievance procedure is mainly intended to identify and prevent any concerns throughout our supply chain.

It is also very important to have a credible system for third parties to raise concerns where they believe our standards are not being met.

Grievance procedure will be run on the principles of transparency, consistency, and neutrality.

Each grievance will go through the following steps:

- **Step 1: To Receiving the complaint of grievance**

The complaint or grievance can be sent thought e-mail to our e-mail address: responsiblegold@safina.cz or directly to responsible persons: daniel.chvatal@safina.cz; cco@safina.cz.

Once grievance is received acknowledgement report to the complainant will be issued within reasonable period (max 30 days). Complainant will receive receipt that the complaint has been recorded and is being processed

- **Step 2: Investigating the complaint**

The grievance is being investigated and options for resolving are identified.

- **Step 3: Taking action**

If actions or remediation are needed these will be agreed to with the supplier and communicated to the complainant (where appropriate).

- **Step 4: Respons to grievance**

A response is issued with regards to SAFINA 's finding of the investigation. Response may also include acknowledgement of fault, change in company procedures and proposed solutions.

In case complainant is not satisfied the grievance committee will be nominated, comprising SAFINA senior management. The main goal of committe is to review the case and the operation of the grievance mechanism, including the implementation of our policies and resolved grievance successfully.