



MOTIWALA GOLD TRADING LLC

MOTIWALA GOLD & PRECIOUS STONES INDUSTRY FZC

STAKEHOLDER COMMUNICATION

AND

GRIEVANCE HANDLING POLICY

Version 1.2
April 9th, 2024

This grievance policy covers all stakeholders involved in the operations and commercial dealings of Motiwala Gold & Precious Stones Industry.

*In case of any complaints or grievances, please email complaints@motiwalaGoldrefinery.com
All mails are kept confidential, and the identity of the sender remains anonymous.
No names or roles are required to be mentioned in a grievance email.*

Stakeholders including employees, clients or vendors may also submit anonymous feedback via our online feedback form at <https://www.motiwalaGoldrefinery.com/feedback/>.

1. Introduction

At Motiwala Gold Trading LLC, And Motiwala Gold & Precious Stones Industry FZC, we are committed to fostering open and transparent communication with all our stakeholders. We recognize the importance of maintaining effective channels for stakeholder communication and providing a fair and accessible process for addressing grievances.

2. Stakeholder Communication

2.1 Key Stakeholders

Our stakeholders include but are not limited to the following:

- Customers
- Employees
- Investors
- Suppliers
- Regulatory agencies
- Community members.

2.2 Communication Channels

Customers and Suppliers can communicate with us through the following channels:

- Website contact form
- Email (info@motiwalagold.com / complaints@motiwalagoldrefinery.com)

Employees should submit any grievance through internal communication channels established in the Compliance Procedures Manual.

2.3 Responsiveness

Grievance handling mechanism is defined based on the principles of legitimacy, accessibility, predictability, equitability, and transparency.

Each Grievance will be treated according to the following procedure:

- Upon receipt of grievance, acknowledgement will be sent to the relevant stakeholder and where required additional preliminary information will be sought from the stakeholder.
- The grievance would be forwarded to the relevant department to receive necessary information and documents related to the grievance. Investigation would be undertaken to analyze the root cause of the grievance and potential corrective action plan.
- Following the investigation, the findings will be used to create an action plan outlining steps to be taken to resolve the grievance.
- Once the actions have been implemented and the team believes the grievance has been resolved, the resolution would be communicated to the stakeholder.

2.4 Transparency

- We will strive to provide stakeholders with accurate and timely information regarding our operations, products, and services.
- Transparency is central to our communication practices, and we will be open about our processes, policies, and performance.
- Any information or outcome of any grievance resolution that may be of benefit to the public at large may be reproduced on our website.

2.5 Confidentiality

- We respect the confidentiality of information shared by stakeholders and will handle sensitive information with the utmost care and discretion.

3. Grievance Handling

3.1 Definition of Grievances

- Grievances include but are not limited to: complaints, concerns, disputes, or any dissatisfaction expressed by stakeholders.

3.2 Grievance Submission

- Grievances must be submitted through the communication channels listed above.

3.3 Acknowledgment

- Upon receiving a grievance, we will acknowledge its receipt within 24-48 hours, and provide an estimated timeline for resolution.

3.4 Escalation Process

- If stakeholders are not satisfied with the initial response to their grievance, they may escalate the matter to senior management.

3.5 Resolution

- Grievances will be investigated promptly and impartially.
- We will communicate the resolution of grievances back to the stakeholders in a timely manner.

3.6 Documentation

- We will maintain records of all grievances received, including the actions taken and outcomes of the resolution process.

4. Accessibility and Compliance

4.1 Accessibility

- Our communication channels and grievance handling processes will be accessible to the public, in compliance with relevant regulations

4.2 Data Privacy

- We are committed to protecting the privacy of personal data collected through stakeholder communication and grievance handling processes, in compliance with applicable data protection laws.

5. Training and Accountability

5.1 Training

- Employees responsible for stakeholder communication and grievance handling will receive training on relevant policies, procedures, and communication skills.

5.2 Accountability

- We will establish accountability mechanisms to ensure that grievances are handled promptly, fairly, and effectively.

6. Review and Updates

6.1 Regular Review

- This policy will be reviewed annually to ensure its effectiveness and relevance.

6.2 Updates

- Procedures for updating the policy will be followed in response to changes in stakeholder needs, regulatory requirements, or organizational priorities.

7. Conclusion

We are committed to upholding the principles outlined in this Grievance Handling Policy. By fostering open communication and addressing grievances in a fair and transparent manner, we aim to build trust and strengthen relationships with all our stakeholders.

For Motiwala Gold Trading LLC

For Motiwala Gold & Precious Stones Industry FZC (Refinery)

Approved by the Board of Directors

09-04-2024

Signed copy of this policy available in the office on demand.