



SUPPLIER COMPLAINTS & GRIEVANCE POLICY

Scope

ABC Refinery is committed to providing the best possible working conditions that include fair and impartial treatment of its Suppliers and Contractors. Part of this commitment is encouraging an open and communicative atmosphere in which any idea, suggestion, problem, complaint, or question (“grievance”) can be dealt with in an open, non-retaliatory and nonconfrontational manner.

Principles

The purpose of this policy is to assist ABC Refinery in fulfilling its commitment by providing a system for dealing with grievances available to all parties for use as a frame of reference and which allows for the grievance to be settled at the earliest possible opportunity.

ABC Refinery grievance procedure is:

1. Confidential – only those making or involved in the investigation of the grievance will have access to information about the grievance. Serious disciplinary action will result from breaches of confidentiality.
2. Unbiased – all relevant information from those involved will be collected and considered.
3. Without victimisation - no action will be taken against any Supplier/Contractor for initiating an action under this procedure.
4. Supportive representative – any participant in a grievance should be advised that they can have a support person/representative in attendance. If any grievance arises between Supplier and/or ABC Refinery, all Suppliers will (unless contract has been terminated or suspended) continue to perform their duties under their contract agreement, but without prejudice to any party.

Responsible

The responsibility for this policy sits with the Group Legal and Compliance Officer.

Accountable

The final authority for this policy lies with the Board of Directors.

Consulted

When making changes to this policy a consultation should be carried out all suppliers and relevant service providers.

Informed

All changes to this policy will be communicated to all suppliers and relevant service providers by publication on ABC Refinery website.

Operation and incidence

Grievances may range from minor issues of concern to allegations of breaches of the law. ABC Refinery will adopt the most appropriate method of investigating and dealing with grievances in each situation, in consideration of the complainant's preferences; the nature of the complaint; and ABC Refinery Duty of Care.

Individual responsibility

It is the responsibility of the individual receiving the grievance to refer the matter to the appropriate person to investigate and/or resolve the issue. Where the individual is unsure, they may contact the Group Legal and Compliance Officer for advice. Where serious allegations are raised that may be breaches of ABC Refinery policies or the law, any evidence of 'suppression' or 'cover-up' may be considered serious misconduct.

Reporting

Please email your grievance to compliance@abcrefinery.com which will be treated in the strictest of confidence. A response will be received within 24 hours.