

## Socfin’s grievance procedure main lines

### Introduction

All grievances logged under the Grievance Management Procedure as described below will be dealt within a timely manner, and all investigations and findings will be reported transparently with full public disclosure.

Socfin welcomes and will analyse any relevant input from stakeholders on the Grievance Procedure provisions and process to ensure an effective grievance mechanism and its continuous improvement.

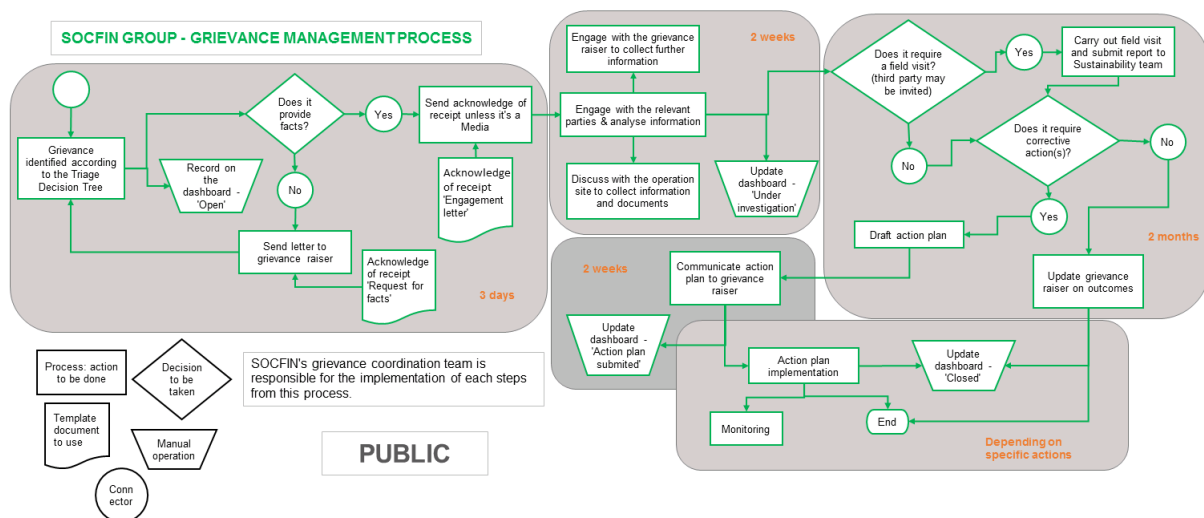
This procedure is a reference for management and staff of Socfin’s Group (including subsidiaries and JVs) to handle any grievance from any external parties, including individuals, government organizations and non-governmental organizations concerning the implementation of the Policy.

### Scope

This procedure covers activities related to the handling of stakeholders’ grievances with respect to the implementation of the Policy on Responsible Management. This includes recording grievances, taking actions to verify claims, rectifying any confirmed issues, reporting the verification results and actions on the ground, delivering the response to stakeholders and managing and monitoring any follow-up action.

Socfin Group’s Responsible Management Policy and this Grievance Management Procedure apply to all worldwide operations and all third-party suppliers.

### Grievance procedure process flow



### Reference

- a) Socfin Group Responsible Management Policy

## Procedure to submit grievance

a) Grievances can be expressed via any of the following channels:

Via email to [transparency@socfin.com](mailto:transparency@socfin.com)

In writing to Socfin S.A.  
Attn.: Grievance coordination team  
4, Avenue Guillaume  
1650 Luxembourg  
Grand-Duché de Luxembourg

b) Grievances should include provision of the following information:

- Full Name
- Name of Organization (if any)
- Address
- Phone No./Fax No./Email Address (at least one contact point)
- Description of the grievance in details
- Evidences to support the grievance

Contact details are required to seek further clarification on the grievance. The party reporting the grievance (Grievance Raiser) may request that their identity remain confidential (not communicated outside the Grievance Coordination Team). Any party may appoint a third-party to submit their grievances provided that the third-party follows the procedure. Any party may log a grievance entirely anonymously however this blocks the ability to engage on a dialog for resolution or asking for clarifications.

Grievance Raiser is requested to provide details and, when possible, evidences in order for the Grievance Coordination Team to analyse the facts and identify corrective actions where relevant. When this information is missing or too little, the Grievance Coordination Team will specify it to the Grievance Raiser (or its mediator).

In addition to grievances submitted through the official channels above, issues raised through unofficial channels, such as the media and the internet, will be recorded as grievances on request by either TFT or Socfin, as per described in the following chart.

