

# Grievance Procedure

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## 1. Introduction

Blaze Metals, we are dedicated to fostering a positive work environment built on mutual respect, fairness, and open communication. Our commitment to Responsible Jewellery Council (RJC) standards extends to the establishment of a robust grievance procedure that ensures a fair and confidential process for addressing workplace concerns.

## 2. Definition

### **Grievance:**

A grievance refers to any concern, complaint, or dissatisfaction raised by an employee or stakeholder regarding their work, working conditions, treatment, or any other aspect related to their employment within Blaze Metals. Grievances can encompass issues such as disputes, conflicts, discrimination, harassment, safety concerns, or violations of company policies or RJC standards.

### **Complainant:**

The complainant is the individual or party who raises a grievance or lodges a complaint. In the context of Blaze Metals, the complainant is the employee, stakeholder, or any other relevant party bringing forth a concern or issue seeking resolution through the grievance procedure.

### **Respondent:**

The respondent is the individual or party against whom the grievance has been filed or who is directly involved in the issue raised. In the grievance process, the respondent is given the opportunity to respond to the allegations or concerns raised by the complainant and participate in the resolution process.

### **Responsible Jewellery Council (RJC):**

The Responsible Jewellery Council is a standards-setting organization within the jewelry and watch supply chain industry. RJC develops and manages standards to ensure responsible business practices, ethical sourcing, and sustainability within the industry. RJC certification indicates compliance with a set of rigorous ethical, social, and environmental standards.

## 3. Purpose:

The purpose of this grievance procedure is to provide a structured framework for employees to raise concerns, disputes, or grievances related to their employment or workplace environment. We aim to resolve issues promptly, fairly, and in compliance with RJC standards while upholding confidentiality and respect for all involved parties.

## 4. Scope of Work

This procedure applies to all employees, contractors, and stakeholders associated with Blaze Metals and covers grievances related to, but not limited to:

- Employment terms and conditions
- Discrimination, harassment, or bullying
- Health and safety concerns
- Violations of company policies or RJC standards

## 5. Roles and Responsibilities

### Roles and Responsibilities

- **Management:** Responsible for creating a supportive environment and ensuring the grievance procedure is accessible and followed in line with RJC standards.
- **Employees:** Expected to adhere to the grievance procedure guidelines and participate constructively in the resolution process.
- **Human Resources/Designated Officer:** Responsible for receiving, documenting, investigating, and resolving grievances in accordance with established procedures.

## 6. Reporting

Employees can submit grievances in writing or verbally to their immediate supervisor, HR, or a MR. Oheneba Opoku.

We Encourage employees to provide specific details, evidence, and desired outcomes while ensuring confidentiality and non-retaliation.

## 7. Handling:

- Upon receipt of a grievance, HR/designated officer conducts an impartial investigation within a reasonable timeframe.
- Maintain confidentiality during the investigation while ensuring fairness and transparency.
- Provide regular updates to the parties involved regarding the status and progress of the grievance resolution.

## 8. Training:

We Conduct regular training sessions for employees and management on the grievance procedure, RJC standards, and conflict resolution techniques

## 9. Record Keeping and Review:

Blaze Metals Maintains comprehensive records of reported concerns, investigations, and actions taken to address them.

## 10. Compliance with RJC Standards:

Blaze Metals ensures that Grievance procedure is compliant with the specific requirements outlined in the Responsible Jewellery Council standards.