



ارجي ريفائيري م.م.ح
RG REFINERY FZE

GRIEVANCE / ESCALATION LETTER

Date:

Subject: Employee/Customer /Stakeholders escalation reporting

Dear MLRO/Compliance team,

Your Name:

Department/Company name:

Date of Incident/Observation:

Description of the Incident/Observation:

Impact on Workplace/Concerns:

Note: Please ensure that the information provided is accurate and complete. It is important to maintain confidentiality during this process, and we assure you that your identity will be fully protected. Anonymous grievances or escalations will also be considered; however, providing your contact information allows us to communicate with you for any clarifications or updates needed.

Once you have completed the form, please submit it to MLRO on 050 883 7304. They will handle your grievance or escalation with the utmost sensitivity and initiate the necessary investigation or actions based on the nature of the concern.

NB: You can also mail the Consent over escalations@rgrefinery.com

Yours sincerely

(Signature)