

Complaints procedure for external parties - Operational phase

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1. Introduction

At Ciner Glass Belgium, we attach great importance to open communication and good relations with our local community. We understand that concerns or complaints may arise during the operation of our factory. At Ciner Glass Belgium, we do everything we can to limit the nuisance that our operational activities may cause by preventing, controlling and adjusting them.

A supporting complaints management system is part of this approach. It ensures that problems, concerns or feedback regarding the operation of Ciner Glass Belgium are quickly detected and that a timely and appropriate response can be provided.

An efficient complaints management system helps to strengthen support for the project among all external parties and ensures that the operational phase of the project runs smoothly and without conflict.

2. Scope of the complaints management system

This policy on complaint management focuses on **complaints from external parties**, i.e. local residents, surrounding businesses, the local community and other stakeholders, in other words anyone who is not directly involved in the operational activities as an employee, service provider, contractor, subcontractor, supplier or other.

An efficient complaints mechanism ensures transparency, accountability and involvement of all stakeholders and the local community.

3. Submitting complaints

Complaints can be submitted to us through multiple channels:

- By letter, to the address: Ciner Glass Belgium, P/A Marie Popelinststraat 125, 3920 Lommel.
- By telephone: 011/93 97 50
- Via the contact form on the website: <https://cinerglass.com/contact-us/>
- By email: contact@cinerglass.com

All contact details are listed on the website www.cinerglass.be.

Complaints can **be submitted anonymously**, so that complainants can express their concerns without fear of reprisals.

Information about complaints submitted is **treated as strictly confidential** in order to guarantee the privacy of all parties involved.

4. Corporate Affairs Manager

The Corporate Affairs Manager of Ciner Glass Belgium, or the person appointed by him/her (e.g. the Communications Expert), is responsible for complaint management.

5. Processing of complaints

The Corporate Affairs Manager:

- assesses the seriousness, relevance and urgency of the complaint;
- analyses which departments or persons at Ciner Glass Belgium are involved;
- contacts the respective internal departments and persons to discuss the complaint and gather the necessary information;
- links each complaint to an appropriate action or response to the complainant, in consultation and cooperation with the respective internal contact persons;
- is responsible for coordinating and following up on follow-up actions;
- registers the complaints and all related information in the complaints register.

6. Follow-up of the complaint

6.1. **Responding to the complaint**

- The complainant will receive a **confirmation of receipt within 48 hours**, in principle by email or telephone, from the Corporate Affairs Manager or the person designated by him/her.
- The first step in handling a complaint is to screen it for severity, relevance and urgency. An assessment is made of the possible solutions to address this complaint.
 - o For simple complaints that can be dealt with immediately, the acknowledgement of receipt (within 48 hours) will contain the response from Ciner Glass Belgium and the information required to close the complaint.
 - o In the case of complaints that require further investigation or generally take more time to resolve, the acknowledgement of receipt (within 48 hours) will contain an action plan, including a realistic timeframe within which the complaints can be closed.

Ciner Glass aims to handle all complaints within **one month**.

- The complainant is asked to provide feedback on the handling of the complaint and whether it was followed up correctly.
- If the person who submitted the complaint is not satisfied with the response received or the way in which complaints are handled, they can contact the Plant Manager: Mr Semih Ozbay, sozbay@cinerglass.com.

6.2. **Follow-up actions**

Complaints that lead to necessary adjustments to processes, communication and/or the operation of Ciner Glass Belgium in general will be followed up within the respective department until the appropriate action can be completed.

If necessary and where possible, additional communication will be sent to the complainant after the improvement action has been implemented.

Ciner Glass Belgium will not interfere with the right of complainants to pursue other channels.

7. Registration of complaints

Complaints, including information about the follow-up action taken, are registered by the Corporate Affairs Manager and kept in a complaints register.

The complaints register contains information about the complaint, the contact person, the responses and any supporting documents.

8. Confidentiality

Complaints are treated with the utmost confidentiality.

Confidential information is used solely for the purpose of handling the complaint, in accordance with the Act of 8 December 1992 on the protection of privacy.

9. Reporting

The Corporate Affairs Manager reports on any complaints and their follow-up at the monthly management meeting within Ciner Glass Belgium.

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