



Grievance process Trox Group/ Норми етикету групи ТРОКС	Edited by/ Створено OV/ OB	Approved by/ Затверджено TC/ TK	Issued/ Редаговано 210428	Page/ Сторінки 1/2
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Grievance process Trox Group

Valid for Trox Group, i.e. all companies owned by Trox AB including but not limited to Trox Ukraine LLC and Trox BR s.r.o. in Moldavia.

Purpose

The purpose of this document is to describe how grievances or complaints should be handled within Trox Group and its subsidiaries to ensure compliance with relevant legislation and good ethical business practice.

It is a procedure for all stakeholders to address complaints and grievances.

The guidelines are valid for all personnel, permanent as well as temporary, within Trox AB and its subsidiaries.

Description

General

Successful businesses are dependent on a good reputation and an ability to continuously improve. Trox activities, products and decisions affects a lot of people (employed or not employed), customers, users of our products, suppliers and society at large.

As outlined in the Ethical guidelines, Trox employees shall comply with laws and regulations and conduct business in an ethically responsible way. Grievances or complaints can also refer to other aspects of such as recruitment, harassment, bad communication, concerns of job security, poor relations between employees, overtime work or other working conditions. It can also be complaints from suppliers on how Trox is handling them. It should here be noted that a grievance or complaint does not have to be a “legal violation” by Trox but rather a failure by Trox in the eyes of the one making the grievance or complaint.

Taking care of grievances and complaints is an opportunity for the Trox organization to improve and perhaps identify previously “unknown” areas to further develop. It should also be noted that grievances or complaints may be without merit but the Trox organization is even though responsible to analyze and provide a timely answer to the one making the grievance or complaint.

Responsibility and applicability

Each manager shall ensure that his/her personnel are made aware of and follow this Grievance process. The process is also available in the Quality system.



*MANAGEMENT SYSTEM/
СИСТЕМА МЕНЕДЖМЕНТУ
Ethical Guidelines Trox Group/
Норми етикету групи ТРОКС*

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Process

Contact details

Any grievances or complaints can be made to the CEO of Trox AB, currently Thomas Comstedt, by sending an E-mail to thomas.comstedt@troxcover.com.

Response time

Trox commits to answer the complaint within 7 days, either with a plan on how the company will address the issue or a final answer to the grievance or complaint.

Confidentiality

Trox shall always strive to protect identity as far as legally possible and abstain from unfair treatment of the person or organization reporting the grievance or complaint.

Revised 2021-04-28, approved by Thomas Comstedt