



Grievance Mechanism and Ethic compliance point

What is a Grievance?

A grievance refers to a request or problem that arises within the workplace. Grievances can cover a wide range of concerns, from potentially unlawful acts such as unethical recruitment practices, workplace discrimination, sexual harassment, or other forms of violence, to issues related to wages, poor management of relationships between employees, complaints about the quality of food in the cafeteria, or conflicts regarding holiday arrangements.

Who Can File a Grievance?

1. All employees working in the production process or in any other department, whether employed directly by the company or through contractors.
2. Individuals working with the company in any process, whether on company premises or off-site.
3. Business partners, including service providers, suppliers, contractors, customers, or their representatives.
4. Stakeholders who encounter or experience concerns or ethical misconduct related to the company, such as neighboring factories, local communities, or the general public.

Channels for Filing a Grievance

The company has established multiple grievance reporting channels to ensure appropriateness for different types of issues, as well as to provide a sense of safety and comfort for employees or individuals who wish to report or raise concerns.




MOONLIGHT BULLION REFINERY CO.,LTD.

No. 999/89 Village No. 15 , Bang Sao Thong Sub district, Bang Sao Thong ,
Samut Prakarn, Thailand 10570

www.mlightbr.com 

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065-894-2462 

Grievance Handling Process

No.	Channel Type	Recipient of Information	Response and Resolution
1	Direct Supervisor or Manager	The employee's immediate supervisor or manager in their reporting line	Immediate response, with direct notification to the complainant
2	Grievance Box – checked every 7 days	HR Manager and the Committee	Identified Case A response will be sent through a secure channel that the employee can safely use, such as their personal email or phone number. Anonymous Case A response, along with corrective measures, will be provided within 7–14 days, depending on the type of issue.
3	Direct Email to Top Management SAM@MLIGHTBR.COM	Mr.Kittisak Udomdaengaram	Identified Case : A response will be sent through a secure channel that the employee can safely use, such as their personal email or phone number. Anonymous Case : A RESPONSE, ALONG WITH CORRECTIVE MEASURES, WILL BE PROVIDED WITHIN 7–30 DAYS, AS COORDINATION WITH EXTERNAL PARTIES SUCH AS INTERPRETERS OR EXPERTS MAY BE REQUIRED, AND DEPENDING ON THE TYPE OF ISSUE




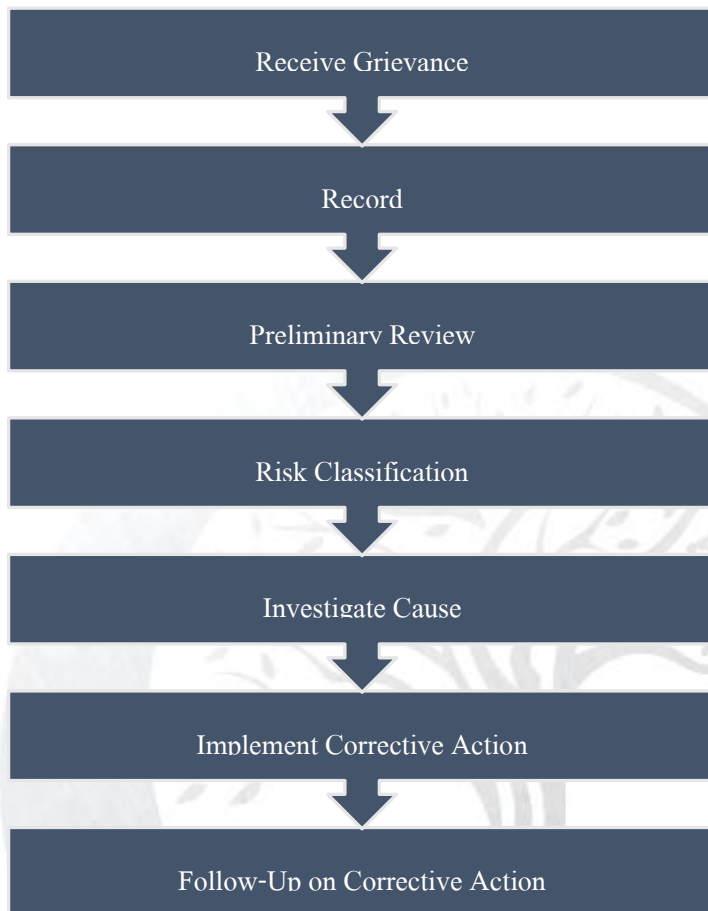
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Please provide as much of the following information as possible :

- Details of your concern
- When you first noticed or encountered the situation
- Names of other individuals who may be involved (persons and company names)
- When and where you believe the incident occurred (date and location)
- Names of others who may be able to provide additional information
- Any additional details you believe may be helpful

However, you may choose not to disclose your identity, the names of individuals involved, or certain details if you feel unsafe or concerned. Even if you submit your concern anonymously (in accordance with your right to privacy), we will make every effort to investigate the issue, establish the facts, and resolve the matter to the fullest extent possible.




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Documentation and Evidence:

All records and evidence, including grievance forms, investigation notes, and meeting reports, will be securely maintained. If necessary and depending on the level of risk, such records may also be retained by an independent external organization.



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Grievance Record Form

Company: Moonlight Bullion Refinery Co., Ltd.

Section 1: Complainant Information (to be completed if you wish to disclose your identity)

- Full Name:
- Position (if applicable):.....
- Department/Section:.....
- Phone Number / Email (if available):.....
- Status: ☐ Employee ☐ Contractor ☐ Business Partner ☐ Customer ☐ Community/Other
(please specify).....

Section 2: Details of the Grievance

- Date of Incident :
- Location of Incident :
- Nature of the Complaint (you may select more than one) :

- ☐ Discrimination
- ☐ Harassment (verbal / physical / sexual)
- ☐ Workplace intimidation or bullying
- ☐ Wage or benefits issues
- ☐ Environmental or safety concerns
- ☐ Misconduct by supervisor / colleague
- ☐ Dissatisfaction with service / product
- ☐ Ethical concerns / fraud
- ☐ Other (please specify) :

- Incident Details (please provide a detailed description):

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.....

- Other Individuals Involved (if any):.....




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- Have you previously reported this matter to anyone? ☐ Yes ☐ No

If yes, please specify the name of the recipient:

Previous response method (if any):

Section 3: Suggested Corrective Actions (if any)

.....

.....

Section 4: Consent to Disclose Information

☐ I consent to disclose my identity for the purpose of investigation and corrective action

☐ I wish to remain anonymous

Complainant's Signature (if desired)

Signature: Date:/...../.....

For Grievance Handling Staff

- Date Received:/...../.....

- Channel of Receipt

☐ Grievance Box

☐ Email

☐ Verbal Report

☐ Other :

- Name of Recipient:

- Position:

Note: This form is confidential and will be used solely for the purposes of investigation and improving internal operations within the organization.

If you would like a ready-to-use Word or Excel file, or an English version of this form, I can provide it immediately.