

	<b>COMPLAINTS FROM EXTERNAL INTERESTED PARTIES</b>	Code: P.145/1
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## 1. SCOPE

Following up on internal communication, ANTEA has also decided to apply a procedure for external communications from interested parties. As per IMS (Integrated Management System) that ANTEA Cement Sh.A implements and is comprised of (ISO 9001, ISO 14001, OHSAS 18001 and SA 8000), the benefits of effective internal and external communications include the demonstrating of ANTEA's commitment and efforts to improve its overall performance, as well as the results of such efforts and raising awareness and encouraging dialogue about various issues and concerns of stakeholders pertinent to ANTEA's operation.

## 2. IMPLEMENTATION AND RESPONSIBILITIES

The Procedure is applied by the Environmental, Quality, Health and Safety, Human Resources, CSR and the Administration Department. All mentioned departments are involved separately in addressing the complaints, (if complaint is addressed to a specific department) or by the CSR Committee if the issue addressed involves the entire committee.

Those responsible for its application are:

- General Manager (GM)
- Plant Manager (PM)
- Environmental Manager (EM)
- Health and Safety Manager (H&SM)
- Quality Control Manager (QCM)
- CSR Officer (CSRO)
- Human Resources Manager (HRM)
- Administration and External Relations Manager (AERM)
- Senior Administrative Assistant/Archivist (SAA/A)
- Other department depending on the raised issue

## 3. DESCRIPTION

### 3.1 General

Comprehensive data on internal communications is provided both through the Manual and Procedures of the IMS System (ISO 9001, ISO 14001, OHSAS 18001 and SA 8000) and described in this procedure, and relevant procedures of the IMS. External communication includes all processes related to stakeholder communication excluding complaints for cement quality that are addressed through QP.260 "Claims for Cement and Antea" and excluding internal communications addressed through P.140 "Communication and Reporting". External communication will include regulatory and official bodies, and non-regulatory and other bodies and /or interested parties (including different stakeholders and local community).

<b>Issued by:</b>	<b>Reviewed by:</b>	<b>Approved by:</b>
IMS MANAGERS	CSR Committee	GM

### 3.2 Complaint flow chart

**EXTERNAL COMMUNICATION (regulatory and official bodies)**

*This includes competent government authorities, provinces, municipal authorities, Regional inspections Agency and other relevant bodies/authorities.*

<i>Responsible</i>	<i>No.</i>	<i>Action</i>	<i>Means of communication</i>
External communications from interested parties	1.	Direct request to SAA/A.	– e-mail – letter
SAA receives the complaint and registers it	2.	SAA/A directly communicates the complain to responsible Dept. Manager (based on the complaint subject), AERM, GM	– e-mail
Dept. Manager & PM (if issue raised is related with plant operation)	3.	Consult with AERM on legal responsibilities and communication method.	– e-mail
Dpt. Managers, GM and AERM	4.	Prepares reply to request/complain if evaluated as needed	– letter
Dpt. Manager	5.	Prepare and maintain records of the communication and documents through the Document Control procedure.	Registers the complain to F-1.P.145 "Complains register"

**EXTERNAL COMMUNICATION (non-regulatory and non-official bodies, institutions and persons' requests)**

Interested parties	1.	Direct request to SAA for response.	– Email – letter
SAA/A receives the complaint and registers it	2.	SAA directly communicates the complain to responsible Dept. Manager (based on the complaint subject), AERM, GM	– e mail
Dpt. Manager	3.	Consult with AERM and GM if a written reply or meeting with the interested party will be held.	– Email – Meeting – Material and information on requests
Dpt. Manager	4.	Prepare and maintain records of the communication and documents through the Document Control procedure.	Registers the complain to F-1.P.145 "Complains register"

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EXTERNAL COMMUNICATION (initiated by ANTEA)			
Dpt. Manager	1.	Decide information to be made public upon consultation with the AERM and the GM and based on Annual report of Titan Group or other report prepared by ANTEA.	<ul style="list-style-type: none"> <li>- Open Days</li> <li>- Website</li> <li>- News Outlets</li> </ul>

#### 4. RELEVANT INSTRUCTIONS, FORMS AND SOFTWARE

F-1.P.145 "Complains register"

#### 5. RECORDS

Code	Filled by	Kept by	Retention Time	Copied to
F-1.P.145	SAA/A (E)	All (E)	Permanently	Dpt. Managers (E), CSR officer (E)

#### 6. REFERENCES

EMSM            Environmental Management System Manual  
QMSM            Quality Manual  
HSMSM          Health and Safety Manual  
SAMSMS        Social Accountability Manual  
F-2.P.140       Letter Sheet  
P.140            Communication and Reporting

Any other procedure IMS document relevant to the raised issue

#### 7. DOCUMENT HISTORY

Version Nr.	Date	Changes made
1	10.05.2015	