INTERHOLCO GRIEVANCE MECHANISM AND INTEGRITY LINE

1. Problem is entered in complaint book
2. Problem is sent to confidential suggestion box or confidential@interholco.com or confidential@ifo-congo.com

Employee identifies a problem (safety, environment, human rights, corruption, etc.)
Employee reports to supervisor or hierarchical manager

Answer satisfactory
Answer NOT satisfactory or confidentiality is requested

SENIOR MANAGEMENT / INTEGRITY LINE
A control check is carried out

PLAUSIBLE
NOT PLAUSIBLE

INVESTIGATION
PROBLEM ISRecordED