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Dispute resolution Procedure Policy

Purpose and Commitment: This policy confirms that CLJ is to establish clear guidelines and procedures for resolving disputes effectively and efficiently within CLJ, ensuring fair treatment and maintaining positive relationships with stakeholders.

Scope: This policy applies to all partners, suppliers, directors, and agents of CLJ involved in disputes or conflicts arising from business relationships or transactions.

Policy Statement: CLJ is committed to resolving disputes in a fair, transparent, and timely manner. CLJ recognizes that disputes may arise in the course of business interactions, and it is our policy to address these conflicts promptly and professionally to uphold the integrity and reputation of CLJ.

Procedure:

1. **Informal Resolution:**
    - Parties involved in a dispute are encouraged to first attempt to resolve the matter informally through direct discussion and negotiation.
    - If parties are unable to resolve the dispute informally, they may escalate the matter to a formal resolution.
2. **Formal Resolution:**
    - Either party may initiate formal dispute resolution by submitting a written notice to the designated contact at CLJ.
    - The designated contact will acknowledge receipt of the dispute notice and initiate an investigation into the matter.
3. **Investigation and Resolution Process:**
    - CLJ conducts a thorough investigation to understand the nature and circumstances of the dispute.
    - Parties involved in the dispute may be required to provide relevant documentation or participate in discussions as part of the investigation process.
    - CLJ endeavors to resolve this within a reasonable timeframe, considering the complexity and specifics of the dispute.
4. **Decision and Outcome:**
    - Upon completion of the investigation, CLJ communicates its decision and proposed resolution to the parties involved.
    - If a resolution is agreed upon, CLJ outlines the terms and conditions for implementing the resolution.
    - If a resolution cannot be reached through internal processes, CLJ may consider external mediation or arbitration, depending on the nature and severity of the dispute.

5. **Documentation:**

    - All communications, decisions, and agreements related to the dispute resolution process shall be documented and maintained by CLJ.

Responsibilities:

1. **Parties Involved in Dispute:**

    - Cooperate in good faith throughout the dispute resolution process.
    - Provide accurate and timely information as requested during the investigation.

2. **Designated Contact at CLJ:**

    - Facilitate and oversee the dispute resolution process.
    - Ensure compliance with this policy and applicable laws or regulations.

Compliance and Verification: CLJ reserves the right to verify compliance with this Dispute Resolution policy and to conduct audits. Non-compliance may result in corrective measures or termination of the business relationship.

Training: CLJ integrates this policy into internal procedures and provides training to ensure compliance across operations.

Responsibility for the Policy & Information Disclosure: CLJ discloses progress on compliance efforts through reports and websites for transparency. The CEO & Leadership team oversee reporting. Employees are encouraged to report any policy breaches through Grievance and Complaints procedures or directly to the CEO & Leadership team.

Compliance & Reporting Requirements: CLJ's Dispute Resolution policies will be reviewed regularly to ensure effectiveness and compliance with evolving legal and regulatory requirements. Updates will be promptly implemented, and audits will assess policy effectiveness. Breaches shall be reported to the CEO & Leadership team and included in annual reports on dispute resolutions.

By adhering to these measures, CLJ aims to effectively manage disputes, uphold ethical standards, and maintain its reputation as a responsible corporate entity.

Date of effect: 30.09.2024 **Date of latest review:** 15.10.2026

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