

Grievance Policy of VOITAS Engineering GmbH Sp. k.

1. Introduction

VOITAS Engineering GmbH Sp. k. is committed to fostering an inclusive, respectful, and equitable workplace. We recognize the importance of providing both internal and external stakeholders with a clear, accessible mechanism for raising concerns or complaints related to the company's activities and operations.

This Grievance Policy outlines the framework for identifying, addressing, and resolving grievances in a prompt, fair, and transparent manner.

2. Purpose

The purpose of this policy is to:

1. Provide a formal mechanism for internal and external stakeholders to raise complaints or concerns.
2. Ensure grievances are handled respectfully, confidentially, and without retaliation.
3. Promote accountability and continuous improvement by addressing and resolving issues promptly.
4. Comply with the United Nations "Protect, Respect and Remedy" Framework and relevant human rights principles.

3. Scope

This policy applies to:

1. Internal Stakeholders: Concerns or complaints related to workplace practices, harassment, discrimination, business relationships, service quality, or fulfillment of contractual obligations. This includes employees, managers, suppliers, and service providers.
2. External Stakeholders: Complaints regarding potential negative impacts caused by the company's operations or activities, including concerns raised by customers, local communities, regulatory bodies, or other external parties.

4. Grievance Mechanism

1. Submission of grievances

Internal and external stakeholders can submit grievances through any of the following channels:

- 1.1. Written submission: Submit a written grievance via email (grievances@voitas.eu) or in hard copy to the HR department at the company's registered office address.
- 1.2. Anonymous reporting: Use the company's anonymous reporting system to file concerns confidentially.
- 1.3. Verbal submission: Raise the issue verbally during a meeting with a manager, supervisor, or HR representative.

2. Acknowledgment of grievances

The company will acknowledge receipt of the grievance within 5 business days.

3. Investigation Process

All grievances will be promptly reviewed and investigated to determine the validity of the complaint and appropriate remedial actions. The investigation process will be completed within 25 days from the date the grievance is received and includes:

- 3.1. Collecting relevant facts and evidence.
- 3.2. Interviewing involved parties (if necessary).
- 3.3. Maintaining confidentiality throughout the process.

4. Resolution and Feedback

Once the investigation is complete, the company will communicate the resolution to the complainant within a reasonable timeframe (typically 15-30 business days). Corrective actions will be implemented where necessary, and feedback will be incorporated into the company's continuous improvement process.

5. Appeals Process

If the complainant is dissatisfied with the resolution, they may appeal the decision within 10 business days. Appeals will be reviewed by a senior management team or an independent third party, as appropriate.

5. Key Principles

1. **Accessibility:** The grievance process will be simple, accessible, and available to all internal and external stakeholders.
2. **Confidentiality:** All grievances will be handled with the highest level of confidentiality to protect the privacy of all involved parties.
3. **Non-retaliation:** Internal and external stakeholders are protected from retaliation for raising concerns or submitting grievances in good faith.
4. **Timeliness:** Grievances will be resolved promptly, with clear communication to all involved parties.
5. **Continuous improvement:** Feedback from the grievance process will be used to improve company policies, procedures, and practices.

6. Responsibilities

1. **HR Department:** Oversee the grievance process, ensure compliance with this policy, and maintain records of grievances and resolutions.
2. **Management:** Support the resolution process by taking necessary actions and fostering an environment where grievances are addressed constructively.

3. Internal/External Stakeholders: Raise grievances in good faith and cooperate with the investigation process.

Conclusion

VOITAS Engineering GmbH Sp. k. will maintain a grievance log to track the nature and resolution of complaints. This log will be reviewed periodically to identify trends and areas for improvement.

By providing a transparent and effective grievance mechanism, VOITAS Engineering GmbH Sp. k. aims to uphold its commitment to human rights, accountability, and continuous improvement.

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