



Grievance Management Policy

EDITION 1.0 – FEBRUARY 2024

Grievance Management Policy

SCS Concept Group



Aim

The purpose of this policy is to provide a transparent and fair process for employees, internal and external stakeholders, to raise grievances or concerns related to their work environment, colleagues, or any other issues they may encounter in the workplace and business with SCS Concept.

SCS Concept is committed to addressing and resolving grievances promptly, confidentially, and in a manner that promotes a positive working environment.

Scope

This policy covers any grievances or complaints related to harassment, discrimination, work conditions, interpersonal conflicts, and any other issues that impact an employee's work performance or well-being.

The policy and implementation specified in this document are addressed to:

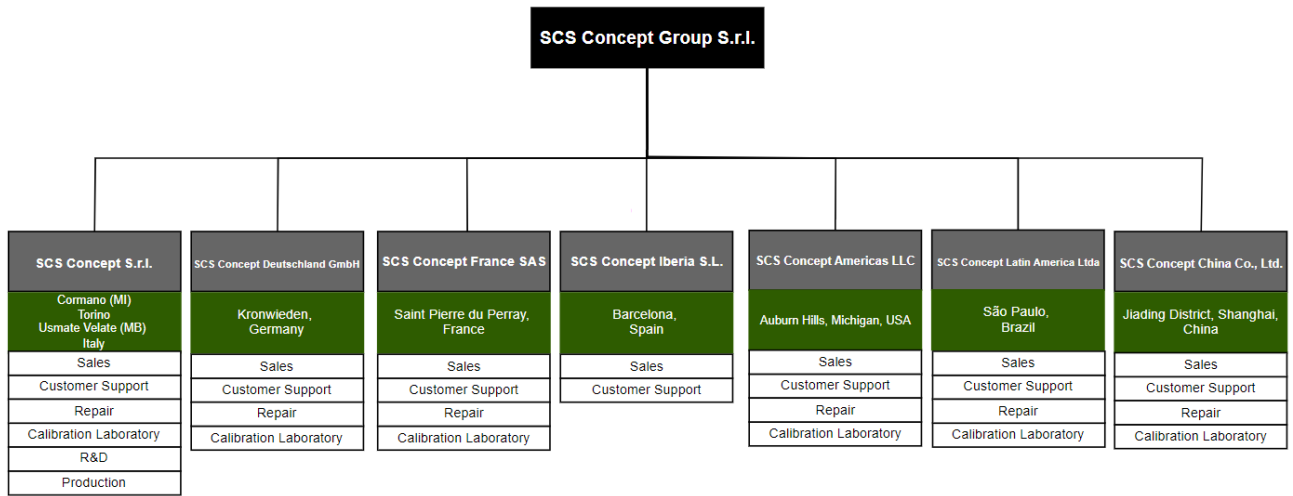
- All the employees of the SCS Concept Group
- All the subsidiaries and partners of the SCS Concept Group
- All internal and external stakeholders of the SCS Concept Group

Everyone must apply this policy and notify the group in case of any situation in which this policy would be not applied.

The SCS Concept sites for which the policy is applicable are:

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Grievance Definition

A grievance in our company is considered to be any issue, complaint, or concern raised by an employee relating to their job, workplace environment, or relationships with coworkers.

Employees may submit grievances based on the following reasons:

- Workplace harassment
- Supervisor conduct
- Health and safety matters
- Human rights complaints
- Environmental complaints
- Unethical business practices

While the mentioned reasons are common, employees are encouraged to attempt to resolve more minor concerns informally before escalating to a formal grievance process.



Grievance Management procedure

Employees who submit grievances are entitled to:

- Discuss the issue with their immediate supervisor or the HR department
- Complete a grievance form detailing the situation
- Decline attending formal meetings alone
- Appeal any formal decisions made

External Stakeholders who submit grievances are entitled to:

- Contact the SCS Concept Group with a formal email with the grievance details. The email to be used is grievance@scsconcept.com

Procedure for employees:

1. Raising a Grievance: Employees are encouraged to raise grievances promptly and informally with their direct supervisor or HR department. If the grievance is related to the direct supervisor, employees can raise the concern with the next level of management or HR.
2. Formal Grievance Submission: If the grievance is not resolved informally, employees can submit a formal written grievance to HR outlining the nature of the grievance, the individuals involved, and any supporting documentation or evidence.
3. SCS Concept will provide confirmation of receipt of the complaint.
4. Investigation: HR will conduct a thorough and impartial investigation into the grievance, gathering relevant information and interviewing all parties involved. Employees raising the grievance and the individual(s) against

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whom the grievance has been raised will have the opportunity to present their case.

5. Resolution: Once the investigation is complete, HR will determine the appropriate course of action to resolve the grievance. This may include mediation, disciplinary action, counseling, training, or any other measures deemed necessary to address the issue and prevent recurrence.
6. The findings of the evaluation will be carefully analyzed, at least once every year. Any necessary adjustments or enhancements should be made to the complaints procedure to ensure its continued effectiveness in addressing grievances and promoting a positive work environment.

Procedure for external stakeholders:

1. Formal Grievance Submission: External stakeholders can submit a formal written grievance to SCS Concept outlining the nature of the grievance, the individuals involved, and any supporting documentation or evidence.
2. Investigation: SCS Concept will conduct a thorough and impartial investigation into the grievance, gathering relevant information and interviewing all parties involved.
3. SCS Concept will provide confirmation of receipt of the complaint.
4. Resolution: Once the investigation is complete, SCS Concept will determine the appropriate course of action to resolve the grievance. This may include measures deemed necessary to address the issue and prevent recurrence.
5. The findings of the evaluation will be carefully analyzed, at least once every year. Any necessary adjustments or enhancements should be made to the complaints procedure to ensure its continued effectiveness in addressing grievances and promoting a positive work environment.

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Impartiality

The individuals responsible for managing grievances within SCS Concept are requested to uphold impartiality at all times. This means they must approach each grievance with an objective and unbiased mindset, without favoring any party involved. Their primary focus should be on ensuring a fair and thorough investigation, while treating all employees or stakeholders involved with the same level of respect and consideration. Impartiality is crucial in fostering trust and confidence in the grievance management process, and it is essential for upholding fairness and justice in resolving workplace issues.

Confidentiality

All parties involved in the grievance process are expected to maintain confidentiality and protect the privacy of individuals involved. Information related to the grievance will only be shared on a need-to-know basis.

Non-Retaliation

SCS Concept prohibits retaliation against employees who raise grievances in good faith. Any form of retaliation against an employee for raising a grievance will be subject to disciplinary action.

Review and Improvement

This policy will be reviewed regularly to assess its effectiveness and make any necessary improvements. Feedback from employees and stakeholders will be solicited to ensure the grievance mechanism is fair, transparent, and supportive.

SCS Concept is committed to fostering a respectful and inclusive work environment where employees feel comfortable raising concerns and where grievances are addressed promptly and fairly.

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