

# GRIEVANCE mechanism instruction



1. According the principles of the present Grievance Mecanism, anonymous grievances are received and processed same as non-anonymous;

2. All the information is received confidentially, guaranteeing the protection of the identity of the claimant;

3. If any grievance can't be resolved using the present Girevance Mecanism or the claimant is not satisfied with the solution proposed y/o executed, the Company will refer the claimant to the external body to reconsider the case.

4. Timelines indicated for the investigation and resolution are approximate and will depend on the specific context of each case.

