

Fluitec Grievance/Complaint Policy

1. Purpose

Fluitec is committed to providing a transparent and fair process for addressing grievances and complaints from stakeholders. This policy outlines the mechanisms available for raising grievances and the steps Fluitec will take to resolve them.

2. Grievance Mechanisms

Fluitec provides the following means for stakeholders to raise grievances:

- **General Email Address:** Stakeholders can send their grievances to hr@fluitec.com.
- **Anonymous Webform Submission:** Stakeholders can anonymously send their grievances via a webform without using any personal information (<https://zfrmz.com/FxlLYNWuxQgrhafEDrS0>).
- **Open-Door Policy:** Employees are encouraged to speak directly with their supervisors or management about any concerns.
- **Direct Stakeholder Engagement:** Stakeholders can directly engage with Fluitec management through scheduled meetings or calls.
- **Customer Services Department:** Customers can contact our customer service team for any complaints or issues.

3. Grievance Process

Upon receiving a grievance, Fluitec will:

1. **Acknowledge Receipt:** Confirm receipt of the grievance within 5 business days.
2. **Review and Assessment:** Assess the grievance to determine its validity and the appropriate course of action.
3. **Investigation:** Conduct a thorough investigation if necessary, involving relevant parties.
4. **Resolution:** Facilitate a resolution through dialogue, mediation, or other appropriate means.
5. **Communication:** Regularly communicate with the stakeholder about the progress and outcome of the grievance.

4. Information Provided to Stakeholders

When a grievance is submitted, Fluitec will provide the stakeholder with:

- **Grounds for Accepting a Grievance:** Clear criteria for what constitutes a valid grievance.
- **Grievance Process Steps:** Detailed steps and timelines for managing the grievance.
- **Resolution Facilitation:** Information on how the resolution will be facilitated.

5. Response to Grievances

Fluitec will respond to grievances by:

- **Regular Communication:** Keeping the stakeholder informed at each step of the process and confirming when a resolution has been achieved.
- **Rationale for Non-Acceptance:** Providing a clear explanation if the grievance is not accepted.

6. Protection Against Retaliation

Fluitec is committed to protecting stakeholders who raise grievances from any form of retaliation. Processes and controls are in place to ensure confidentiality and protection for all parties involved.

1. **Confidentiality Assurance:** All grievances are handled with strict confidentiality. Information about the grievance and the identity of the stakeholder will only be shared with individuals directly involved in the resolution process.
2. **Anonymous Reporting:** Stakeholders have the option to submit grievances anonymously through suggestion/feedback boxes or other anonymous reporting tools.
3. **Non-Retaliation Policy:** Fluitec has a clear non-retaliation policy that prohibits any form of retaliation against stakeholders who raise grievances. This policy is communicated to all employees and stakeholders.
4. **Training and Awareness:** Regular training sessions are conducted for employees and management to ensure they understand the importance of non-retaliation and the procedures for handling grievances.
5. **Monitoring and Oversight:** A designated team or individual is responsible for monitoring the grievance process and ensuring compliance with the non-retaliation policy. This includes regular audits and reviews of grievance cases.
6. **Support Mechanisms:** Stakeholders who raise grievances are provided with support, such as counseling or mediation services, to help them through the process.

7. **Clear Reporting Channels:** Multiple reporting channels are available to stakeholders, ensuring they can raise grievances in a manner that feels safe and comfortable for them.
8. **Follow-Up:** Regular follow-up with stakeholders who have raised grievances to ensure they are not experiencing any form of retaliation and to provide updates on the status of their grievance.

By implementing these processes and controls, Fluitec aims to create a safe and supportive environment for all stakeholders to raise their concerns without fear of retaliation.

7. Continuous Improvement

Fluitec will regularly review and update this policy to ensure its effectiveness and alignment with best practices.