

Rev: 0  
Date: 16<sup>th</sup> March 2023

## GRIEVANCE POLICY

**Purpose:** The purpose of this policy is to provide a mechanism for employees and other interested parties to raise concerns, complaints, or grievances related to their employment and mode of operations of Greenswift Investment Nig. Ltd. in a fair and consistent manner.

**Policy Statement:**

**Scope:** This policy applies to all employees and Interested parties of Greenswift Investment Nig. Ltd., including full-time, part-time, and contract employees.

**Procedure:**

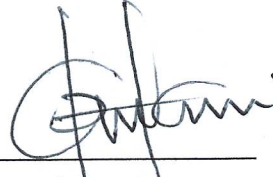
- a. interested parties or employee who has a grievance should raise the issue with the company General Manager.
- b. If the issue cannot be resolved at this level, the interested parties or employee may request a meeting with the next level of management.
- c. If the issue remains unresolved, the interested parties or employee may request a meeting with the highest level of management within the company.
- d. The interested parties or employee may be accompanied by a representative or a colleague during any meeting held to discuss their grievance.
- e. All meetings and discussions related to the grievance shall be confidential, and any information disclosed will be kept strictly confidential by all parties involved.
- f. The company shall investigate the grievance promptly and thoroughly and shall provide a written response to the interested parties or employee within a reasonable timeframe.
- g. If the interested parties or employee is not satisfied with the company's response, they may appeal the decision in writing to the Chairman/CEO or designated representative within a specified timeframe.
- h. The Chairman/CEO or designated representative shall review the appeal and make a final decision in writing within a reasonable timeframe.

**Protection Against Retaliation:**

The company shall ensure that interested parties or employees who raise grievances are protected against retaliation or victimization in any form.

**Communication:** The company shall communicate this policy to all interested parties or employees and ensure that they understand their rights and responsibilities under this policy.

**Conclusion:** This Grievance Policy is essential to Greenswiift Investment Nig. Ltd to ensure that interested parties or employees have a fair and consistent mechanism to raise concerns, complaints, or grievances related to our mode of operations and employee's employment. The company shall ensure that all interested parties or employees understand and adhere to this policy and that it is regularly reviewed and updated to ensure its ongoing effectiveness.



**Tari Best**  
**CHAIRMAN/CEO**

