

Rev: 01

Date: 22<sup>nd</sup> April, 2023

## GRIEVANCE POLICY

**Purpose:** The purpose of this policy is to provide a mechanism for handling any Grievance from employees and other interested parties with a methodology to their successful resolution and implementation in a fair, consistent and timely manner.

### Policy Statement:

**Scope:** This policy applies to all employees and any relevant Interested parties of Greenswift Investment Nig. Ltd. who have cause for a complaint against Greenswift Investment Nig. Ltd.

### Procedure- For Employee:

Any employee who has a grievance relating to work or colleague has the right to raise their concerns with the General Manager. The following procedure will be followed internally;

- a. Employee who has a grievance should raise the issue with the General Manager, this should take the form of an informal discussion between the aggrieved employee and the GMC.
- b. If the issue cannot be resolved at this level, the employee may request a meeting with the next level of management.
- c. If the issue remains unresolved, the employee will formally fill Grievance Reporting form and submit to the **Chairman/CEO** for review and investigation.
- d. **Chairman/CEO** will arrange for a meeting to take place within 3 days to discuss the grievance with all parties involved.
- d. The employee may be accompanied by 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 **Chairman/CEO** shall investigate the grievance promptly and thoroughly and shall provide a written response to the employee within a reasonable timeframe (3 Days).
- g. If the employee is not satisfied with the company's response, they may appeal the decision in writing to the Chairman/CEO or designated representative within 48 hours stating the reason for appealing.
- h. The Chairman/CEO or designated representative shall review the appeal and make a final decision in writing within 48 hours.

### **Procedure- For Other Interested Parties:**

Any relevant interested parties who have cause for a complaint shall submit details of their complaint electronically to the Chairman|**CEO** using the Online Grievance reporting form on the company website (<https://greenswift.com>) for review and investigation.

Chairman|**CEO** will respond to the aggrieved interested party via email of its decision within 48 hours of review and investigation. The aggrieved interested party has the right to appeal the company decision within 72 hours, stating the grounds for the appeal. A further review and investigation will be carried out to successfully resolve the grievance in the best possible and timely way.

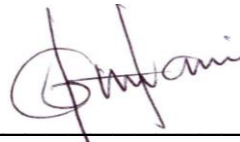
### **Records**

Records on the Nature and resolution of the grievance shall be maintained per the company document control procedure.

### **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.



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

