

Grievance Procedure

A. Purpose

Voltiris is committed to responsible and ethical business practices and to maintain open dialogue with its stakeholders. This grievance procedure provides a simple and accessible mechanism for stakeholders to raise concerns related to the activities of Voltiris. The company aims to address grievances fairly, transparently, and within a reasonable timeframe.

B. Who Can Raise a Grievance

Any stakeholder may raise a grievance, including employees, clients, suppliers, contractors, or community members who believe they have been negatively affected by the activities of Voltiris.

Grievances can be submitted through our online form.

C. Grounds for Accepting a Grievance

A grievance may be accepted when it relates to concerns connected to the activities of Voltiris, including for example:

- Breaches of company policies or ethical standards
- Workplace misconduct or unfair treatment
- Environmental or social impacts
- Human rights concerns
- Corruption, fraud, or conflicts of interest
- Breaches of applicable laws or regulations

Grievances that are unrelated to the company's activities, lack sufficient information, or are submitted in bad faith may not be accepted as formal grievances.

D. Grievance Process

Voltiris follows the steps below when managing grievances:

- 1. Submission**
The stakeholder submits a grievance with a description of the issue and any relevant information.
- 2. Acknowledgement (within 5 working days)**
The company acknowledges receipt of the grievance and confirms whether it will be reviewed as a formal grievance.
- 3. Assessment (within 10 working days)**
The company evaluates whether the issue falls within the scope of this procedure and determines the appropriate person responsible for handling the case.

4. Review and Investigation (within 30 working days where possible)

Relevant information is reviewed and, where necessary, discussions are held with the complainant and other relevant parties.

Grievances are reviewed by the management of Voltiris or by a designated responsible person.

5. Resolution

Based on the findings, the company determines appropriate actions. These may include corrective measures, mediation, improvements to policies or processes, or other appropriate actions.

E. Communication and Outcome

Where contact details are available, Voltiris will:

- Confirm receipt of the grievance
- Provide updates during the review process
- Communicate the outcome of the review
- Confirm when the grievance has been resolved

If the company decides not to accept the issue as a grievance, it will explain the reasons to the complainant.

F. Confidentiality and Protection Against Retaliation

Voltiris prohibits any form of retaliation against individuals who raise concerns in good faith.

To protect stakeholders:

- Information related to grievances will be treated confidentially and shared only with relevant persons involved in the review process.
- Grievances may be submitted anonymously where feasible.
- Any retaliation against individuals who raise concerns will be treated as a serious breach of company policy.

G. Record Keeping

Voltiris maintains records of grievances received, actions taken, and outcomes. This information helps the company monitor recurring issues and improve its practices.