

# Grievance Handling Policy



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## Grievance Handling Policy

### **1. Purpose**

The purpose of our Grievance Handling Policy is to outline the procedures and mechanisms by which stakeholders of DIMAND S.A., (hereinafter, the “Company”) can raise concerns, grievances, or complaints regarding any aspect of our operations, policies, or conduct. This Policy demonstrates our commitment to maintaining open lines of communication and addressing stakeholder concerns in a fair, timely, and transparent manner. It is designed to be accessible and easy to understand, ensuring that stakeholders can navigate the process effectively.

### **2. Scope**

This Policy applies to all stakeholders, including but not limited to employees, customers, suppliers, contractors, shareholders, local communities, and other entities or individuals affected by our company's activities. It can be anonymous, allowing stakeholders to express their concerns without fear of reprisal or disclosure of their identity.

### **3. Policy Statement**

1. Our company is committed to actively engaging with and addressing the concerns of our stakeholders. We recognize the value of stakeholder feedback in helping us improve our operations, products, services, and overall performance. This policy is dialogue-based, fostering two-way communication between stakeholders and the company.

2. We encourage stakeholders to bring forward their concerns, grievances, or complaints through a structured and accessible process. We will ensure that all grievances are treated seriously, confidentially, and without fear of retaliation. This policy is equitable and rights-compatible, respecting the rights and dignity of stakeholders throughout the grievance handling process.

3. We will establish a designated grievance handling team responsible for receiving, assessing, and managing stakeholder grievances. This team will be trained to handle grievances impartially and efficiently. The process will be improvement-based, aiming to identify opportunities for enhancing our operations and addressing stakeholder concerns effectively.

4. Stakeholders are encouraged to first attempt to resolve their concerns or grievances informally, where possible, through direct communication with the relevant company representative. However, we understand that certain situations may warrant a formal grievance process. This policy ensures that the process is

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legitimate and safe, providing stakeholders with a clear pathway to escalate their concerns.

5. Stakeholders may submit their grievances in writing, through electronic communication [here](#) at [www.dimand.gr](http://www.dimand.gr). The grievance should include relevant details such as the nature of the concern, individuals involved, dates, and any supporting evidence or documentation available. This Policy ensures a predictable process, with clear guidelines on how to submit a grievance.

6. Upon receiving a grievance, the designated grievance handling team will acknowledge the receipt in a timely manner and initiate an internal investigation. The team will maintain clear records of all grievances received, actions taken, and outcomes achieved. This policy prohibits retaliation against stakeholders who exercise their right to raise concerns.

7. The investigation process will involve gathering relevant information, conducting interviews if necessary, and assessing the credibility and validity of the grievance. The team will work diligently to resolve the matter as promptly as possible. This Policy is transparent, with the outcome communicated to the stakeholder, along with any corrective actions taken.

8. Once the investigation is complete, the team will communicate the outcome to the stakeholder. If appropriate, corrective actions will be taken to address the concerns raised. The stakeholder will be informed of the actions taken, or the reasons for not taking any specific action if applicable.

9. In situations where a stakeholder remains dissatisfied with the outcome or the handling of their grievance, they will have the opportunity to escalate their concerns to a higher level within the company. This escalation process will ensure an independent review and further investigation, if necessary.

### **4. Regular Evaluation and Improvement**

We are committed to continually improving our grievance handling process and will periodically review this policy to incorporate feedback and make necessary updates. This policy is designed to be accessible, easy to understand, and aligned with the characteristics of being anonymous, dialogue-based, equitable and rights-compatible, improvement-based, legitimate and safe, predictable, prohibitive against retaliation, and transparent.