



Precoro Grievance and Complaints Mechanism

1. How to Raise a Grievance

We offer multiple channels for stakeholders to raise grievances, ensuring accessibility and confidentiality:

1. **Grievance Form:** Available on our website at get.precoro.com/grievance-form.
2. **General Email Address:** Send your concerns to support@precoro.com.
3. **Whistleblower/Ethics Hotline:** Confidential reporting via [+13473891524](tel:+13473891524) (UK), [+442045714927](tel:+442045714927) (US) (available 24/7).
4. **Open-Door Policy:** Employees are encouraged to speak directly to their managers or the HR department.
5. **Feedback Mechanisms:** Suggestion boxes and worker voice tools are available in office locations.
6. **Contractual Dispute Resolutions:** Business-to-business disputes will be managed per agreed contract clauses.
7. **Community Outreach:** Stakeholders in the broader community can contact us through our outreach programs.

2. Grievance Process

Once a grievance is submitted, the following steps will be taken:

1. **Acknowledgment:**
 - We will acknowledge receipt of the grievance within 3 business days.
 - The complainant will be provided with an outline of the grievance process.
2. **Initial Review:**
 - We will assess the grievance to ensure it aligns with the grounds for acceptance, which include issues related to ethics, fairness, workplace practices, product performance, or supplier conduct.
 - If the grievance does not meet the acceptance criteria, a written rationale will be provided.
3. **Investigation:**
 - The grievance will be investigated thoroughly, ensuring all parties have the opportunity to present relevant information.
 - Stakeholders will be informed of the investigation's progress at key stages.
4. **Resolution:**
 - Resolutions will be facilitated collaboratively, ensuring fair outcomes.
 - A final response will be provided within 30 business days unless the complexity of the grievance requires additional time, in which case an updated timeline will be shared.

5. Follow-Up:

- We will confirm with the complainant when a resolution has been achieved.
 - Feedback on the grievance process will be welcomed to help improve our procedures.
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3. Protection Against Retaliation

Precoro is committed to safeguarding all stakeholders who raise grievances. To ensure protection:

- We maintain strict confidentiality for all parties involved.
 - Retaliation of any kind against individuals who raise a grievance is strictly prohibited.
 - Anyone found engaging in retaliatory actions will face disciplinary measures in accordance with company policies.
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4. Continuous Improvement

To ensure our grievance mechanism remains effective, we will:

- Regularly review and update this policy based on stakeholder feedback.
 - Monitor grievance trends to identify and address systemic issues.
 - Train employees to handle grievances professionally and empathetically.
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5. Contact Information

For questions about this policy or to raise a grievance, please contact us through the following channels:

- **Email:** support@precoro.com
- **Hotline:** +13473891524 (UK), +442045714927 (US)
- **Grievance Form:** get.precoro.com/grievance-form

We are here to listen and to resolve. Together, we can build a better and more equitable environment for all.

Published Date: 12/16/2024

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