



GRIEVANCE MECHANISM

Bi-Power

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Ref no.: C-00173

1. Introduction

Bi-Power is dedicated to fostering an ethical and transparent business environment by addressing concerns and grievances from all stakeholders, including employees, supply chain workers, and external parties potentially affected by our operations. This grievance mechanism ensures that all complaints are handled fairly, confidentially, and in a timely manner.

2. Scope

This mechanism is accessible to:

- Employees of Bi-Power.
- Workers in the organization's supply chain.
- External parties potentially impacted by Bi-Power's activities.

3. Complaint Submission Process

Individuals may submit complaints or grievances through the following channels:

- **Email: info@bi-power.com**
- **Hotline: +964-750-1996778 (Available 24/7)**
- **In-Person: Drop-off boxes located at Bi-Power offices or through designated HR representatives.**

Complaints may be submitted anonymously, and all submissions will be treated with strict confidentiality.

4. Investigation Process

1. Acknowledgment: Complaints will be acknowledged within 5 business days of receipt.
2. Assessment: A preliminary review will determine the severity and scope of the grievance.
3. Investigation: A designated team will investigate the issue, ensuring impartiality and fairness.
4. Resolution: Findings and resolutions will be communicated to the complainant within 30 business days. For complex cases, updates will be provided regularly.

5. Response and Resolution

Bi-Power commits to resolving grievances promptly and effectively. Resolutions may include corrective actions, policy updates, or further dialogue with stakeholders. In cases where the grievance cannot be resolved internally, Bi-Power will facilitate access to external mediation or dispute resolution services.

6. Non-Retaliation Policy

Bi-Power strictly prohibits any form of retaliation against individuals who submit grievances in good faith. Any such behavior will be subject to disciplinary action.

7. Monitoring and Reporting

- The grievance mechanism will be reviewed annually to ensure its effectiveness.
- Bi-Power will publish aggregated data on grievances received and resolved in its annual sustainability report.

8. Contact Information

For any inquiries or further assistance regarding the grievance mechanism, please contact:


- Email: info@bi-power.com or ghassan@bi-powersolutions.com
- Phone: +964-750-1996778

9. Conclusion

This Grievance Mechanism Policy reflects Bi-Power's commitment to transparency, accountability, and continuous improvement. By addressing grievances effectively, we aim to build trust with all stakeholders and maintain the highest standards of ethical conduct.

Signed by: Ghassan Faris
Title: General Manager
Date: 1/Jan/2024

APPROVAL:



The logo for Bi-Power Solutions features a stylized lightning bolt icon to the left of the text "BI-POWER SOLUTIONS" in a bold, sans-serif font. Below the logo, the name "Ghassan Faris" is written in a blue cursive script.