

## GRIEVANCE MECHANISM POLICY

### Purpose

The purpose of this grievance mechanism is to provide a clear, accessible, and transparent process for individuals to raise concerns or complaints regarding their treatment, actions, or behaviors that violate rights, ethical standards, or established policies.

### Scope

This grievance mechanism applies to all contractors, clients, suppliers, and other stakeholders engaged with Lincoln. It is designed to address complaints related to discrimination, harassment, unfair treatment, workplace safety, violations of rights, and other ethical breaches.

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### Process

#### Step 1: Reporting the Grievance

##### How to Report

- Stakeholders, or any affected individual can report a grievance through any of the following channels:
  - **In-person:** Speak directly to a designated grievance officer: Priscilla de KERVILER deputy CEO, pdekerviler@lincoln-group.com
  - **Email:** Submit a written complaint to the grievance address: ethicscommittee@lincoln-group.com.

##### Information Required

- Nature of the grievance or complaint.
- Date and time of the incident or concern.
- Individuals involved.
- Any supporting evidence (documents, photos, emails).
- Desired outcome or resolution



## Step 2: Acknowledgement of Grievance

Upon receipt of a grievance, the organization will acknowledge the complaint within **7 business days**.

### **The acknowledgement will include:**

- Confirmation of receipt.
- Overview of the grievance process.
- Expected timeline for resolution.

## Step 3: Investigation of Grievance

### **Investigation Initiation:**

- The ethics committee will begin investigating the grievance promptly.
- Investigation steps may include interviews with the complainant, witnesses, and the accused party, as well as reviewing evidence.

### **Confidentiality:**

- All grievance proceedings will be handled confidentially to protect all parties involved.
- Any information shared will only be disclosed to those directly involved in resolving the grievance.

## Step 4: Resolution of Grievance

### **Outcome:**

- Once the investigation is completed, a decision will be made regarding the grievance, including any corrective or disciplinary actions.
- The complainant and any relevant parties will be notified of the outcome within **30 business days**

### **Corrective Actions:**

- If the grievance is upheld, the organization will take necessary corrective actions, which may include:
  - Apology or compensation.
  - Behavioral training or mediation.
  - Disciplinary action against the offending party (if applicable).
  - Changes to policies or procedures to prevent future occurrences.

If the complainant is dissatisfied with the outcome of the grievance, they may appeal the decision.

The appeal should be submitted within **7 business days** from the decision.

An independent panel or senior management will review the appeal and make a final determination.

### Step 6: Monitoring and Follow-up

After the resolution of the grievance, the organization will monitor the situation to ensure that the corrective measures are effectively implemented.

Follow-up meetings may be scheduled with the complainant to assess satisfaction and to ensure no retaliation has occurred.

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### Principles of the Grievance Mechanism:

**Accessibility:** The grievance process must be easily accessible and available to all individuals.

**Transparency:** The process, from reporting to resolution, must be clear and understandable.

**Impartiality and Fairness:** All grievances will be handled in an unbiased manner, ensuring fair treatment for all parties.

**Confidentiality:** Sensitive information will be kept confidential to protect the privacy of individuals involved.

**Timeliness:** Grievances will be processed promptly to ensure timely resolution.

**Non-retaliation:** No individual who submits a grievance will face retaliation or adverse consequences for raising a concern.

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### Roles and Responsibilities:

**Deputy CEO, act as a Grievance Officer(s):** Responsible for receiving, acknowledging, and managing grievances through the entire process.

**Ethic Committee:** Ensure the grievance process is followed and that appropriate actions are taken.

**Complainant:** Provide clear, honest information regarding the grievance.

**Accused Party:** Cooperate with the investigation process and present their side of the situation.



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### **Review and Improvement of the Mechanism:**

The grievance mechanism will be reviewed annually to ensure its effectiveness and relevance.

Feedback from users of the system will be incorporated to improve the process.

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### **Contact Information:**

For more details or to report a grievance, please contact:

**Grievance Email:** [ethicscommittee@lincoln-group.com](mailto:ethicscommittee@lincoln-group.com)

**Deputy CEO, Grievance Officer:** Priscilla de Kerviler

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This grievance mechanism ensures a structured and transparent approach to handling complaints, contributing to a safe and respectful environment for all involved parties



## **ANNEXE: GRIEVANCE FORM**

**Complainant's Name:**

[Full Name]

**Position/Title:**

[Your Position]

**Department:**

[Department Name]

**Date of Grievance:**

[Date]

**Subject of the Grievance:**

[A brief description of the subject, e.g., "Working Conditions," "Unfair Treatment," "Inappropriate Behavior," etc.]

**Detailed Description of the Incident or Issue:**

[Explain in detail the incident or situation that led to the grievance. Include details such as the date, time, people involved, circumstances, and how it affected you.]

**Names of Individuals Involved (if applicable):**

[Names of colleagues, supervisors, or any other people involved]

**Witnesses (if applicable):**

[Names and contact information of witnesses, if relevant]

**Actions Already Taken (if applicable):**

[Describe any actions you've taken to resolve the issue, such as speaking with a supervisor, colleague, or making an informal complaint.]

**Proposed Resolution:**

[State what you expect as a solution or corrective action.]

**Complainant's Signature:**

[Signature]

**Date:**

[Date of Signature]