



Grievance and Complaints Mechanism Policy

1. Purpose

This policy establishes the process by which stakeholders, including employees, customers, and partners, can raise grievances or complaints in a transparent, accessible, and confidential manner. Our objective is to address and resolve grievances fairly, promptly, and in accordance with Green Future Project's commitment to ethical and legal practices. This policy is in direct and strict connection to the Whistleblower Protection Policy publicly available on Green Future Project's website.

2. Scope

This mechanism applies to:

- Employees of all Green Future Project holdings
- External stakeholders, including suppliers, customers, and community members

3. Guiding Principles

Grievances will be handled in accordance with the following principles:

- **Confidentiality:** Information shared will only be disclosed on a need-to-know basis.
- **Non-retaliation:** Complainants will not face retaliation for raising legitimate concerns.
- **Timeliness:** Complaints will be addressed promptly within 2 weeks.
- **Impartiality:** All grievances will be handled objectively and without bias.

4. Submitting a Grievance

Grounds for accepting a grievance:

- Fraud or financial mismanagement
- Violations of laws or regulations
- Workplace harassment or discrimination
- Health and safety risks
- Environmental violations

Complainants can submit grievances through the following channel:

1. **Anonymous Online Form:** [Link to the Online Form](#)

Complaints should include:



- Name and contact information (optional for anonymous submissions)
- Details of the grievance (date, time, location, and parties involved)
- Any supporting documentation or evidence

5. Review and Resolution Process

1. **Acknowledgment:**

Complaints will be acknowledged within 2 weeks.

2. **Investigation:**

The interested Department's Manager will conduct an investigation.

3. **Resolution:**

Resolutions will be communicated to the complainant within 3 weeks.

4. **Escalation:**

If the complainant is unsatisfied with the resolution, they may escalate the issue to the COO in charge.

The company responds to stakeholder grievances by either:

- (i) Regularly communicating each step and its outcome in the process for seeking a resolution to the grievance and confirming when a resolution to addressing the grievance has been achieved;

OR

- (ii) Providing a rationale as to why the issue raised was not accepted as a grievance.

6. Monitoring and Reporting

Grievance trends will be reviewed quarterly by the Grievance Mechanism Team to improve processes and address systemic issues. Total number of complaints will be monitored; employees' awareness of the mechanism is ensured.

Contact Information

Green Future Project

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