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1. Introduction

A grievance mechanism is a system that allows individuals or groups to express their complaints, issues, or concerns regarding specific practices, decisions, or events. This mechanism is important for resolving conflicts and improving communication between an organization and its employees, customers, or other stakeholders.

2. Manual for Handling Customer Complaints Regarding Violations of the Code of Conduct principles

2.1 Receiving Complaints

Channels:

- **Phone:**
 - Ing. Lenka Jakubcová (HR Manager): +421 907 988 679
 - Ing. Marek Krivosudský (Plant Manager): +421 908 749 242
- **Address:**
 - AAH PLASTICS, s.r.o.
Priemyselny park Solčany
Družstevná 1090/86
956 17 Solčany

Information Required for Receiving Complaints:

- Details of the complainant (name, contact information)
- Description of the ethical code violation
- Date and place of the incident
- Possible witnesses or evidence

2.2 Recording the Complaint

Upon receiving the complaint, the complainant will be informed within 48 hours via the provided contact details.

2.3 Investigation

Procedure:

- **Assignment to Competent Person:** The complaint is forwarded to the appropriate personnel or team.
- **Gathering Information:** All relevant information, including documents, records, and witness statements, is collected.
- **Analysis:** The specific complaint is analyzed to identify the root cause of the problem and assess the severity of the violation.

2.4 Resolution

If a violation of the ethical code principles is found and confirmed, AAH Plastics commits to taking corrective actions to prevent similar violations in the future. The company also commits to resolving the complaint within 30 days of its submission. The complainant is informed about the resolution.

2.5 Follow-up

- **Confirmation of Resolution:** After implementing the resolution, we confirm with the complainant that the issue has been resolved to their satisfaction.
- **Request for Feedback:** After the resolution is carried out, we request feedback from the complainant on the complaint handling process.

2.6 Documentation

All phases of the complaint handling process are documented, and records are kept for future reference and analysis.

3. Munipolis


AAH Plastics is committed to transparency and accountability in all its activities. To achieve this goal, we offer our employees a simple method for submitting complaints through the Munipolis application.

3.1 Submitting a Complaint

1. Employees need to download the Munipolis application to their mobile phones via Google Play or the App Store.
2. Fill out the registration form distributed by the HR department. The HR officer will register the employee in the application based on the completed and signed registration form.
3. Using the "Podnety" function, employees can report a complaint, near-miss, accident, hazard, improvement suggestion, or compliment. The report can be anonymous, and photo documentation can also be added. (see Appendix 1 and Appendix 2)

3.2 Recording and Resolving Complaints

1. After submitting a complaint through the application, it will be recorded in the "Podnety List" and assigned a specific number.
2. The employee responsible for processing the reports will be notified of the new report and, based on the nature of the report, will assign a person responsible for resolving the issue.
3. The responsible person will provide information about the status of the report (resolved, in progress) through the application within 24 hours.

	GRIEVANCE MECHANISM		Číslo_rev.:	PI_06_24j_00

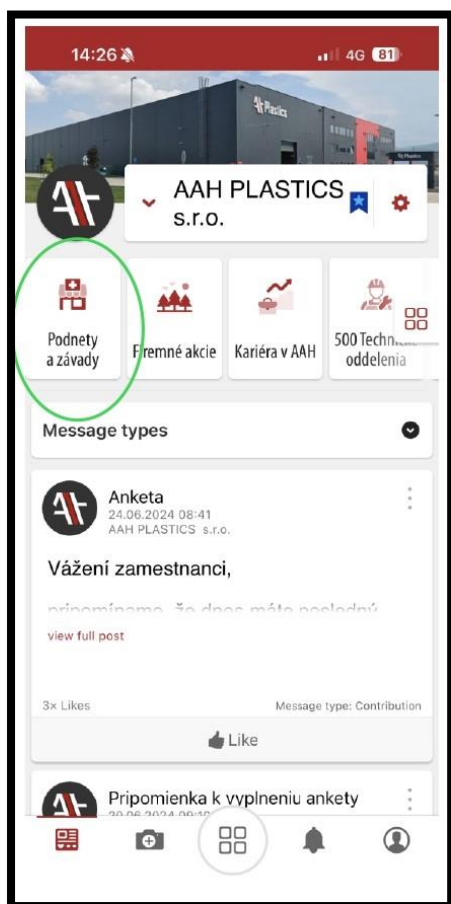
3.3 Documentation

All records of resolving the report are documented and stored in the Munipolis application with the option to export data to a PDF file.

4. Conclusion

By adhering to this mechanism, AAH Plastics strives to address complaints efficiently, to handle complaints regarding violations of the ethical code principles efficiently, maintain high standards of ethics and integrity, and foster trust among our employees.

2.1 Appendix 1



2.2 Appendix 2

