

**PROCEDURE FOR REPORTING
COMPLAINTS, GRIEVANCES,
IRREGULARITIES AND VIOLATIONS OF
LAW**

1. OBJECTIVE AND SCOPE OF APPLICATION

The purpose of this manual is to describe the procedures for submitting complaints and grievances and reporting suspected irregularities and violations of the law in connection with the activities of FHU "IKAR" Irena Kaczmarek, both by employees and stakeholders/external entities.

This document applies to all employees of FHU "Ikar" Irena Kaczmarek, and its provisions also apply to individuals and entities cooperating with IKAR.

2. RELATED DOCUMENTS

- Appendix 1 – Form for reporting complaints, grievances, irregularities, and violations of law

3. REPORTING COMPLAINTS, GRIEVANCES, IRREGULARITIES, AND VIOLATIONS OF LAW BY EMPLOYEES

All employees of FHU "IKAR" Irena Kaczmarek have the right to report complaints, grievances, and any violations of the law or observed actions that are inconsistent with the company's regulations, procedures, instructions, Code of Ethics, Labor Code, or other applicable regulations.

A complaint/grievance/report of irregularities or violations of the law can be submitted (also anonymously) by:

- Sending the completed form (Appendix 1) or any form of message by traditional mail to: ul. Kościelna Wieś 58, 62-811 Kościelna Wieś, with the note "Complaints, grievances, irregularities, violations of the law,"
 - Sending the completed form (Appendix 1) or any form of message to the email address: contact@ikarlogistic.com,
 - By phone to the Human Rights Representative, Grzegorz Kaczmarek, at: 517-127-262.
 - submitting an online application using the form available on the IKAR website.
- The company also reserves the right to reject incomplete or incomplete reports (especially anonymous reports) that cannot be further clarified. This includes consulting with the complainant or their representative during remediation/resolution efforts.

4. REPORTING COMPLAINTS, GRIEVANCES, IRREGULARITIES, AND VIOLATIONS OF LAW BY EXTERNAL PERSONS/UNITS

A formalized mechanism for reporting complaints, grievances, irregularities, and violations of law has been developed not only for the needs of employees, but also contractors, local communities, and other stakeholders of FHU "IKAR" Irena Kaczmarek.

Contractors/local units/other stakeholders may submit complaints and grievances, as well as report (also anonymously) irregularities and violations of law (in connection with the activities of FHU "IKAR" Irena Kaczmarek) by:

- sending the completed form (Appendix 1) or any form of communication by traditional mail to: ul. Kościelna Wieś 58, 62-811 Kościelna Wieś, with the note "Complaints, grievances, irregularities, violations of law,"
- sending the completed form (Appendix 1) or any form of communication to the email address: contact@ikarlogistic.com,
- by telephone to the Human Rights Representative, Grzegorz Kaczmarek, at 517-127-262,
- submitting an online application using the form available on the IKAR website.

The company also reserves the right to reject incomplete or incomplete reports (especially anonymous ones) that cannot be further clarified. This also applies to consultation with the complainant or their representative during remedial action/resolution of the problem.

5. INVESTIGATION OF REPORTED COMPLAINTS, GRIEVANCES, IRREGULARITIES, AND VIOLATIONS OF LAW, APPEAL

Immediately upon receiving a complaint, grievance, or notification of irregularities or violations of law, the Owner conducts an initial analysis, determining the nature of the report (e.g., violation of law, ethics, human rights, health and safety regulations). The Owner will assess the validity of the report and decide on further action. Depending on the nature of the complaint, the Owner will appoint an appropriate team of employees to review it, maintaining full confidentiality with the reporting person. However, if the complaint concerns a violation of human rights and freedoms, the Human Rights Representative is responsible for receiving and reviewing it. A team of employees appointed by the Owner, or in cases involving violations of human rights and freedoms, the Human Rights Representative, will conduct the investigation. The designated Team of Employees to review the complaint and the Human Rights Representative are impartial, independent, and not bound by any instructions. The report will be investigated, and if deemed substantiated, appropriate remedial and corrective measures will be taken.

This concerns consultations regarding remedial action/solutions to the problem. After a detailed analysis of the issues, a report is prepared on the review, inspection, and recommendations. A response to the request, if the person or entity submitting the complaint is known, will be provided within 30 days.

If the report requires a longer response time due to its complexity, the reason for the delay, the expected response date, and the steps taken to resolve the complaint will be provided within 30 business days.

All reports are recorded by FHU "Ikar" Irena Kaczmarek, along with photographic documentation (if necessary). A report is prepared of the investigation.

If an employee disagrees with the employer's decision regarding the complaint or the proposed solution, they may submit an appeal in writing. The complaint is reviewed by the owner.

6. CONFIDENTIALITY GUARANTEE AND PROTECTION OF REPORTERS

Information provided as part of a complaint, grievance, or notification of irregularities or violations of law is confidential and protected from unauthorized disclosure. Disclosure will not, under any circumstances, adversely affect the reporting person. FHU "IKAR" Irena Kaczmarek ensures that employees reporting irregularities are protected, at a minimum, from retaliatory measures, discrimination, or other forms of unfair treatment. In particular, reporting a violation cannot constitute grounds for termination of employment, transfer to another position, or change of responsibilities.

The information provided will be shared only with necessary legal authorities, and, if necessary, with a requirement to keep the personal data of the person filing the complaint, grievance, reporting the irregularities, and/or violations of law confidential. The reporting person will always receive confirmation of their submission, unless the report was submitted anonymously.

7. FINAL PROVISIONS

The document is available at the FHU "Ikar" Irena Kaczmarek office and in electronic form on the FHU IKAR website.

Complaints are reviewed at least once every 12 months and on an ad hoc basis. The complaint is handled by the Human Rights Commissioner and a separate team of employees from the company.

APPENDIX 1

Form for Reporting Complaints, Grievances, Irregularities, and Violations of Law

Reference number (completed by the person receiving the application): _____

Name and Surname:

- I want to remain anonymous
- Please do not reveal my identity without my consent

Contact details:

- Traditional mail: (please provide full address)

- Phone:

- E-mail:

Date of the incident:

- One-time incident (date: _____)
- Happened more than once (how many times? _____)
- Ongoing incident (I am currently experiencing this problem)

Description of the incident that prompted you to file a complaint/grievance/irregularity or violation of law (What happened? When did it happen? Who did it? What is the effect of this incident and what problem does it create?):

What do you think should happen to solve this problem/improve this situation?

Date and signature: _____