

**WGM COMPLAINTS PROCESS**

# STEP 1: Complaint

# STEP 2: Admission & Registration

**Acknowledgement of Complaint** 7 days



# STEP 3: Processing of Complaint

Compliance review, further investigation, confirmation of validity 7 days

Presentation to Grievance Committee & Development of Mediation Process 7 days

# STEP 4: Closing of Complaint



# STEP 5: Implementation & Monitoring

Follow-up & monitoring

Evaluation & reporting

Review of internal policies & procedures

Corrective / Preventative Actions

# STEP 1: Complaint

## **Who can complain?**

Any worker engaged in the development, implementation and operation of the offshore wind farm project Arcadis Ost 1.

## **What can I complain about?**

You may complain about access to information, working conditions, any circumstances affecting your well-being, etc.

Your complaint can involve any aspect of the planning, implementation or operation of Arcadis Ost 1.

## **How do I complain?**

All workers that have a reasonable grievance or complaint regarding the workplace or the way they have been treated at work should, where possible, start by discussing it with their manager (informal complaint). You can also submit a formal complaint in writing through the online complaint form or by email or post to the address and contact details provided applicable to the project.

# STEP 2: Admission & Registration

## **How do I know my complaint has been received / is processed?**

Parkwind will acknowledge receipt of your complaint within 7 working days (if not submitted anonymously). The response will also inform you if your complaint is admissible or not. If your complaint is inadmissible Parkwind will inform you of the reasons.

# STEP 3: Processing of Complaint

## **What happens then?**

The processing of the complaint might vary dependent on the type of complaint, the initial assessment and the complexity of the claim and the fact-finding mission. Parkwind may also contact you during the process for additional information.

Parkwind will evaluate whether actions or decisions taken by the company or its subcontractors failed to comply with its policies, standards and procedures or with applicable legislation.

Parkwind will offer complainants participation in addressing the issue to resolve a potential conflict, given the complainant is willing to engage in such a collaborative resolution process. The process is intended to build trust and to foster a dialogue with the purpose of achieving a mutual agreeable solution.

## STEP 4: Closing of Complaint

### **What are the possible outcomes?**

- The problem is solved
- Corrective actions are implemented
- Recommendations are made to Parkwind's Management
- The complaint is dismissed
- No further action

### **How will I know the outcome?**

Parkwind will inform you of the outcome in a written response. The timeframe for the response depends on the complexity of the complaint but shall not exceed 20 working days from the date Parkwind acknowledged receipt of your complaint.

Your statutory rights will not be affected by raising a complaint.

## STEP 5: Implementation & Monitoring

### **What actions will Parkwind undertake as a result?**

Based on the findings, Parkwind will be able to identify improvements to adapt processes throughout the project and its undertakings.

Parkwind will monitor closed complaints to ensure the follow-up measures are implemented and a satisfactory remediation is achieved.