



GRIEVANCE MECHANISM

TSS, spol. s r.o. adopts grievance mechanisms to enable affected and potentially affected parties amongst the companies and projects in which TSS to express their concerns and grievances, including those related to human rights.

The procedure is intended, besides identifying, recording, evaluating, and providing timely responses and resolutions in a close dialogue with TSS's potentially affected stakeholders, to supplement the portfolio companies' own complaints mechanisms. The aim is to prevent, mitigate, or remediate existing and potential conflicts related to TSS projects. TSS shall keep track of the grievances submitted to the portfolio companies on a monthly basis.

Respect for employees, customers, business partners, public authorities, and local communities and other representatives of civil society enables us to work together successfully, while maintaining trust and transparency.

TSS undertakes to avoid any possibility of retaliation against the complainant.

The Grievance Mechanism helps to achieve the following goals:

- identify the grievances of TSS affected stakeholders through a simple and accessible procedure;
- create a procedure for recording, evaluating, and responding to any grievances received by any stakeholder;
- provide a clear and transparent process to any stakeholder;
- ensure a prompt response time;
- ensure the existence of different, easily accessible channels for receiving and communicating grievances



GRIEVANCE PROCEDURE

Main Steps

Step 1. Receiving and keeping track of grievances

- receiving, registering, analyzing and first classifying;
- alerting concerned parties.

Step 2. Reviewing and investigating grievances

- dialogue with the parties placing the claim or complaint;
- analysis with all parties involved;
- input receipt.

Step 3. Developing resolution options, preparing a response, and closing out

- creation of solutions for the party placing the grievance, e. g. through a settlement agreement;
- resolution implementation/realization.

Step 4. Monitoring, reporting, and evaluating a grievance mechanism

- keeping track of the arrangements;
- informing the claimant about the state of its implementation;
- evaluating grievance mechanism against management indicators.

Timelines

Step 1. Confirmation of receipt of the grievance and its registration – 3 business days;

Step 2. Notification about the admissibility or inadmissibility -15 business days;

Step 3. Resolution and response notification – 15 business days.

Step 2 and Step 3 timelines may vary depending on the complexity of the claim.

The relevant claims are managed and transferred to TSS for the admissibility analysis and further management.



Commitment to Social Responsibility

TSS, spol. s r.o.
Za Tratí 496
503 46 Třebechovice p. O.

Grievances can be brought to TSS via any of the following channels:

Via email to: fischerova@tsssro.cz

By telephone: to +420 495 540 339

In writing to: Za tratí 496, CZ 503 46 Třebechovice pod Orebem

Information and Resources

Managing Director

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Director of Human Resources

Jitka Fischerová, fischerova@tsssro.cz; +420 495 540 339

Person responsible for Corporate social responsibility, Compliance policy and Environmental Sustainability

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In Třebechovice pod Orebem 1.1.2022

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Karolína Charousková Třešková
Managing Director