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# Goldwind International Document

## Grievance Policy



### RECORD OF CHANGES

Version	Date	Reason for Issue	Author	Checked	Approved
1.0	2016/09/09	First release	Xuefang Wang	Zhang Meng / Ling Peitian	Pan Yantian

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## 1 Scope and coverage

The policy provides employees with a constructive way to voice their concerns so that issues can be addressed before they become more of a distraction in the workplace. Resolving any concerns also encourages a better workplace culture.

In most cases, the Company hopes that the employee will be able to satisfactorily address such concerns within his or her work area or group. However, when a continuing problem has not been resolved within a particular work area or group, The Company wishes to provide employees an alternative process for resolution.

The Company aims to ensure that grievances are resolved in a timely manner and fairly by adopting a problem solving approach and implementing any appropriate corrective actions.

No employee shall be subjected to discrimination or adverse treatment for participating in a grievance procedure.

This policy is applicable to Goldwind workers, defined by local health and safety legislation, operating under the Goldwind Management System.

## 2 Policy statement

Mandatory policy requirements are:

The Company shall observe the following principles in all grievance related matters:

- The Company shall make every effort to deal with grievances as quickly as possible, at the appropriate management level.
- No decisions on the outcome of a formal grievance shall be made before the case has been investigated.
- Employees raising a grievance may only do so on their own behalf; they cannot raise a grievance on behalf of a department or a company.
- Where working relationships are a factor in any grievance, support shall be given where employees wish to take part in mediation to resolve a difficulty.
- At all stages of the grievance process, all parties have the right to be accompanied by colleagues.
- Formal grievances must normally be submitted in writing; if complaint is made verbally which is to be taken forward as a formal grievance, the details must be recorded in writing before proceeding.
- During the formal Grievance Procedure, the complainant, and any person against whom a grievance has been submitted, shall have the opportunity to state their case before any decision is made.
- At no stage in the procedure can any party record a meeting, using audio or video recording equipment, without the prior written agreement of all present.
- Employees have the right of appeal against the outcome of the Grievance Procedure.

**Note: Read this policy in conjunction with the *Goldwind International Global Grievance Guideline*.**

Signature:



Pan Yantian  
Goldwind International General Manager

Effective Date: 2016.9.9