

1. Introduction:

This policy aims to establish a structured framework for receiving and handling employee complaints in a fair and transparent manner, while ensuring confidentiality and privacy, and in accordance with the Saudi Labor Law.

2. General Guidelines:

2.1. This policy applies to all categories of employees within the company.

2.2. **Complaint:** Any formal expression of dissatisfaction related to a service, decision, employee behavior, or company practices.

2.3. **Complaints Committee:** A group of appointed professionals responsible for receiving and addressing employee complaints. The committee promotes fairness and transparency within the workplace, allows employees to voice concerns in an organized and confidential manner, contributes to a healthy work environment, builds trust between employees and management, ensures compliance with applicable laws and regulations in the Kingdom, and facilitates internal dispute resolution before escalation to external authorities.

2.4. **Complainant:** The individual submitting the complaint.

2.5. The committee is formed and chaired by one of the company's managers and consists of 3 to 5 members.

2.6. Members are appointed by senior management, and the committee's composition is reviewed annually.

2.7. All complaints are treated with strict confidentiality.

2.8. Retaliation against complainants is strictly prohibited.

2.9. Anonymous complaints are permitted.

2.10. All complaint-related documentation is retained for a minimum of five years.

2.11. Documentation includes the complaint, investigation findings, decisions, and correspondence.

2.12. Committee powers include the following:

2.12.1. **Investigation:**

- Review of relevant documents.
- Interviewing involved parties.
- Visiting the site of the complaint if necessary.

2.12.2. Decision-Making:

- Issuing binding recommendations to departments.
- Recommending disciplinary or corrective actions.
- Proposing changes to procedures or policies as needed.

2.12.3. Escalation and Follow-Up:

- Referring serious matters to senior management.
- Monitoring the implementation of solutions until the complaint is resolved.

2.12.4. Confidentiality and Protection:

- Ensuring the confidentiality of information and the complainant's identity.
- Protecting the complainant from retaliation or harm.

2.12.5. Legal Consultation:

- Engaging legal counsel when necessary.
- Recommending escalation to relevant authorities when required.

2.13. Decisions and recommendations issued by the Complaints Committee are binding on all departments upon final approval from senior management.

2.14. This policy is reviewed annually by the Corporate Excellence Department.

2.15. Amendments are approved by senior management.

3. Procedures:

3.1 Submitting a Complaint:

3.1.1 Complaints may be submitted via the 'Employee Complaint Form' form, through the designated hr.feedback@cables.energya.com. The complaint must include the following:

- 3.1.1.1 Complainant's information (unless submitted anonymously).
- 3.1.1.2 Details of the incident or behavior being reported.
- 3.1.1.3 Any supporting documents.
- 3.1.1.4 Specifics such as the time, location, and date of the incident.

3.2 Complaint Handling:

- 3.2.1 Upon receipt, the complaint is registered, assigned a reference number, and the complainant is notified within three business days.
- 3.2.2 The committee reviews the complaint to determine jurisdiction. If outside its scope, the matter is forwarded to the relevant department, and the complainant is informed.
- 3.2.3 If within scope, the committee conducts an investigation by collecting evidence and conducting interviews if necessary, ensuring confidentiality and impartiality.
- 3.2.4 The committee issues a decision within 15 business days (extendable in complex cases).

3.2.5 The complainant is notified in writing of the outcome and committee decision.

4. Grievance:

In accordance with the general Human Resources policy (clauses 7.1 and 7.2 – Employee Grievances):

- 4.1 The complainant has the right to appeal the committee's decision within 10 business days of receiving the notification.
- 4.2 Grievance is referred to upper management or an independent review committee.

5. Memo



In compliance with the directive issued by the Ministry of Human Resources and Social Development regarding the establishment of dedicated grievance committees within companies and institutions, Jeddah Cables Company is pleased to announce the formation of its Employee Grievance Committee as follows:

امتثالاً لتوجيهات وزارة الموارد البشرية والتنمية الاجتماعية بشأن تشكيل لجان خاصة للنظر في شكاوى داخل الشركات والمؤسسات، تعلن شركة كابلات جدة عن تشكيل لجنة الشكاوى بالشركة، وذلك على النحو التالي:

Committee Members:

- **Ali Al-Zahrani** – Chairperson - Ext. (1800)
- **Hassan Haqwi** – Member – Ext. (1807)
- **Nasreen Noaman** – Member – Ext. (1306)

أعضاء اللجنة:

- على الزهراتي - رئيساً - تحويلة رقم (1800)
- حسن حقوى - عضواً - تحويلة رقم (1807)
- نسيبة نعسان - عضواً - حويلة رقم (1306)

The committee is established to receive and address employee grievances with efficiency and transparency, while ensuring the confidentiality of information and providing accessible and secure channels for submitting complaints. This initiative aims to foster a fair and well-structured work environment in line with the ministry's directive.

تهدف اللجنة إلى استقبال و معالجة شكاوى الموظفين بكل كفاءة و شفافية، مع ضمان سرية المعلومات و توفير قنوات سهلة و آمنة لتقديم الشكاوى، بما يسهم في تعزيز بيئة عمل عادلة و منظمة تتماشى مع متطلبات التعميم الوزاري.

Jeddah Cables Company reaffirms its full commitment to protecting the rights of its employees and upholding the principles of transparency and integrity in the workplace. Attached, you will find the committee's policy and procedures, as well as an explanation for employees on the mechanisms for submitting complaints, which will be via the following email

وتوثّك شركة كابلات جدة التزامها الكامل بحماية حقوق منشويبيها، وترسّخ مبدأ الشفافية والتزاهة في بيئة العمل. كما ستتجوّل في المرافق سياسة واجراءات اللجنّة وتعريف الموظفين باليات تقديم الشكاوى والتي ستكون عبر البريد الالكتروني:

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Jeddah Cables Company

شركة كابلات جدة

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المملكة العربية السعودية
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هـ: ٢٠٠٧٧٥ ١٢٦٣٦ ٤٦٩٥
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