



Western Construction Specialists Grievance Mechanism Overview

Key Features of the Grievance Mechanism

1. Accessibility

- **Who Can File Complaints:**
 - Employees, contractors, suppliers, and local community members.
 - **Channels for Submission:**
 - Complaints can be submitted through:
 - A dedicated email address or online form.
 - Anonymous submission boxes at worksites.
 - Direct reporting to supervisors or designated representatives.
-

2. Confidentiality and Protection

- **Anonymous Reporting:**
 - Stakeholders can submit complaints anonymously if desired.
 - **Non-Retaliation Policy:**
 - WCS ensures that no individual faces retaliation for filing a grievance.
-

3. Scope of the Mechanism

- Complaints may address:
 - Workplace safety or labor rights violations.
 - Discrimination, harassment, or unethical behavior.
 - Environmental or community impact concerns related to WCS operations.
-

4. Process for Handling Complaints

1. **Receipt and Acknowledgment:**
 - All complaints are logged and acknowledged within a specified timeframe.
2. **Investigation:**
 - A neutral team reviews the complaint, gathers information, and conducts interviews if necessary.
3. **Resolution:**
 - Corrective actions or remediation are implemented based on findings.



Western Construction Specialists Grievance Mechanism Overview

4. Follow-Up:

- WCS ensures the complainant is informed of the resolution (if not anonymous) and monitors the implementation of corrective measures.
-

5. External Complaint Mechanisms

- While WCS does not currently participate in an external public complaint mechanism, it ensures that its internal grievance system meets high standards of transparency and accessibility.
-

Commitment to Stakeholder Engagement

WCS's grievance mechanism reflects its commitment to ethical practices, ensuring that all stakeholders have a reliable and effective channel to voice concerns and seek resolutions.
