



PROCEDURE FOR SUBMISSION AND CONSIDERATION COMPLAINTS AND REQUESTS

**in Jasek sp. z o. o
ul. Kościelna 12A
88-420 Rogowo**

Legal basis:

1. Act of 14 June 1960, Code of Administrative Procedure (Journal of Laws of 2000, No. 98, Item 1071, as amended)
2. Regulation of the Council of Ministers of 8 January 2002 on the organization of receiving and examining complaints and requests (Journal of Laws of 2002, No. 5, Item 46)

GENERAL RULES:

1. Jasek Sp. z o. o. appointed a representative responsible for dealing with complaints - the Compliance Officer. It was President of the Company who was appointed.
2. The Compliance Officer considers complaints within his capacity.
3. Compliance Officer:
 - a) supervises the timely consideration of complaints and requests and the provision of answers,
 - b) keeps a register of complaints and requests,
 - c) provides those submitting complaints with the necessary information about the course of settling the case.
4. The right to submit complaints and requests is vested in: employees, contractors, suppliers, and the local community.
5. Complaints and requests can be submitted in one's own interest, in the interest of other people, or in the public interest.
6. The subject of the complaint may be;
 - a) negligence or improper performance of tasks by the company's employees
 - b) violation of human rights and personal dignity
 - c) violation of the human security zone
 - d) lengthy handling of matters

- e) unethical actions of the Company,
 - f) corruption activities,
 - g) non-compliance with environmental requirements
 - h) environmental damage.
7. Employees have the right to submit comments on the functioning of the Company while maintaining the official route: employee-president, the managing and supervising body.
 8. Complaints and requests may be submitted in writing or orally.
 9. Complaints and requests should be submitted to the Compliance Officer:
 - by e-mail to the following address: biznes@jasek-transport.pl
 - by post to the following address: 88-420 Rogowo, Kościelna 12A with the note "complaints, requests".
 - orally.
 10. In the case of submitting a complaint orally, a note is made – a template, Appendix No. 1.
 11. Complaints submitted by e-mail or letter may be submitted anonymously. However, it is recommended that one provides the contact details of the reporting person in order to properly investigate the complaint. Contact details, if necessary, will also be used to contact you for further clarification or to provide an answer. The data you provide will be kept confidential as far as is reasonably practicable.
 12. Anonymous submissions will be reviewed. In this case, the Company will endeavour to fully investigate the concerns, although a full investigation may be hampered if further information cannot be obtained from the reporting person.
 13. The Compliance Officer acknowledges receipt of the notification within 7 working days and responds to contact to discuss next steps.
 14. The complaint should be considered without delay, and if arrangements or explanatory proceedings are necessary, it should be dealt with within: one month from the date of receipt or two months from the initiation of the explanatory proceedings, if the case is particularly complex.
 15. If necessary, the President contacts the complainant or his/her representative in order to collect additional data needed to consider the case, determine, corrective actions.
 16. If it is not possible to settle the matter within the above-mentioned period, the President of the Company is obliged to notify the complainant of the actions taken to consider the cases and the expected date of their consideration – a template, Appendix no. 3
 17. After the complaint has been clarified, the President shall provide the complainant with a written notification on how to settle the complaint – a template, Appendix No. 2.
 18. In the event that the complainant remains dissatisfied after having been notified of the resolution of the complaint, he/she has the right to appeal the decision. The appeal period is 7 calendar days from the date of receipt of the notice of complaint consideration. The complainant is obliged to provide reasons for further dissatisfaction, to provide further information relating to the case. The appeal should be considered by the President without delay, and if additional arrangements or explanatory proceedings are necessary, the appeal should be closed within: one month from the date of receipt or two months if the case is particularly complicated.
 19. If a report is made in good faith, no action will be taken against the reporting person, even if it is not confirmed by an investigation. However, if the allegations made by the reporting person are not made in good faith, in a malicious manner, without any justification, disciplinary proceedings may be initiated in accordance with applicable Company regulations and in accordance with applicable law.

FINAL PROVISIONS:

1. The President of the Company supervises and controls the receipt and consideration of complaints
2. The provisions of the Code of Administrative Procedure shall apply accordingly to matters relating to the acceptance and consideration of complaints which are not covered by this Procedure.
3. Once a year, the President commissions an examination of the effectiveness and adequacy of the provisions of this procedure and, if necessary, reports the need to update it.

Appendices to the procedure:

Appendix No. 1 - note of receiving of a complaint or request

Appendix No. 2 - notification on the manner of handling the complaint

Appendix No. 3 - notification of the inability of settling the complaint on time

Approved by	<i>Artur Jasek</i> <i>President of the Board</i>	<i>07.04.2023</i> Date	<i>Artur Jasek</i> Signature
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NOTE OF RECEIVING OF A COMPLAINT OR RQUEST

1. FULL NAME OF THE COMPLAINANT

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2. DESCRIPTION OF THE CASE

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3. SIGNATURE OF THE COMPLAINANT

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Place, date

4. FULL NAME AND POSITION OF THE PERSON RECEIVING THE COMPLAINT

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NOTIFICATION ON THE MANNER OF HANDLING THE COMPLAINT

Mr./Mrs.

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Mr. Artur Jasek, president of Jasek sp. z o.o. in Rogów, notifies on the basis of the Code of Conduct Procedures for accepting and examining complaints at Jasek sp. z o.o., ul. Kościelna 12 A, 88-420 Rogowo, that the complaint dated
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A. IS JUSTIFIED

The complaint was dealt with as follows:

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B. IS UNJUSTIFIED FOR THE FOLLOWING REASONS

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For the attention of

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Signature and personal stamp

NOTIFICATION OF THE INABILITY OF SETTLING THE COMPLAINT ON TIME

Mr/Mrs.....
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Mr. Artur Jasek, president of Jasek sp. z o.o. in Rogów, notifies pursuant to art. 245 of the Code of Administrative Procedure and sec. 13 *Procedures for accepting and considering complaints* that the request of on

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cannot be settled within the one-month period provided for in Art. 237 of the Code of Administrative Procedure and sec. 11 *Procedures for accepting and examining complaints* at Jasek sp. z o.o. in Rogów because:

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The following steps have been taken to consider this request:

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Estimated deadline for processing the request:

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You will be notified in a separate letter about how the request will be processed within this period.

For the attention of

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Signature and personal stamp