

# PrecisionX Group Grievance Mechanism Policy

**Effective Date:** 10/1/2025

**Applies To:** PrecisionX Group and all operating subsidiaries

## 1. Purpose

PrecisionX Group is committed to conducting business responsibly, ethically, and in compliance with applicable laws and regulations. This Grievance Mechanism Policy establishes a formal process through which employees, suppliers, customers, contractors, community members, and other stakeholders may raise concerns, report grievances, or communicate needs related to PrecisionX Group's operations.

This policy supports transparency, accountability, and continuous improvement across the organization.

## 2. Scope

This policy applies to all PrecisionX Group locations, subsidiaries, and business activities. It covers concerns related to, but not limited to:

- Ethical conduct and business integrity
- Workplace practices and labor conditions
- Health, safety, and environmental matters
- Human rights and community impacts
- Compliance with laws, regulations, and customer requirements
- Supplier and contractor conduct

## 3. Guiding Principles

- Accessibility: Reporting channels are available to internal and external stakeholders.
- Confidentiality: Concerns are handled discreetly and shared only with those who have a legitimate need to know.
- Non-Retaliation: Retaliation against individuals who raise concerns in good faith is strictly prohibited.
- Fairness: All concerns are reviewed objectively and addressed appropriately.
- Timeliness: Issues are addressed as promptly as reasonably possible.

## 4. Reporting Channels

Stakeholders may raise concerns or submit grievances through one or more of the following formal channels:

- SOP Number: PXG-GMP-1
- Effective Date: 10/1/2025
- Review Date: 10/1/2025
- Version: 1.0
- Approved By: Patrice Kelty

## 4.1 Employees

- Direct supervisor or site leadership
- Human Resources representative
- Corporate leadership
- Ethics or Code of Conduct reporting channels outlined in the employee handbook
- Anonymous reporting options, where available

### **Confidential Reporting Hotline (Anonymous):**

PrecisionX Group provides a confidential, third-party reporting hotline operated by Syntrio, which allows employees to anonymously report concerns related to fraud, compliance and ethics, human resources, or other misconduct.

Online: <https://report.syntrio.com/precisionxmfg>

Phone: 877-839-3341

All reports submitted through the hotline are confidential. While anonymity is preserved to the extent possible, individuals should be aware that their identity could potentially be inferred during an investigation based on the information provided.

## 4.2 Suppliers and Contractors

- Primary business or supply chain contact
- Site leadership or procurement representatives
- Corporate contact channels
- Confidential Reporting Hotline (listed above), where appropriate

## 4.3 Customers and Community Stakeholders

- Assigned account representative
- Site management
- Corporate inquiry or contact channels
- Confidential Reporting Hotline (listed above), where appropriate

## 5. Review and Investigation Process

1. Acknowledgement: Reported concerns are acknowledged when appropriate and feasible.
2. Assessment: The concern is reviewed to determine scope, risk, and appropriate handling.
3. Investigation: An investigation is conducted as necessary, involving relevant functions such as HR, Quality, Environmental Health & Safety, Legal, or Compliance.
4. Resolution: Findings are addressed through corrective actions, policy updates, or other appropriate measures.
5. Documentation: Concerns and outcomes are documented in accordance with internal recordkeeping practices.

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## 6. Confidentiality and Data Protection

All grievances are handled with appropriate confidentiality. Information is collected, stored, and processed in accordance with applicable data protection and privacy laws.

## 7. Non-Retaliation

PrecisionX Group strictly prohibits retaliation against any individual who raises a concern or grievance in good faith. Any act of retaliation will be treated as a serious violation of company policy and may result in disciplinary action.

## 8. Continuous Improvement

PrecisionX Group periodically reviews grievance data and trends to identify opportunities for improvement in policies, training, and operational practices.

## 9. Policy Administration

This policy is administered by PrecisionX Group leadership in coordination with Human Resources, Compliance, and Legal functions. Questions regarding this policy may be directed to site leadership or corporate representatives.

## 10. Approval

This Grievance Mechanism Policy has been approved by PrecisionX Group leadership and is effective as of the date listed above.