

# YZED Projects

## Complaints & Whistleblower Policy

### **PURPOSE**

We value all people and want to ensure that all interactions are safe, supportive and inclusive.

We encourage current and former team members, partners, customers and the public to communicate events of serious concern about YZED Projects. We take complaints seriously as they assist us to improve our processes, products, services and customer service.

We commit to a low-barrier, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all who make a complaint equally.

### **POLICY STATEMENT**

Our company is committed to:

- conducting itself with honesty and integrity at all times
- creation of a positive impact on society and the environment

If, at any time, these commitments are not followed or are at risk, we will seek to identify and remedy the situation.

### **Grounds for Complaint or Whistleblower Event**

A complaint may be submitted for any of the following:

- Accounting, auditing or other financial reporting fraud or misrepresentation;
- Violations of federal, territorial or municipal laws;
- Unethical conduct in violation of our company's policies and/or code of conduct;
- conduct that could significantly harm YZED Projects reputation or public image;
- Danger to the health, safety, or well-being of any individual;
- Conduct in violation of our company's mission, social or environmental impact or our core values.

## **Commitment to the Complainant or Whistleblower**

Our company commits to the following:

- Support any individual within or external from the company in making a complaint or acting as a whistleblower on any of the above mentioned grounds.
- The complainant will be protected from reprisals of any kind;
- All parties as part of the review or investigation will be treated fairly and equitably;
- Confidentiality will be maintained to the greatest extent possible;
- Action will be taken to remedy the situation.

This Policy is in accordance with federal, territorial and municipal legislation and is located on our company's website.

## **PROCEDURE**

A complaint may be made in person or submitted electronically or in writing to the CEO. The written statement can include the following information:

- Description of the activity
  - Date complainant became aware of the activity
  - Name of any individual(s) involved of the activity
  - Steps taken (if any) prior to making complaint or allegation (eg. spoke with supervisor)
1. The complainant can expect confirmation of receipt of the complaint within 2 business days. We strive to resolve all complaints within 14 days; however, complainants will be given an approximate time frame of resolution at the time that they make their complaint.
  2. The complainant will be informed of the progress of their complaint on a regular basis, especially if there are any delays or changes to what has been agreed. We will ensure that complainants are informed of any changes to our products or services as a result of their complaint.
  3. Where appropriate and desired, complainants who have had a complaint resolved will be contacted at a later date to see if they are content with how their complaint was handled.
  4. The complainant will not be discharged, demoted, suspended, threatened, harassed, or in any other manner discriminated against as a result of communicating a genuine concern.
  5. An individual is not required to prove the truth of an allegation, but they are required to act in good faith, and to provide sufficient information collected to the person contacted in order to show that there are sufficient grounds for concern.
  6. All complaints will be treated as confidential and sensitive. The complainant shall be provided the opportunity to remain anonymous by the company.

## **INVESTIGATION**

Once a complaint is brought forward, it will be determined whether a review or more formal investigation is required. If the complaint involves the CEO, a neutral party complaint officer will be assigned. The Officer may enlist the assistance of other employees, legal counsel, accounting or other advisors as may be appropriate to conduct the review or investigation. A report will be prepared and any legal or other action will be taken as appropriate. Each complaint will be treated as confidentially as possible and with due care. The results of the investigation will be shared with the complainant to the extent possible and within reasonable time.

#### **REVIEW**

This policy will be reviewed annually with feedback from the company's team members.

#### **SIGNED BY**

Wendy Morrison, Founder & CEO

Developed on: March 30, 2021

Approved on: April 23, 2021

*Adapted with gratitude from: [Automotive Industries Association of Canada \(AIA\)](#) and [The Humane Society of Kitchener Waterloo & Stratford Perth \(KWSPHS\)](#)*