



Tvornica tekstila Trgovišće d.o.o.
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OIB: 18749574621

Veliko Trgovišće, July 1st 2024

Grievance Handling Procedure

1. Purpose

This procedure defines how employees, suppliers, and other stakeholders can submit a grievance or report related to violations of rights, unethical conduct, or breaches of internal policies and codes. The aim of the mechanism is to ensure that all grievances are addressed in a timely, impartial, and good-faith manner, with full protection of the complainant.

2. Scope

This procedure applies to all employees of Textile Factory Trgovišće, as well as to suppliers, subcontractors, and partners engaged in business with the Factory.

3. Principles

- **Confidentiality:** The identity of the complainant and the content of the grievance are treated as confidential.
- **Protection of complainants:** Any form of retaliation against individuals who report concerns in good faith is strictly prohibited.
- **Timeliness:** All grievances are addressed within a reasonable timeframe, with clearly defined deadlines for responses.
- **Impartiality:** All grievances are handled objectively, without discrimination or bias.

4. Procedure

1. Submission of a Grievance

- A grievance may be submitted in writing using the designated form, verbally to an immediate supervisor, or via e-mail to: prituzbe@ttt.hr.
- Anonymous submissions are also accepted.

2. Receipt and Recording

- The HR Department records all grievances received and assigns them a reference number.

3. Investigation and Resolution

- The grievance is forwarded to the responsible person or team in charge of the investigation.
- External experts may be engaged if necessary.
- The goal is to reach a decision or propose a solution within **30 days**.



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4. Feedback

- The complainant (if not anonymous) will receive a written response on the measures taken, where appropriate.

5. Responsibilities

- The Management of TTT is responsible for the implementation of this procedure.
- The HR Department coordinates the receipt and handling of grievances.

6. Publication

This procedure is available to employees and partners via the official TTT website.

7. Record-Keeping and Reporting

All grievances, proceedings, and decisions are recorded in a dedicated grievance register. An annual summary report on grievances and actions taken is prepared for the Management. If no grievances are submitted during the year, the report is not prepared.

8. Sanctions

In cases of established breaches of rules or codes, disciplinary measures will be taken in line with the law and internal regulations. If a grievance is found to be malicious or false, appropriate measures may be taken against the complainant.

9. Review of the Procedure

This procedure is aligned with the UN Guiding Principles on Business and Human Rights (UNGPR) and the OECD Guidelines for Multinational Enterprises, including the principle of **effective remedy**. The procedure is reviewed at least once every two years, or earlier if required by legal changes or internal needs.

10. Date and Accountability

- Effective date: **July 1, 2024**
- Responsible person: **Head of Human Resources**

TVORNICA TEKSTILA¹⁰
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Mario Popić, Director

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Grievance Form

Textile Factory Trgovišće Ltd. – Grievance Form

- Name and Surname (optional): _____
- Department/Position (optional): _____
- Date: _____

Description of grievance/concern:

Proposed solution (optional):

- Signature (if desired): _____

All data will be treated confidentially. Submitting a grievance cannot be a reason for retaliation.