

Trident Lifting Solutions



Policy Statement - Trident Lifting Solutions Limited ("Trident", "the Company")

Trident Lifting Solutions Limited is committed to high standards of professional conduct, integrity and accountability. As a specialist lifting and crane solutions provider operating in safety-critical environments, we recognise that the behaviour and standards of our people are fundamental to building a strong, respectful culture and protecting our reputation as a trusted industry leader.

We expect everyone working for or on behalf of the Company to act with professionalism, respect and responsibility at all times, reflecting our values and supporting a positive working environment. Clear standards of behaviour are essential to ensure safety, quality and effective collaboration across our projects and teams.

Trident is committed to addressing complaints and appeals promptly, fairly, and transparently to maintain a positive working environment and uphold our values.

1. Purpose

The purpose of this policy is to provide a clear and fair process for individuals to express concerns or complaints regarding the operations, decisions, or behaviours within Trident.

2. Scope

This policy applies to all employees, clients, and stakeholders associated with Trident.

3. Definitions

Complaint: An expression of dissatisfaction regarding policies, procedures, or actions.

Appeal: A request for a review of a decision made by management or a committee.

Procedure for Filing a Complaint

1. Informal Resolution

Individuals are encouraged to first discuss their concerns informally with the relevant party (e.g., supervisor, manager) to seek resolution.

2. Formal Complaint

If informal resolution is not satisfactory, a formal complaint can be submitted in writing to the HR department or designated complaint officer. The complaint should include:

- The nature of the complaint.
- Relevant details (dates, times, and individuals involved).
- Any supporting evidence or documentation.

3. Acknowledgment

The HR department will acknowledge receipt of the complaint within 5 business days.

4. Investigation

An investigation will be conducted, which may include interviews with involved parties and a review of relevant documents.

5. Outcome

The complainant will be informed of the findings and any actions taken within 30 days.

Procedure for Filing an Appeal

1. Eligibility

Appeals can be made against decisions made regarding complaints or other organizational decisions.

2. Submitting an Appeal

Appeals must be submitted in writing to the HR department within 7 business days of receiving the outcome of the initial complaint.

3. Review Process

A designated appeals committee will review the appeal, which may involve further investigation.

4. Decision

The decision of the appeals committee will be communicated to the appellant within 30 days.

Confidentiality

All complaints and appeals will be handled confidentially, with information shared only with those directly involved in the resolution process.

Non-Retaliation

Trident prohibits any form of retaliation against individuals who file complaints or appeals in good faith.

Review of Policy

This policy will be reviewed annually and may be amended as necessary to ensure its effectiveness.

Contact Information

For questions or to file a complaint or appeal, please contact: HR Department Tel: 07703 808 121.

AUTHORISED AND SIGNED

SIGNED



Chris Conway
Director

Review: **Annually**
Date: **28/08/2026**
Next Review: **28/08/2027**

SIGNED



Martina Oyite
Chief People Officer

Review: **Annually**
Date: **28/08/2026**
Next Review: **28/08/2027**