



Grievance and Complaint Mechanism Policy Oman Digital Solutions

Oman Digital Solutions is committed to maintaining a transparent, fair, and responsible work environment where employees and relevant stakeholders can raise concerns without fear of retaliation.

The company has established a formal grievance and complaint mechanism that is accessible to all employees and, where applicable, external stakeholders. This mechanism enables individuals to report concerns related to workplace conditions, conduct, ethical issues, or potential violations of company policies and applicable laws.

All complaints are treated with confidentiality, fairness, and respect. Reports can be submitted through designated internal communication channels and are reviewed promptly by the relevant personnel responsible. The company ensures that no individual will face retaliation, discrimination, or negative consequences for raising a concern in good faith.

Each complaint is documented, assessed, and addressed through appropriate corrective or preventive actions depending on the nature of the issue. Where necessary, escalation procedures are followed to ensure proper resolution.

Oman Digital Solutions is committed to continuous improvement of its grievance mechanism to ensure accessibility, effectiveness, and alignment with international best practices and responsible business standards.

Founder
Amir Rizvandi