

Policy Overview

At BrandSafway, we know that the best access and industrial service solutions are powered by diverse ideas. More perspectives mean greater possibilities for improved solutions for our customers. On our worksites and in our offices, every team member is included, valued and safe to share their ideas and opinions every day.

This policy applies to all employees of BrandSafway, except employees in Belgium, France, Germany and the Netherlands. For these countries, please refer to the local policy for guidelines on this topic. This policy does not apply to contingent labor in the U.S. Where applicable law or a collective bargaining agreement (CBA) supersedes or supplements the requirements in this policy, applicable law or the CBA will apply to the extent it supersedes or supplements.

An Open Door Policy means that the door to the supervisor's office is always open and employees should feel comfortable speaking with their supervisors about any questions/concerns they have. In most cases, talking with the supervisor is the most effective and efficient way to offer suggestions and ideas or to resolve issues. The supervisor is typically the most direct source of information regarding an employee's job and departmental policies and procedures. If the supervisor is unable to provide assistance, then the employee may discuss problems or suggestions with a higher-level manager or their HR Representative instead of, or in addition to, their supervisor. From time to time, team meetings or focus group sessions may be held for the purpose of discussing matters affecting employees or to solicit feedback from employees on a variety of topics that are meaningful to them.

- Supervisors and managers are an employee's first line of contact and are responsible for interpreting BrandSafway policies and maintaining relations with employees that encourage open communication.
- Employees are encouraged to discuss any suggestions, ideas, concerns or complaints with their direct manager or supervisor. Whether the employee has an issue, complaint, suggestion or an observation, it is important for employees to share and communicate this information with their manager or supervisor. By receiving employee feedback, BrandSafway is able to improve, address complaints, and foster employee understanding of rationale for practices, processes and decisions.
- If employees have concerns about addressing an issue directly with their immediate managers or supervisors, the employee may raise those issues or concerns with their HR representative, the HR Compliance team at hrcompliance@brandsafway.com, the legal department, and/or the next levels of management including senior leaders, executive leadership or the Chief Compliance Officer.
- From time to time, team meetings are held for the purpose of discussing matters affecting employees. These meetings also provide an opportunity for employees to make any suggestions they may have.
- Regardless of how employees approach the issue, complaint or suggestion, managers at all levels of BrandSafway are responsible for providing an "open door" to listen and help bring about a solution or a clarification.
- Communication between employees and their managers will be kept confidential where applicable and will be shared with only those who need to know.
- BrandSafway strictly prohibits retaliation against any employee acting in good faith to raise any issue or concern.

In addition to this policy, BrandSafway also provides an Ethics Hotline, which is available 24/7 to employees to anonymously, where applicable by law, report issues or concerns in accordance with our Code of Conduct.

Responsibility for Administration

The Human Resources Department is responsible for the administration, revision, interpretation, and application of this policy. Management is responsible for implementation of this policy and establishing controls for the detection and prevention of violations. If you have questions about this policy, please reach out to your manager, HR representative, or HR Compliance team at hrcompliance@brandsafway.com.