



**Multi Operational Security Agency Intelligence Company LLC
(MOSAIC)**

Grievance Procedure and Mechanism for Reporting Allegations of Improper and/or Illegal Conduct

Grievance Procedure and Mechanism for Reporting Allegations of Improper and/or Illegal Conduct at Multi Operational Security Agency Intelligence Company LLC (MOSAIC)

MOSAIC has established a transparent and easily accessible reporting mechanism for both its personnel and third parties to report allegations of improper and/or illegal conduct. The procedure ensures prompt, thorough, and fair addressing of all claims per international and US laws.

Steps to Submit a Complaint:

1. Reporting Channel:

- Personnel: Employees and contractors should submit their complaints through the designated reporting channel, primarily via email to Reports@Mosaicsec.com.
- Third Parties: Individuals or organizations outside MOSAIC can report allegations using the same reporting channels.

2. Confidentiality and Whistleblower Protection:

- Whistleblower identities are kept confidential within applicable laws and regulations.
- Anonymous reporting is facilitated to maintain the confidentiality of the whistleblower's identity, and efforts are made to gather additional information.

3. Complaint Submission and Documentation:

- Whistleblowers should promptly submit their complaints via email to Reports@Mosaicsec.com.
- Detailed information, evidence, and supporting documentation related to the misconduct should be provided, including nature, date, time, location, and involved parties.

4. Receipt and Acknowledgment:

- Upon receiving a complaint, the designated authority, such as the General Counsel, promptly acknowledges the receipt via email.
- The acknowledgment includes a unique reference number for further communication and tracking.
- The whistleblower is informed about the investigation process, approximate resolution timeline, and any additional information required.

5. Investigation and Review:

- MOSAIC employs a qualified and impartial authority to investigate allegations.
- The investigation is conducted promptly, ensuring fairness, objectivity, and adherence to international and US laws.
- Relevant parties are interviewed, evidence is reviewed, and stakeholders are involved if the allegations involve specific projects, clients, or subcontractors.

- All parties are treated fairly and allowed to present their side of the story.

6. Resolution and Remedial Actions:

- After completing the investigation, a detailed report is prepared, summarizing the allegations, investigative process, evidence gathered, and conclusions reached.
- If the investigation confirms improper and/or illegal conduct, MOSAIC takes appropriate remedial actions, such as disciplinary measures, termination of contracts, legal proceedings, corrective actions, or policy revisions.
- The outcome of the investigation is communicated to the whistleblower, assuring them that their report was taken seriously, and measures were implemented according to international and US laws.

7. Appeals:

- The grievance procedure allows whistleblowers or affected parties to appeal if dissatisfied with the outcome or actions taken.
- Appeals are submitted to a different designated authority or committee consisting of senior executives or an independent body.
- The appeals process is fair, transparent, and compliant with international and US laws, considering all relevant evidence and arguments.

8. Records Retention:

- All records related to the grievance procedure, including complaints, investigations, and resolutions, are securely stored for the required period according to international and US laws.
- MOSAIC ensures the integrity and confidentiality of these records through robust data protection measures.

9. Regular Review and Improvement:

- MOSAIC periodically reviews the effectiveness of the grievance procedure, incorporating feedback from whistleblowers, affected parties, and stakeholders.
- The procedure is updated and communicated to comply with international and US laws changes, and training programs educate personnel on their rights and obligations within the reporting mechanism.