

THE RIGHT TO VOICE DECLARATION

PREAMBLE: WHY WE ARE WRITING THIS LETTER

Companies usually write instructions. We are writing this acknowledgment. Over the years of designing and manufacturing boiler equipment, we have learned one simple truth: perfect machines do not exist. There are only machines that are carefully monitored. And the most valuable control tool is not our internal quality control department or certified laboratories. It is your attention, your concern, and your willingness to inform us that something has gone wrong.

Too often in the business world, a complaint is perceived as aggression or as an annoying inconvenience. The client is "managed," persuaded that they are wrong, or shuffled from department to department. We consider this approach not just disrespectful—we consider it detrimental to our own evolution.

Therefore, we solemnly proclaim this Declaration. It is not a section in the user manual. It is our ethical principle.

ARTICLE 1. THE UNCONDITIONAL RIGHT

Every individual or organization interacting with Boilte — whether an end consumer, a design institute, an installation company, a service partner, or even a component supplier — has the unconditional right to be heard.

This right does not depend on:

- Whether the warranty period has expired;
- Whether the boiler was purchased directly from us or from a dealer;
- Whether the claim is, in your opinion, "sufficiently substantiated."

Your voice matters simply because you are part of the Boilte ecosystem.

We do not filter appeals by status or importance. Every word carries weight.

ARTICLE 2. COMPLAINT AS INVESTMENT

We are changing the paradigm of thinking. At Boilte, we officially cease using the word "problem" in relation to customer feedback. From now on, this is an "Improvement Signal." Why?

When you point out a flaw to us — be it a scratch on the casing, an unclear clause in the passport, or a serious unit failure — you spend your personal time. It would be easier for you to remain silent and simply never buy our equipment again. But you spend your resources to inform us.

This is not a claim for damages. This is an investment in our future. You are investing your knowledge and operational experience in us so that we can become better. We view each such signal as a form of free assistance, for which we should be grateful, even if, emotionally, this assistance is delivered in a harsh manner.

We do not take offense at criticism. We learn from it.

ARTICLE 3. SOURCE IMMUNITY

We guarantee that providing negative feedback will never lead to a deterioration of cooperation terms, attempts to "sue," or pressure.

Moreover, Boilte operates on the "Source Immunity" principle:

- If a customer points out a defect, they cannot be refused future service.
- If a partner points out our mistake in logistics or documentation, their rating in our system is not lowered, but increased.
- If a supplier honestly warns us about a possible defect in their batch of materials before we discover it — this is considered an act of good faith for which we reward them.

Honesty is rewarded. Always.

ARTICLE 4. THE PATH OF THE VOICE

We undertake to make the path of your voice transparent. Every appeal received via the special communication channel (voice@boilte.com or through the form on the website)

receives a unique tracking number.

You have the right to know at what stage the review of your "signal" is at:

Stage	What Happens
1. Registration	We have heard you. The appeal is accepted and registered in the system.
2. Analysis	Engineers are investigating whether this is indeed our area of responsibility. Diagnostics are conducted, documentation is reviewed, and if necessary, a site visit is arranged.
3. Resolution	We propose an option: correction, compensation, documentation update, component replacement.
4. Implementation	Your signal has been put to work — the technical process has been changed, personnel retrained, the manual adjusted.

You receive a notification at every stage. No "black hole" where appeals disappear.

ARTICLE 5. FEEDBACK ON FEEDBACK

The cynicism of many companies is that they collect feedback but never tell the client what has changed thanks to them. We break this rule.

If, thanks to your signal, we change the design of a component, rewrite a regulation, or switch suppliers, we undertake to notify you about it.

You will receive a letter:

"Thanks to your appeal No...., we have... Thank you for making Boilte better."

Your contribution does not go unnoticed. You become a co-author of our development.

ARTICLE 6. ACCESS TO LEADERSHIP

We realize that sometimes the bureaucratic machine grinds down even the most valuable signals. Therefore, this Declaration establishes the "Right of Final Appeal."

If you believe that your appeal has not been heard at the level of the service department or quality department, you have the right to contact the CEO or Technical Director of Boilte directly.

Direct contact addresses:

- ceo@boilte.com — Chief Executive Officer
- cto@boilte.com — Chief Technical Officer

These addresses are published and available. No employee has the right to block these appeals or criticize you for using them.

Escalation is not a punishment. It is a right that we grant you.

ARTICLE 7. CONFIDENTIALITY OF APPEAL

We guarantee full confidentiality of your appeal.

- Your contact details are not shared with third parties without your consent.
- You can report a problem anonymously (through the form on the website without providing personal information).
- No Boilte employee has the right to disclose the fact of your appeal or its content without your permission.

Your safety and peace of mind are our priority.

ARTICLE 8. RESPONSE TIMELINES

We establish clear response timelines for each "Improvement Signal":

Action	Timeline
Confirmation of receipt	1 business day
Preliminary analysis and initial response	5 business days
Full investigation and proposed solution	15 business days (up to 30 for complex cases)
Notification of implemented changes	After actual implementation

We do not drag out deadlines. Your time is our resource.

ARTICLE 9. NO RETALIATION

We formally prohibit any form of retaliation against individuals who raise concerns in good faith.

- No employee may be demoted, fired, or penalized for reporting a problem.
- No client may be deprived of service or preferential terms for filing a complaint.
- No partner may be excluded from cooperation for pointing out our mistakes.

Speaking up is always safe.

ARTICLE 10. ANNUAL TRANSPARENCY REPORT

Once a year, we publish an anonymized report on the "Improvement Signals" received and the changes implemented as a result.

You will be able to see:

- How many appeals were received.
- What categories of issues were reported.
- What specific improvements were made.

We are transparent not only about our successes but also about our growth areas.

CONCLUSION: THANK YOU FOR CRITICISM

Dear Counterparty, we are not wearing rose-colored glasses. We know that our product is a complex engineering structure. There may be errors in it. There may be disruptions in our logistics. There may be typos in our documentation.

But we want you to know: when you point this out to us, you are not creating a problem for us. You are giving us a chance to become more honest and more professional.

In a world where everyone is afraid of complaints, we proclaim the right to them.

- Speak. We are listening.
- Criticize. We are changing.
- Come back. We are getting better.

With respect and a willingness to listen,
The Boilte Development Team