

Complaint Resolution and Problem-Solving Procedure

Gevo strives to provide a respectful, productive, and ethical work environment, consistent with [Gevo's Code of Business Conduct and Ethics](#). To this end, we want our employees to feel comfortable raising any problems, concerns, or grievances about the workplace to the attention of a manager, department manager, the People and Culture department, or any other member of management. To help manage conflict resolution, we have instituted the following problem-solving procedure.

If an employee believes there is inappropriate conduct or activity on the part of the Gevo management, its employees, vendors, customers, or any other persons or entities related to the Company, we ask that the person bring any concerns to the attention of their manager at a time and place that will allow the person to properly listen to the concern, and where the employee feels safe. If an issue has already been raised by an employee and they did not receive a sufficient response, please present the concerns to the People and Culture department or any other member of management. We request that the employee describe the problem, the people involved in the problem, any efforts that have already been made to resolve the problem, and any suggested solutions. Alternatively, an anonymous complaint can be made at <https://www.whistleblowerservices.com/gevo> or by calling (855) 788-6922.

If an employee believes they have been subject to or have witnessed unlawful discrimination, including sexual or other forms of unlawful harassment, or other inappropriate conduct, filing a complaint is imperative. Similarly, if an employee observes acts of discrimination toward or harassment of another employee, they are requested and encouraged to report this to one of the individuals listed above.

All complaints will be investigated promptly by management, and/or the People and Culture Department. Confidentiality will be protected to the extent possible. A timely resolution of each complaint will be reached and communicated to the parties involved. Final disposition of complaints will be reviewed by the Chief People Officer and the VP, General Counsel and Secretary.

If the investigation confirms conduct that violates our guidelines, Gevo will take steps to correct the situation and ensure a respectful, productive, and ethical work environment going forward.

No reprisal, retaliation, or other adverse action will be taken against an employee for bringing good faith concerns or complaints, including report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to a manager, department manager, the People and Culture department, or any other member of management.

Policy issued on March 23, 2022.