



Grievance Procedure

Last updated: May 2026

Grievance Procedure

1. Purpose and Objectives

We are committed to responsible business practices. Our Grievance Procedure enables **employees, suppliers, contractors, customers, community members, and other stakeholders** to:

- Safely raise concerns about any company practice, communication, or decision that may cause, contribute to, or be linked with negative social, environmental, or ethical impacts.
- Seek timely resolution, remediation, or explanation without fear of retaliation.
- Contribute to continual improvement of company performance and governance.

2. Scope and Process for Submitting a Grievance

Scope:

Our Grievance Procedure is available to:

- **Internal stakeholders:** Employees, contractors, and temporary staff.
- **External stakeholders:** Suppliers, customers, partners, community members, NGOs, investors, regulators, and other affected parties.

Process:

Grievances should be sent to grievances@mr-organic.com.

Internal stakeholders can raise grievances through the same email address, or with your line manager, or go directly with one of the directors. For any serious grievance we would encourage people to always use a written form of communication to ensure an accurate record can be maintained and the matter can be handled effectively.

Grievances raised through alternative channels will be logged and managed in accordance with this procedure.

This Grievance Procedure can be found on our website.

3. Acceptable Grounds for a Grievance

We welcome grievances relating to:

- Unethical, unsafe, or unlawful company practices.
- Environmental or social impacts (e.g., pollution, land use, community relations).
- Discrimination, harassment, or human rights abuses.
- Misleading or harmful communications or marketing.
- Breaches of contract, policy, or stakeholder commitments.
- Health, safety, or labour concerns in operations or supply chains.

Grievances that are clearly malicious, unrelated to company activities, or legally outside company control may not be accepted; in such cases, an explanation and referral to an alternative channel are provided.

Complaints related to product quality or service issues will not be investigated as a grievance. Such complaints should be emailed to customer.care@mr-organic.com.

4. Governance and Oversight

- The Grievance Officer is responsible for receiving and coordinating grievance handling. Where a grievance involves, or could reasonably be perceived to involve, the Grievance Officer, responsibility for handling the grievance will be reassigned to a director or an independent external advisor where appropriate.
- Investigations are conducted by impartial personnel or third-party investigators where independence is required.
- Findings and learnings are integrated into risk management and policy review processes.
- Grievances submitted via the dedicated email inbox are accessible only to the Grievance Officer and a nominated deputy. Both individuals receive notifications of incoming grievances to ensure timely review.
- All grievance-related correspondence must be managed and responded to from the Grievance mailbox to maintain confidentiality and a clear audit trail.

5. Process and Timelines

Stage	Description	Target Timeline	Responsible Party
1. Submission	Grievance received via designated channels and logged securely in the <i>Grievances Log & Tracker</i> spreadsheet (HR Drive).	Ongoing	Complainant / Grievance Officer
2. Acknowledgment	Complainant receives written confirmation of receipt.	Within 5 working days	Grievance Officer
3. Initial Assessment	Determination of whether the issue qualifies as a grievance and appropriate route for handling.	Within 5 working days	Grievance Officer
4. Acceptance or Explanation	If accepted, the complainant is notified and the investigation begins. If not accepted, a written explanation is provided (see Section 8).	Within 10 working days	Grievance Officer
5. Investigation	E.g. Fact-finding, stakeholder interviews, evidence review, and analysis of company practices or impacts.	Within 20 working days	Grievance Officer
6. Communication of Progress	Regular updates are shared with the complainant during investigation.	Every 10 working days	Grievance Officer
7. Resolution & Feedback	Findings and proposed corrective actions are discussed with the complainant.	Within 5 working days after investigation	Grievance Officer
8. Written Outcome	Complainant receives a written summary of findings, rationale, and corrective measures.	Within 5 working days after resolution meeting	Grievance Officer

6. Protection of Complainants

We believe it is important to protect complainants from any retaliation or detriment, regardless of whether or not their grievance is upheld.

- **Non-retaliation policy:** Retaliation against any stakeholder who raises a grievance in good faith is strictly prohibited and treated as a disciplinary offence.
- **Confidentiality:** Identities and case details are handled securely and shared only on a need-to-know basis.
- **Anonymous reporting:** Available for stakeholders who prefer not to disclose their identity, subject to jurisdictional limitations.

7. Resolution and Remediation

We will facilitate fair and effective resolution through:

- **Dialogue and mediation** between affected parties.
- **Corrective actions** (e.g. policy or procedural changes, staff retraining, disciplinary measures).
- **Remediation** such as apology, compensation, or restoration where harm has occurred.
- **Systemic prevention** by integrating lessons learned into sustainability and governance frameworks.

Progress and completion of corrective actions are tracked until full implementation.

8. Communication and Outcomes

When a grievance is accepted:

- The complainant is informed at each stage: acknowledgment, investigation start, progress updates, and resolution.
- Upon closure, a written confirmation is issued summarizing actions taken and measures implemented to prevent recurrence.

When a Grievance Is not accepted:

- The complainant receives a written explanation detailing why the issue could not be addressed through this mechanism (e.g., outside scope, insufficient information, unrelated to company operations).

- The company provides guidance on alternative recourse channels (e.g., customer care, regulatory complaint mechanisms, or public mediation forums).

9. Monitoring & Continuous Improvement

Grievance data (types, status, resolution rates, and timeframes) are tracked and reviewed by the company's senior leadership team.

We regularly review this Grievance Procedure to ensure:

- It remains accessible, trusted, and effective for all stakeholder groups.
- It aligns with evolving international standards and stakeholder expectations.
- Feedback from users and lessons learned inform updates to policies, training, and communication materials.

10. Responsibility

Grievances are received by the appointed Grievance Officer, who will work with appropriate team members, stakeholders and external bodies to bring resolution to the concern. All Grievances and actions are logged in the spreadsheet *Grievances Log & Tracker*.

The company directors will be kept informed about the situation at all stages of the grievance process. Ultimate responsibility for grievances rests with the directors.