



Stakeholder Grievance Policy



1. PURPOSE

BetterBusiness conducts its activities responsibly, transparently, and with respect for all stakeholders.

This Policy establishes a procedure enabling any stakeholder to raise a concern or grievance regarding BetterBusiness' activities, including their social, environmental, or governance impacts, and to receive a response within a reasonable timeframe.

The purpose of this Policy is to encourage open dialogue, prevent conflicts, and support the continuous improvement of the company's practices.

2. SCOPE

This procedure is available to all BetterBusiness stakeholders, including:

- employees;
- job applicants;
- clients;
- suppliers and subcontractors;
- business partners;
- investors or shareholders;
- local communities;
- civil society organizations;
- any individual or organization that considers itself affected by BetterBusiness' activities.

This Policy is publicly available through the BetterBusiness website.

3. GROUNDS FOR A GRIEVANCE

A grievance is considered admissible when it relates to an actual or potential impact arising from BetterBusiness' activities, including but not limited to:

- breaches of ethical commitments;
- discrimination or human rights violations;
- harassment or inappropriate behavior;
- misleading business practices or lack of transparency;
- environmental impacts;
- conflicts of interest;
- breaches of personal data protection requirements;
- non-compliance with internal policies or the Code of Conduct;
- any situation likely to adversely affect a stakeholder.

The following are not considered grievances:

- routine commercial requests;
- business solicitations;
- anonymous submissions that do not contain sufficient information to allow a reasonable assessment;
- complaints that are clearly abusive, malicious, or repetitive without new supporting information.



4. SUBMISSION OF A GRIEVANCE

A grievance may be submitted:

- through the grievance form available on the BetterBusiness website;
- by email to info@betterbusiness.be;
- by post to:
BetterBusiness
Rue des Tanneurs 60
1000 Brussels
Belgium

Whenever possible, the grievance should include:

- the identity of the complainant (unless anonymity is requested where feasible);
- a description of the facts;
- the persons concerned;
- relevant dates;
- available supporting evidence;
- the expected outcome or preferred resolution.

5. GRIEVANCE HANDLING PROCESS

Step 1. Acknowledgement of Receipt

An acknowledgement of receipt will be sent within **five business days**.

Step 2. Admissibility Assessment

Within **ten business days**, BetterBusiness will assess:

- whether the grievance falls within the scope of this Policy;
- whether sufficient information has been provided;
- whether additional information is required.

The complainant will be informed whether the grievance has been accepted for review.

Step 3. Investigation

Where a grievance is deemed admissible:

- the facts will be reviewed objectively;
- relevant individuals may be interviewed;
- supporting documentation will be examined;
- internal or external experts may be consulted where appropriate.

The objective is to complete the investigation within **thirty business days**.

Where additional time is required, the complainant will be informed of the reasons for the delay and the expected timeline.

Step 4. Decision

Following the investigation, BetterBusiness will:

- propose an appropriate solution or action plan;
- implement corrective measures where necessary;
- or provide a reasoned explanation where no additional action is considered necessary.



Step 5. Closure

The grievance will be considered closed once the agreed actions have been implemented or a reasoned decision has been communicated.

The complainant will receive written confirmation that the case has been closed.

6. RESOLUTION OF GRIEVANCES

Depending on the nature of the grievance, BetterBusiness may:

- engage in dialogue with the parties concerned;
- implement corrective actions;
- revise internal procedures;
- strengthen internal controls;
- issue an apology where appropriate;
- introduce preventive measures to avoid similar situations in the future.

Whenever possible, grievances will be resolved through constructive dialogue and collaboration.

7. PROTECTION AGAINST RETALIATION

No person shall suffer retaliation for submitting a grievance in good faith.

Prohibited forms of retaliation include:

- discrimination;
- harassment;
- intimidation;
- unjustified disciplinary measures;
- the unjustified termination or deterioration of an employment or business relationship;
- any other adverse action resulting from the submission of a grievance.

Information provided through the grievance process will be handled confidentially and in accordance with applicable data protection legislation.

Access to grievance information will be restricted to individuals who require it for the purpose of handling the grievance.

8. COMMUNICATION WITH THE COMPLAINANT

Throughout the grievance process, BetterBusiness will keep the complainant informed of:

- the receipt of the grievance;
- the admissibility assessment;
- the main stages of the review process;
- any delays and the reasons for them;
- the final decision;
- the closure of the case.

If a grievance is not accepted, BetterBusiness will explain the reasons for its decision.



9. GOVERNANCE

The Management Team is responsible for implementing, monitoring and periodically reviewing this Policy.

A confidential grievance register will be maintained to:

- monitor response times;
- identify recurring issues;
- implement continuous improvement actions;
- strengthen governance and stakeholder relationships.

Records will be retained in accordance with applicable legal requirements.

10. PUBLICATION

This Policy is published on the BetterBusiness website and is freely accessible to any stakeholder wishing to raise a concern or submit a grievance.