

Grievance Procedure

1. Introduction

This policy provides a fair, consistent, and transparent process for all stakeholders - including employees, contractors, suppliers, local community members, and customers - to raise concerns, problems, or complaints relating to our business operations.

2. Scope

Grievances may relate to, but are not limited to:

- Terms and conditions of employment or labour rights.
- Health and safety concerns.
- Bullying, harassment, or discrimination.
- Environmental impacts or community concerns.
- Unfair procurement practices or ethical breaches.

3. Accessibility: How to Raise a Grievance

To ensure this process is easily accessible, stakeholders may submit a grievance through any of the following channels:

- Online Grievance Form: Available at www.activeo3.co.uk
- Email: ruth@activeo3.co.uk
- In-Person: Through a manager or HR representative.

Ruth T, our Director is responsible for overseeing the implementation of this policy, including promptly investigating and grievances that may be received, documenting actions taken, including disciplinary actions as required.

4. Principles and Procedures

We are committed to:

- **Grounds for Acceptance:** We accept grievances that involve a breach of our Code of Conduct, legal obligations, or any direct harm caused by our business operations. If a grievance is not accepted, we will provide a formal written explanation why.
- **Impartiality:** Investigations are conducted by parties not involved in the original incident.
- **Regular Communication:** We will update the complainant at every stage of the process, including the decision-making approach and final outcome.

5. The Resolution Process and Timelines

If a matter cannot be resolved informally, the employee should submit a formal grievance in writing to their manager or HR.

Step	Action	Targeted Deadline
1. Submission	Stakeholder submits grievance via form or email.	Immediate
2. Acknowledgement	Company confirms receipt and assigns a case reference.	Within 5 working days
3. Investigation	A meeting is held with the stakeholder to review evidence and explore resolutions.	Within 10 working days
4. Outcome	A written decision is issued, detailing the resolution and any actions taken.	Within 15 working days
5. Appeal	If dissatisfied, the stakeholder may appeal to a Director/Independent Board member.	Within 7 working days of decision

6. Confidentiality

We strictly prohibit any form of retaliation, detriment, or victimisation against any stakeholder who raises a genuine concern. To enforce this, we have implemented the following controls:

- **Confidentiality by Default:** Complainants may request that their identity remain confidential throughout the process.
- **Informed Consent:** We will clearly inform the stakeholder who needs to be involved in the investigation and seek consent before sharing information with third parties.
- **Risk Assessment:** For vulnerable stakeholders (e.g., supply chain workers or community members), HR will conduct a risk assessment to identify and mitigate potential retaliation risks.
- **Disciplinary Action:** Any breach of confidentiality or attempt at retaliation by staff will result in immediate disciplinary action, up to and including termination.

7. Resolution Facilitation

Resolutions are facilitated through dialogue, mediation, or corrective action plans. We aim for a 'mutual agreement' approach where possible, ensuring that the root cause of the grievance is addressed to prevent recurrence.

8. Policy Review

This policy will be reviewed annually to ensure it remains compliant with relevant employment laws and best practices.

Approved on behalf of the Board of Directors by: Stephen Vine, Managing Director
Signature:

A handwritten signature in black ink that reads "Stephen Vine". The signature is written in a cursive style, with the first letter of "Stephen" being a large, stylized 'S' and the 'V' in "Vine" being particularly prominent.

Date: 25/08/2026

Appendix

Grievance Submission Form Template

This form is available digitally on our website and in hard copy at our office locations.

1. Contact Information: (Name, Email, Phone) [Optional: You may choose to remain anonymous, though this may limit our ability to investigate].
2. Stakeholder Category: (Employee / Supplier / Community Member / Other)
3. Nature of Grievance: Please provide a description of the incident, including dates, locations, and parties involved.
4. Desired Outcome: What would you consider a fair resolution to this issue?
5. Confidentiality Request: Do you request that your identity remain confidential? (Yes/No)