

RE-ZIP Stakeholder Grievance Procedure

Purpose

RE-ZIP is committed to conducting business responsibly and transparently. This procedure provides stakeholders with a safe and accessible mechanism to raise concerns, complaints, or grievances relating to RE-ZIP's operations, business practices, environmental impact, products, services, or stakeholder relationships.

Who May Raise a Grievance

This procedure is available to all stakeholders, including:

- Employees
- Customers
- Suppliers and business partners
- Investors
- Community members
- Other affected stakeholders

Grounds for Accepting a Grievance

A grievance may be submitted when a stakeholder believes that RE-ZIP has acted inconsistently with its legal obligations, stated policies, ethical commitments, environmental responsibilities, or stakeholder commitments.

Examples include:

- Environmental concerns
- Human rights concerns
- Workplace conduct concerns
- Supplier relationship concerns
- Product or service-related concerns
- Ethical or compliance concerns

Commercial disputes, customer service requests, and general enquiries may be redirected to the appropriate business process.

How to Submit a Grievance

Stakeholders may submit grievances by:

Website: <https://re-zip.com/whistleblower/>

Anonymous submissions are accepted where permitted by law.

The submission will be sent directly to RE-ZIP's CEO and Chairman of the Board.

Grievance Handling Process

Step 1 – Acknowledgement

RE-ZIP will acknowledge receipt of the grievance within 5 business days.

Step 2 – Initial Assessment

The grievance will be reviewed to determine whether it falls within the scope of this procedure.

Target timeline: 10 business days from receipt.

Step 3 – Investigation and Dialogue

Where appropriate, RE-ZIP will investigate the matter and engage with relevant stakeholders to understand the issue and identify potential solutions.

Step 4 – Resolution

RE-ZIP will communicate the outcome of the review and any actions taken.

Target timeline: Within 30 business days of accepting the grievance.

Where additional time is required, the complainant will be informed.

Protection Against Retaliation

RE-ZIP prohibits any form of retaliation against individuals who raise concerns in good faith.

No stakeholder will be disadvantaged, penalised, intimidated, discriminated against, or otherwise subjected to adverse treatment for submitting a grievance or participating in an investigation.

Where requested and legally permissible, confidentiality will be maintained throughout the process.

Communication

RE-ZIP will keep complainants informed of the progress of their grievance and will communicate:

- Receipt of the grievance
- Acceptance or rejection of the grievance
- Key process updates
- Resolution and closure

Where a grievance is not accepted under this procedure, RE-ZIP will explain the reason for the decision.

Review

This procedure is reviewed periodically as part of RE-ZIP's governance and stakeholder engagement framework.