

# External Grievance & Complaints Handling Procedure

## 1. Purpose

The purpose of this procedure is to establish a clear, accessible, and confidential mechanism for **external parties** to raise grievances, complaints, or concerns related to the company's operations, ethical practices, labor standards, health and safety, environmental impact, or any other compliance-related matters.

## 2. Scope

This procedure applies to all **external stakeholders**, including but not limited to:

- Suppliers and vendors
- Contractors and subcontractors
- Service providers
- Visitors
- Business partners
- Members of the local community

## 3. Reporting Channels

External parties may submit grievances or complaints through the following reporting mechanism:

- **Email:** Info@bertexgarments.com

This reporting channel is publicly available and communicated through the company website and other appropriate communication methods.

## 4. Confidentiality & Non-Retaliation

- All grievances will be handled with **strict confidentiality**.
- Anonymous reporting is permitted.
- The company strictly prohibits any form of **retaliation** against individuals who raise concerns in good faith.
- Any retaliation attempt will be treated as a serious disciplinary violation.

## 5. Types of Issues That Can Be Reported

External parties may report concerns related to, but not limited to:

- Labor and human rights violations
- Health and safety risks
- Harassment, discrimination, or abuse
- Environmental concerns
- Ethical misconduct or compliance violations
- Breaches of company policies or legal requirements
- Corruption, Bribery, Extortion

## 6. Grievance Handling Process

1. **Receipt of Complaint:** All complaints received via the designated email are logged upon receipt.
2. **Acknowledgment:** Where contact details are available, an acknowledgment will be sent within **5 working days**.
3. **Investigation:** The complaint will be reviewed and investigated by the responsible department (HR / Compliance / Management).
4. **Corrective Action:** Appropriate corrective and preventive actions will be identified and implemented.
5. **Closure:** The complaint will be closed once actions are completed, and the complainant will be informed where applicable.

## 7. Roles & Responsibilities

- **Compliance / HR Department:** Responsible for receiving, recording, investigating, and closing external grievances.
- **Top Management:** Responsible for oversight and ensuring effective implementation of corrective actions.

## 8. Record Keeping

- All external grievances are recorded in an **External Grievance Log**.
- Records include date received, issue summary, investigation findings, actions taken, and closure date.
- Records are maintained securely for audit and compliance purposes.
- In case no grievances are received, **nil records** will be maintained.

## 9. Communication & Awareness

- This procedure is published on the **company website** to ensure accessibility to all external stakeholders.
- The reporting email address is clearly communicated through official company channels.

## 10. Review & Continuous Improvement

This procedure is reviewed periodically to ensure ongoing compliance and to enhance effectiveness based on feedback and audit outcomes.

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**Approved by:** Top Management  
**Effective Date:** 1-January-2026