

1. Introduction

This document outlines RCS Global's external grievance mechanism which defines the company's procedure to receive, evaluate and respond to any external complaints raised by external parties in regards to the company's services.

RCS is committed to address any grievances submitted in relation to its advisory, upstream, audit and certification services in a timely and objective manner.

RCS accepts complaints from any party with an interest in the audit or certification services subject to the complaint. This includes, but is not limited to:

- RCS employees and auditors
- External experts contracted to complement audit teams
- Audited entity
- Specific certification schemes for which RCS is an accredited or approved auditing body
- Internal or external stakeholders to an audit or certification

2. Complaints by internal parties

Any internal complaints or grievances are addressed in accordance with RCS' Internal Grievance Procedures.

3. Complaints by external parties

Any complaint must be submitted to RCS in writing and must include supporting evidence for the claim made.

An external party may lodge a complaint through the RCS website, <https://www.rcsglobal.com/grievances/> or by emailing grievances@rcsglobal.com. Each complaint submitted is received by an RCS Director who will acknowledge receipt within two (2) working days following submission.

4. Procedure to address complaints

RCS will review the complaint in accordance with the following procedure:

The RCS Director determines the acceptability of the complaint. Complaints are accepted if they:

- relate to RCS audit or certification services
- include sufficient objective evidence to reasonably support the complainant's claim
- are submitted in good faith

Where a complaint does not fulfill the conditions under point 1, RCS will inform the complainant of this decision, including the reasons for RCS to reject the complaint. If applicable, the complainant will be informed of the appeals mechanism of a specific certification scheme related to the complaint.

Where a complaint is accepted, RCS will conduct an investigation covering all elements of the complaint.

Upon completion of the investigation, the complainant will be informed by RCS of the conclusion of the investigation and the corrective actions identified (if any) to address the complaint.

RCS takes one of the following courses of action to address each complaint:

- Dismissal of the complaint

- Acceptance of the complaint, no corrective action required
- Acceptance of the complaint, corrective action required

5. Appeals

Where the complaint relates to a specific certification scheme that offers interested parties a mechanism to lodge complaints in regards to audit or certification activities carried out under the scheme, RCS will inform the complainant of the existence of such complaints mechanism.

RCS agrees to cooperate with any specific certification scheme in the investigation and, if applicable, corrective actions for a complaint related to RCS audit or certification services.