

Grievance Procedure

1. Purpose

GrowGrounds and GrowGrounds Africa are committed to operating ethically and responsibly across all our activities. This Grievance Procedure provides a safe, accessible, and confidential mechanism for workers and community members to raise concerns about our conduct, practices, or impacts – without fear of retaliation.

This procedure applies to:

- All workers employed by GrowGrounds or GrowGrounds Africa, regardless of contract type or location
- Community members in areas where GrowGrounds or GrowGrounds Africa operates

This procedure is available in English, Danish, and relevant local languages for GrowGrounds Africa operations. If you require this document in another language, please contact us directly.

2. Grounds for Acceptance

A grievance will be accepted if it relates to one or more of the following:

Workplace Grounds	Community Grounds
<ul style="list-style-type: none">• Unfair treatment, discrimination, or harassment• Unsafe working conditions• Breach of employment terms or wage agreements• Violation of human rights or labour rights• Concerns about retaliation	<ul style="list-style-type: none">• Negative environmental impact from our operations• Health or safety concerns affecting local communities• Unfair or harmful impact on community livelihoods• Concerns about supply chain conduct in origin countries

A grievance will not be accepted if it:

- Is anonymous and lacks sufficient detail to investigate (though anonymous reports are encouraged and reviewed)
- Falls outside the scope of GrowGrounds' operations or sphere of influence
- Has already been fully resolved through this or another formal process

If a grievance is not accepted, the complainant will be informed in writing within 5 business days with a clear explanation of why.

3. How to Raise a Grievance

Grievances can be raised through any of the following channels:

Email	contact@growgrounds.org (monitored by the designated Grievance Officer)
Written form	A grievance form is available on our website at www.growgrounds.com/grievance and can be submitted digitally or printed and handed to any manager
In person	Speak directly to your line manager, or to the designated Grievance Officer if the concern involves your line manager
Anonymously	Anonymous submissions are accepted via the online form. Note that anonymous grievances may be harder to investigate and follow up on

Submissions can be made in English, Danish, or any language used in our operations. We will arrange translation where needed.

4. Grievance Process and Deadlines

All grievances follow this process:

1	Acknowledgement <i>Within 5 business days of receipt</i> The Grievance Officer acknowledges receipt of the grievance in writing, confirms whether it has been accepted, and provides the complainant with an expected timeline for resolution.
2	Investigation <i>Within 10 business days of acceptance</i> The Grievance Officer conducts a fair and confidential investigation. This may include interviews with relevant parties, review of documentation, and consultation with external experts where necessary. All parties are treated with respect throughout.
3	Resolution proposal <i>Within 5 business days of completing investigation</i> The Grievance Officer presents a proposed resolution to the relevant parties. The complainant is informed of the findings and the proposed outcome in writing.
4	Response and closure <i>Within 5 business days of resolution proposal</i> The complainant responds to the proposed resolution. If accepted, the grievance is formally closed and recorded. If not accepted, the complainant may escalate (see Section 5).
5	Follow-up <i>30 days after closure</i> The Grievance Officer follows up with the complainant to confirm the resolution remains in effect and that no retaliation has occurred.

Total target timeline from receipt to closure: 25 business days. Complex cases involving GrowGrounds Africa operations or requiring external expertise may take up to 40 business days. The complainant will be kept informed of any delays.

5. Escalation

If a complainant is not satisfied with the proposed resolution, they may escalate their grievance within 10 business days of receiving the outcome. Escalation routes are:

Denmark (workers)	Escalate to CEO Lars Aaen directly at lars@growgrounds.org
Origin countries (workers & community)	Escalate to CTO Peter Lund at peter@growgrounds.org . If Peter is unable to resolve the grievance, it is escalated to Lars, who works jointly with Peter to reach a resolution.
External escalation	Complainants may also contact relevant national labour authorities, human rights bodies, or B Lab Europe at any time

All escalations will be acknowledged within 3 business days and resolved within 15 additional business days where possible.

6. Protection Against Retaliation

GrowGrounds and GrowGrounds Africa have a zero-tolerance policy toward retaliation. No worker or community member will face any negative consequence for raising a grievance in good faith.

Retaliation includes but is not limited to:

- Dismissal, demotion, or reduction in hours or pay
- Harassment, intimidation, or ostracism
- Negative performance reviews linked to the grievance
- Exclusion from business opportunities or community programmes
- Any other adverse treatment connected to the raising of a concern

Any person found to have engaged in retaliation will face disciplinary action, up to and including termination of employment or contract.

If a complainant believes they are experiencing retaliation at any point during or after the grievance process, they should immediately notify the Grievance Officer or escalate directly

to the CEO or CTO as outlined in Section 5. Retaliation concerns will be investigated as a priority and within the same timelines as the original grievance process.

Where a complainant has reason to believe their concern cannot be safely raised internally, they are encouraged to use external channels including national authorities or B Lab Europe.

7. Confidentiality

All grievances are treated with strict confidentiality. Information about a grievance will only be shared with those who need to know in order to investigate and resolve it. The identity of the complainant will not be disclosed without their explicit consent, except where required by law.

Anonymous grievances are accepted and will be investigated to the extent possible given the information provided.

8. Accountability and Tracking

Responsibility for this procedure is assigned as follows:

Grievance Officer (Denmark)	CEO Lars Aaen – responsible for all worker grievances raised in Denmark
Grievance Officer (Origin countries)	CTO Peter Lund – first point of contact for all worker and community grievances arising from origin country operations. If Peter is unable to resolve a grievance, it is escalated to Lars for joint resolution.

The responsibilities of the Grievance Officer role include:

- Monitoring the grievance form and inbox, and acknowledging new submissions within 3 business days
- Leading or coordinating the investigation of each grievance in line with Section 4
- Maintaining the confidential grievance log and keeping complainants informed of progress
- Preparing the anonymised annual summary for governing body review
- Monitoring for, and acting on, any sign of retaliation against a complainant
- Stepping aside in favour of the other Grievance Officer, or an independent board member if both are conflicted, where a grievance concerns the Grievance Officer directly

GrowGrounds maintains a confidential grievance log recording the date, nature, status, and outcome of all grievances received. An anonymised annual summary is prepared by the Grievance Officer and reviewed by the company board each year as part of the annual impact review.

This procedure is reviewed annually and updated as needed. Workers and community members are notified of any material changes.

9. Language Availability

This procedure is published in:

- English (primary version)
- Danish (for GrowGrounds Denmark workers)
- Local languages relevant to GrowGrounds Africa operations (translations provided on request)

To request a translation or language support in submitting a grievance, contact: grievance@growgrounds.com

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Contact	grievance@growgrounds.com