

CEUSTERS NV GRIEVANCE & COMPLAINTS MECHANISM

CEUSTERS has established this grievance & complaints mechanism and procedure to hear concerns about circumstances related to any of the activities of CEUSTERS and to provide a transparent and consistent process for resolving grievances.

CEUSTERS Compliance Manager is responsible for implementing and reviewing this procedure.

Scope:

Concerns can be raised in relation (but not limited) to the following topics:

- Employment matters
- Health & safety, working conditions
- Human rights violations
- Environmental risks
- Corruption & bribery
- Money laundering & terrorism financing concerns
- Compliance and legal matters

Who can raise concerns:

Interested parties who can raise concerns are employees (whistleblowing) of CEUSTERS, suppliers, customers or any other external stakeholders.

CEUSTERS will not take any action in retaliation in any way or otherwise discriminate against any person who lawfully and in good faith raises a concern through the Grievance mechanism.

How to raise concerns:

Concerns can be raised by interested parties via email or telephone to:

CEUSTERS Compliance Manager

Adress: Uitbreidingstraat 72/2 – 2600 Berchem

General CEUSTERS number : 03/220 28 60

Email: compliance@CEUSTERS.com

Or by using this form (add link to the online form)

Providing contact information allows for further and faster follow up, however concerns can be raised anonymously and will be treated in the same way as all other grievances.

Information to be provided:

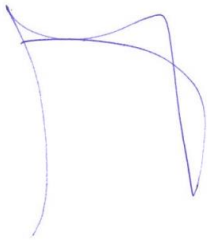
To be considered, complaints must usually be submitted with supporting evidence. This includes credible information, records, observations, personal knowledge and/or statements of fact which can be qualitative or quantitative.

Managing Grievances:

On receiving a complaint, CEUSTERS will aim to:

- Obtain an accurate report of the complaint.
- Seek further information where possible and appropriate.
- Assess the eligibility of the complaint and, where applicable, decide who should handle it internally.
- In cases where we are unable to address the complaint internally (e.g. where our company is too far removed from the origin of the issue raised in the complaint), we may redirect it to a more appropriate entity or institution, such as the relevant supplier or industry body.
- Where we cannot handle the matter internally, appoint an independent expert if necessary.
- Identify any actions we should take including hearing from all parties concerned, and monitoring the situation.
- Advise the complainant of our decisions or outcomes.
- Treat complaints in confidence and not disclosed beyond what is necessary for the investigation.
- Keep records on complaints received and the internal process followed, for at least five years from the date of reporting/from the date the complaint is concluded and/or deemed closed

Ingrid Ceusters - CEO Ceusters NV



Date of effect: **30/09/2022**