

## Grievance Policy

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### Purpose

The BAZ Group is committed to fostering an inclusive, respectful, and transparent work environment. This Grievance Policy outlines a fair and accessible process for addressing concerns or complaints related to working conditions, interpersonal conflicts, discrimination, harassment, and violations of company policy or ethical standards by employees, customers, or other stakeholders. The policy supports our status as a mission-driven business and aligns with B Corp values of accountability, stakeholder engagement, and human rights. Please note, however, that the Company reserves the right to modify this procedure at any time and nothing in this procedure should be construed to constitute a contract between you and the Company or to constitute any part of a contract between you and the Company.

### Scope

This policy applies to all employees regardless of position, tenure, or employment status (full-time, part-time, or temporary), customers, or other stakeholders.

### What Is a Grievance?

A grievance is any formal expression of dissatisfaction by an employee concerning:

- Interpersonal conflict (e.g., harassment, bullying)
- Unfair treatment or discrimination
- Health and safety concerns
- Unethical conduct or violations of company policy
- Disciplinary actions or performance reviews
- Breach of employment terms

### Principles

**Confidentiality:** All grievances will be handled with discretion. Information will only be shared with those directly involved in resolution.

**Non-retaliation:** Retaliation against any employee for reporting a grievance in good faith is strictly prohibited.

**Timeliness:** Prompt action will be taken to investigate and resolve grievances.

**Transparency & Fairness:** All parties will have an opportunity to present their side and receive timely updates on the process.

Accessibility: All employees may file a grievance without fear of judgment, bias, obstruction or fear of retaliation.

## Grievance Procedure

### Step 1: Informal Resolution (Optional but Encouraged)

Complainants are encouraged to resolve issues informally by speaking directly with the person involved, if comfortable, or requesting assistance from a manager or the Director of People and Culture for mediation. If your informal attempts to resolve the matter are not successful, you may implement the formal grievance process.

Employees may take their complaint directly to the Director of People and Culture if the complaint is related to their supervisor or if the employee feels the supervisor would not provide an impartial resolution to the problem. Customers or other stakeholders may also take their complaint directly to the Director of People & Culture.

### Step 2: Submit a Formal Grievance

If informal resolution is not possible or appropriate, you may submit a formal grievance in writing to the Director of People and Culture using the grievance form on [The BAZ Group website](#). Grievances must be submitted within 30 calendar days following the date of occurrence. If you do not submit the grievance within the 30-day period, you waive your right to assert it. The written complaint should include:

- The nature of the grievance and the impact
- Informal Resolution taken (if applicable)
- Persons involved
- Relevant dates and events
- Any witnesses
- Any supporting documentation
- Desired outcome or resolution

The Director of People and Culture will respond in writing within ten (10) days following receipt of your grievance. If the grievance raised is not accepted as such the Director of People and Culture will provide a written explanation to the employee, customer, or other stakeholder. If the grievance is accepted, the Director of People and Culture will complete a thorough investigation. If the Director of People and Culture does not accept the grievance the employee may proceed to step 4. The CEO will review and provide a written explanation as to why the grievance was not accepted as such or initiate the investigation as appropriate.

### Step 3: Investigation & Resolution

Within ten (10) business days of receipt, the Director of People and Culture will:

- Acknowledge receipt of the grievance
- Appoint an internal or third-party investigator (as appropriate)

- Interview relevant parties and gather evidence

The investigation will typically be completed within 15 business days following receipt of your grievance and the Director of People and Culture will meet with you to discuss your grievance. The Director of People and Culture will provide a written response to your grievance within 15 business days following the date of your meeting. The written response will include a summary of the findings, steps taken to resolve the grievance and a timeline for implementation as appropriate. The Director of People and Culture must maintain confidentiality regarding adverse actions taken on other employees.

#### **Step 4: The Appeals Process**

If you are not satisfied with the response from the Director of People & Culture at Step 3, you may submit your grievance to the CEO of the Company or the CEO's designee for review within five (5) days following receipt of the written response from the Director of People & Culture. The CEO or their designee will review the grievance and make a final decision on the appeal. The CEO or their designee will provide a written response within 15 business days following receipt of the Step 3 grievance resulting in final and binding arbitration

Upon conclusion:

- A written report will be prepared
- The CEO will meet with the parties involved to discuss the findings and next steps
- Appropriate corrective action, if needed will be implemented

Employees, customers, or other stakeholders. will receive a summary of the findings and any actions taken, within legal confidentiality limits.

#### **Recordkeeping**

All grievance records will be retained securely for at least 3 years and kept confidential in accordance with state and federal law.

#### **Policy Review and Training**

This policy will be reviewed annually to ensure alignment with B Corp standards and Ohio employment law. Employees will receive training on the grievance process during onboarding and at least annually.

#### **Contact**

For questions or to file a grievance:

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