



# GRIEVANCE POLICY AND PROCEDURE - EXTERNAL

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PUBLIC

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a **TALAN** company





# TABLE OF CONTENTS

<b>GRIEVANCE POLICY &amp; PROCEDURE.....</b>	<b>1</b>
<b>1    STATEMENT OF INTENT.....</b>	<b>1</b>
<b>2    SCOPE.....</b>	<b>1</b>
<b>3    GRIEVANCE SUBMISSION PROCESS .....</b>	<b>1</b>
<b>4    PROCESS STEPS AND TIMELINES.....</b>	<b>1</b>
<b>5    PROTECTION AND NON-RETALIATION .....</b>	<b>2</b>
<b>6    TYPES OF CONCERNS COVERED .....</b>	<b>2</b>
<b>7    OVERSIGHT AND REVIEW .....</b>	<b>2</b>



# GRIEVANCE POLICY & PROCEDURE

## 1 STATEMENT OF INTENT

Gemserv Ltd is committed to conducting business responsibly, ethically, and transparently. As part of our B Corp values and ethical governance, we provide a formal mechanism through which stakeholders—including clients, suppliers, community members, and others—may raise concerns related to legal, ethical, social, or environmental matters.

This Grievance Policy outlines how individuals can submit a concern, how Gemserv will handle the grievance, and our commitment to accountability, transparency, and non-retaliation.

## 2 SCOPE

This policy applies to any external stakeholder interacting with Gemserv who wishes to raise a grievance concerning:

- Unethical conduct
- Environmental harm or non-compliance
- Legal or regulatory violations
- Human rights, diversity, or workplace concerns linked to Gemserv or our suppliers

## 3 GRIEVANCE SUBMISSION PROCESS

Grievances can be submitted via:

- Online grievance form: [Insert website link]
- Email: [grc@gemserv.com](mailto:grc@gemserv.com)
- Postal mail: FAO Governance Risk & Compliance Team, Gemserv Ltd, 77 Gracechurch Street, London, EC3V 0AS

All submissions will be treated confidentially and reviewed independently by our Governance, Risk & Compliance function.

## 4 PROCESS STEPS AND TIMELINES

1. Acknowledgement of grievance within 3 working days
2. Initial review and classification within 7 working days
3. Investigation and engagement with relevant parties (if required)
4. Resolution target within 30 working days
5. Outcome communication to complainant and closure

If the grievance does not meet the accepted grounds, the stakeholder will be informed in writing with a rationale.



## 5 PROTECTION AND NON-RETALIATION

Gemserv will not tolerate retaliation against any individual who raises a concern in good faith. External stakeholders are equally protected. In cases of suspected retaliation, the complainant may escalate to the Manager, Governance Risk & Compliance at [grc@gemserv.com](mailto:grc@gemserv.com).

## 6 TYPES OF CONCERNS COVERED

We accept concerns involving:

- Environmental impact or sustainability violations
- Data protection or legal non-compliance
- Ethical issues involving staff, suppliers, or services

The following are not typically covered:

- Customer service feedback (should be sent via general feedback form)
- Anonymous submissions lacking sufficient detail

## 7 OVERSIGHT AND REVIEW

The **Governance Risk and Compliance (GRC) Manager** is responsible for the implementation and oversight of this procedure. This policy is reviewed annually and updated as needed.



To find out more please contact:

GRC Manager

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