

# Handling Third Party Grievances

## Control Risks' commitment

Control Risks will handle grievances from third parties in a transparent and fair manner, and with due consideration for confidentiality and restrictions imposed by local laws in accordance with our global Third Party Complaints policy.

We will respect the confidentiality of the complainant, unless required by law to reveal their identity, and take all reasonable steps to protect complainants from retaliation.

We will report grievances to the appropriate external authorities when the nature or severity of the matter requires such action, and give full support to any external investigating authorities.

## How to contact us

To register a grievance, third parties should send an email to [ethicsenquiries@controlrisks.com](mailto:ethicsenquiries@controlrisks.com) giving as much information as possible of the circumstances and Control Risks' alleged involvement or fault.

## Control Risks' response

Control Risks will acknowledge its receipt of the grievance promptly and no later than within 28 days. Senior management will undertake an initial assessment of the matter and will agree the parameters of the investigation.

A member of Control Risks' management team will be nominated to act as the point of contact for the complainant. The point of contact will provide an outline of the resolution process, the associated timeframes, progress updates and report on the outcome.

If a third party believes that their grievance has been handled inappropriately and would prefer to seek redress through an independent body, they are advised to refer to a relevant external body. Control Risks can provide guidance on which body is most relevant.