

Very Group Access to Remedy Policy

The Very Group wants to ensure workers within our supply chain can raise any grievances safely and feel confident that those issues will be resolved.

The Very Group recognises that Grievance mechanisms at workplace level may take a number of, forms which can include:

- Structured mechanisms where workers lodge grievances and these are dealt with through defined procedures by management;
- Complaints to joint committees constituted between workers and management; or
- Complaint boxes or hotlines.

Ethical audits are our first-hand tool for understanding and assessing if workers are able to raise a grievance when their human rights are being abused or our code of conduct is not being adhered to.

Once a grievance is received it is essential for the Very group that the complaint is dealt with and an access to remedy is given to support and rectify the issue. We use our teams in country to identify where access to remedy is required and then complete a human rights due diligence process.

1. *Identification and Assessment of Risk* – assess as early as possible the potential risks.
2. *Integration and Action* – gather as much information and put mitigation measures in place to remediate grievances
3. *Investigating and Monitoring* – document all actions carried out and ensure remediation measures are continuing to be implemented.
4. *Communication and Remediation* – be transparent with outcomes and feedback to all stakeholders.

We expect all our suppliers to also follow the above process and work in collaboration with them to ensure the effective resolution of raised grievances.

Different ways of initiating a mechanism

The Very Group acknowledges that grievances may not always be raised by workers directly suffering human rights issues but through other means of awareness raising. As well as workers which are negatively affected by the activities of a supplier raising grievances, the following 3rd party organisations can also bring issues to our attention:

- Trade unions and other representatives of workers that are negatively affected by the activities of a supplier; and
- Other organisations acting or raising issues on behalf of the workers affected, such as local NGOs or associations.

When a grievance is raised to the Very Group we are committed to complete our internal procedure to assess, gather information, investigate and remediate. We will work transparently with 3rd party organisations to ensure the best solution of remedy is offered to workers in our supply chain.



THE VERY GROUP