

# Voodoo Park Ltd

## Stakeholder Grievance Policy

### 1. Purpose

This policy sets out the process through which stakeholders may raise grievances or concerns regarding the activities or conduct of Voodoo Park Ltd (the 'Company'). The policy reflects the Company's commitment as a Certified B Corporation to transparency, accountability, and the fair treatment of all stakeholders.

### 2. Scope

This policy applies to all stakeholders who interact with the Company, including but not limited to:

- Employees
- Contractors and consultants
- Customers
- Suppliers and business partners
- Members of the community affected by the Company's activities
- Any other stakeholder with a legitimate concern regarding the Company's conduct

### 3. Principles

The Company's grievance process is designed to be accessible, fair, confidential, non-retaliatory, timely and properly documented. Stakeholders may raise concerns without fear of retaliation.

### 4. How to Raise a Grievance

Stakeholders may raise a grievance using any of the following methods:

- Emailing the Company at [grievances@voodoopark.com](mailto:grievances@voodoopark.com)
- Raising the concern directly with an appropriate company contact or account manager

Grievances may be submitted confidentially or anonymously where appropriate.

## **5. Information to Include**

Where possible, stakeholders should include the following information when submitting a grievance:

- Description of the issue or concern
- Relevant dates and circumstances
- Any supporting documentation
- Desired outcome or resolution (if applicable)

## **6. Grievance Process**

The Company will manage grievances using the following process:

- Acknowledgement of receipt within 5 business days.
- Initial review within 10 business days.
- Investigation and response within 30 business days where reasonably practicable.
- Written outcome communicated to the complainant.

## **7. Escalation and Appeals**

If the complainant is dissatisfied with the outcome, they may request an appeal within 10 business days. Appeals will be reviewed by senior management and responded to within 20 business days.

## **8. Confidentiality and Data Protection**

All grievances will be handled confidentially and in accordance with applicable data protection laws including the UK GDPR. Information will only be shared with those responsible for investigating and resolving the grievance.

## **9. Protection from Retaliation**

The Company strictly prohibits retaliation against any stakeholder who raises a grievance in good faith. Any employee, contractor, or representative of the Company found to have engaged in retaliation may be subject to disciplinary action.

## **10. Communication and Resolution**

The Company will keep the complainant informed of progress where appropriate and will communicate the outcome of the grievance once the investigation has been completed. If the Company determines that the matter does not constitute a grievance under this policy, the complainant will be informed of that determination and the reasons for it.

## **11. Review**

This policy will be reviewed periodically to ensure its effectiveness and continued alignment with the Company's governance commitments and B Corp standards.

## **Document Control**

Version: 1.0

Approved by: CFO, Voodoo Park Ltd

Approval Date: 10<sup>th</sup> March 2026

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