

The Regatta Group takes Grievance and Remedy very seriously, and we expect all our suppliers to practice and embrace the policies to ensure that all colleagues have access to a clear and effective procedure. Our Grievance and Remedy Policy is critical in helping us achieve human rights for workers in our supply chain.

Definitions:

Grievance: A cause of distress (such as an unsatisfactory working condition or unfair labour practice) felt to afford a reason for complaint or dispute.

Remedy: The process of providing a remedy for an adverse human rights impact and the substantive outcomes that can counteract or make good the negative impact. These outcomes may take a range of forms, such as apologies, restitution, rehabilitation, financial or non-financial compensation, and punitive sanctions (whether criminal or administrative, such as fines), as well as the prevention of harm through, for example, injunctions or guarantees of non-repetition.

Our approach:

The Regatta Group are aware that grievance mechanisms are essential to demonstrate corporate responsibility for the welfare of workers in supply chains. We expect our suppliers to enable freedom of association and ensure workers can voice grievances. All grievance channels must be communicated to workers at the time of their recruitment and be easily accessible.

We encourage everyone who, personally or among their colleagues, experiences breaches of our social policies or any other perceived misconduct to bring this to local management's attention immediately. If an issue cannot be resolved through direct dialogue, colleagues can report grievances through other channels.

- 1.1 Worker Well-Being Surveys: The digital survey allows workers to raise grievances anonymously and a direct line of communication to express their concerns and true feelings.
- 1.2 Anonymous Audit Interviews: During audits, anonymous interviews with workers occur to discuss factory management and modern slavery checks. This provides workers with the opportunity to speak freely with no repercussions.
- 1.3 A Regatta and /or NGO-run Hotline: The Hotline provides employees a 24/7 direct line to report grievances anonymously.
- 1.4 Grievance boxes
- 1.5 Workers representations and trade unions

Once a grievance has been reported, the complaint must be documented and the Regatta Group local representatives alerted. A remediation proposal is prepared depending on the severity and engagement with the affected person(s). Reparations should be responsive to the needs of the complainant and in line with international human rights standards.

The Remediation Proposal and Corrective Action Plan (CAP) should be specific, time-bound and agreed upon by all parties. Once the CAP is created, local colleagues will visit the factories and provide them with guidance and training to ensure the necessary improvements are made and implemented. To close out a resolution, all involved parties must be asked for feedback on the level of satisfaction with the grievance handling process and the outcome.

We acknowledge that there is no appropriate mechanism for all workers in every location. However, we want to work with suppliers to remediate all grievances efficiently.

The Grievance and Remedy policy should become part of all Regatta suppliers CSR business plans.