

# Grievance Mechanism

## How to complain.

Complaints can be filed via e-mail to [brch@bcholding.dk](mailto:brch@bcholding.dk) or via telephone +45 29660223

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Complaints of Feedback can be submitted in English or in the Danish language.

The complaint should, if possible, contain the following information:

1/The name of the person, company, group, or activity to which the complaint relates.

2/ The complaint should present as many facts as possible and should be able to produce sufficient information to demonstrate the relevance and seriousness of the complaint.

3/ Description of the nature and scale of the adverse human rights, harm to animals, or the environment and how it relates to Soft Rebels

## Procedure following a complaint.

1/ Soft Rebels will acknowledge receipt of a complaint in writing within 5 days of receipt of the complaint. Information on when the complaints are expected to be handled is provided to the complainant.

2/If there is insufficient information provided by the complainant initially, Soft Rebels will ask for additional information or clarification.

3/ Soft Rebels management Marianne Brinkman and Brian Christensen will together assess and determine whether it can be accepted as a legitimate complaint.

4/The complainant will be informed whether the complaint has been accepted. If the complaint is not accepted, the reasons will be given to the complainant.

5/If the complaint is accepted, Soft Rebels will identify the parties to the complaint.

These parties could include the complainant, the subject of the complaint, employees, suppliers, customers, or others directly affected by the issues raised.

6/All parties will be contacted and briefed on the process unless such disclosure would put those parties in danger and/or lead to intimidation or victimization.

7/The substance of the complaint and all relevant documents will be examined by Soft Rebels management. If the complaint relates directly to the management, Brian Christensen will determine who will examine the complaint.

If additional expertise is required, Soft Rebels may choose to commission an external investigation from an independent third party or use the services of an independent specialist to manage the complaint process.

The purpose of the examination is to gather evidence to decide on how to proceed.

Therefore, the conclusion will not require evidence 'beyond all reasonable doubt' - rather, they need to prove 'in the balance of probability' that the alleged incident did or did not occur.

The examination and conclusion will be made following the principles of OECD guidelines of responsible business conduct.

8/The complaint and the initial findings of the examination will be communicated to the complainant and a response will be requested. The complainant will be given a reasonably defined period of time to respond.

9/The findings of the examination will be shared with all parties unless there is a strong compelling case for confidentiality.

10/ Soft Rebels may, based on its investigations, suggest a remedy that is agreeable to the complainants or the affected parties. Equally, the complainants may, based on the information provided by the subject, agree that there is no merit in pursuing the complaint.

11/ If the examination determines that Soft Rebels has caused or directly contributed to a violation, Soft Rebels will engage actively in its remediation, either directly or in cooperation with others. In case it is not caused Soft Rebels directly, we will encourage the partner, supplier, or entity that has caused or contributed to the impact to prevent or mitigate its recurrence.

12/ In resolving complaints, Soft Rebels will be mindful of the law and legal precedence in the country where a complaint arises. Soft Rebels will not assume, nor accept, the legal duties or obligations of other parties, and cannot adjudicate on legal disputes between parties, nor can it determine cases that require the deliberations and decisions of a court, tribunal, or other duly authorized body under national or international law.

13/If there is no agreement within a reasonable period of time, Soft Rebels reserves the right to decide on the outcome of the complaint. It will be done based on the information supplied at all stages to the complaint (according to the principles of OECD guidelines of responsible business conduct. Decision and reason will be communicated and the reasons to all parties.

At Soft Rebels we measure internal performance on business governance. We investigate how many cases of complaints were received and handled during the year. The target is to prevent and mitigate the risk of violation of human and animal rights and avoid harming the environment in our business activities, therefore measures are in place.

The consequence of the increase in complaints will be handled in our strategic work, and new initiatives will be made, to reach the target, based on the nature and scale of the complaint cases.