

Stakeholder Grievance Procedure

Krystal is committed to maintaining open, honest relationships with all of our stakeholders – including customers, suppliers, partners, and members of the wider community. If something isn't right, we want to know about it.

This procedure explains how any external stakeholder can raise a grievance, and how we will handle it. This procedure does not form part of any contract we may have with a stakeholder and Krystal may amend it at any time.

Who can use this procedure

This procedure is available to anyone who is affected by or connected to Krystal's operations and is not a current employee. This includes but is not limited to:

- Customers
- Suppliers and partners
- Community members
- Members of the public

Current employees should refer to the internal grievance procedure set out in the Staff Handbook.

What counts as a grievance

A grievance is any concern raised by an external stakeholder about Krystal's conduct, decisions, products, services, or impact on people or the environment. This includes but is not limited to: concerns about how you've been treated as a customer, supplier, or partner; concerns about Krystal's environmental or social practices; or any situation where you feel Krystal has acted contrary to its stated values or commitments.

How to raise a grievance

You can raise a grievance using the [complaints form](#) on our website. Alternatively, you can email complaints@krystal.io.

Please include:

- Your name and contact details (or let us know if you wish to remain anonymous)
- A description of your concern, including any relevant dates or details
- What outcome you are hoping for

What happens next

All complaints and concerns go directly to the management team, who take all feedback seriously.

1. **Acknowledgement:** We will acknowledge receipt of your concern within 1 working day.
2. **Investigation:** A senior manager will begin an investigation to understand your concern. We may need to contact you to clarify details, speak with relevant parties, and review any applicable policies or processes.
3. **Response:** We aim to provide our findings and a full response within 3 working days. If the matter is more complex and requires additional time, we will let you know and keep you updated on progress.
4. **Resolution:** We will communicate the outcome clearly and, where necessary, explain any actions we have taken or plan to take. If you are not satisfied with the outcome, you may submit an appeal. Details on how to do this will be provided when we communicate the outcome.
 - a. **If we don't accept your grievance:** If we determine that your concern does not meet the threshold for a formal grievance – for example, because it falls outside the scope of this procedure or has already been addressed through another process – we will write to you to explain our reasoning. You will always receive a response.

Our commitments

- All grievances will be taken seriously and handled fairly
- We will not tolerate retaliation against anyone who raises a grievance in good faith
- If you believe you have experienced retaliation for raising a grievance in good faith, you can report this to our CEO directly at dave@krystal.io. It will be treated as a separate grievance and investigated independently
- We will treat personal information shared through this process with care and in accordance with our [privacy policy](#)
- We will use feedback from grievances to improve our practices where appropriate

Tracking and accountability

All grievances are logged and tracked internally. Outcomes are reviewed periodically by the Senior Management Team to identify patterns and opportunities for improvement.

Where no grievances have been received in a given period, this will also be recorded.

Governance

This procedure has been reviewed and approved by the CEO and will be reviewed at least annually.