

Complaints & Concerns (grievance)

At Innate Motion, we believe business can be a force for good when driven by empathy and humanity. As a business humanizing company, we partner with our clients, collaborators, and communities to create meaningful growth. Integrity, transparency, respect, and accountability guide how we work and relate to one another within our team and the world around us.

We also recognize that questions, concerns, or complaints (sometimes referred to in formal terms as a grievance) may arise even in caring environments. When they do, we want them to be handled with fairness, care, and sensitivity. We always encourage open and honest conversation first, coming together with curiosity and respect to find constructive solutions.

When direct dialogue is not enough or doesn't feel safe, the Care & Integrity Portal provides a secure and confidential way to share a complaint or report a concern about conduct that may not reflect our values or ethical standards.

All submissions are reviewed by our Ethical Committee, a diverse group of members from different cultural and professional backgrounds. The Committee ensures that every case is approached with empathy, impartiality, and integrity. Your identity will be protected, and no one will face retaliation for raising a complaint or reporting a concern in good faith.

1. Purpose and Scope

The Care & Integrity Portal provides a safe space for anyone connected to Innate Motion employees, contractors, clients, suppliers, partners, and community members to raise an issue when something does not feel right.

It offers two main pathways:

- **Submitting a complaint**, when an individual or organization feels personally wronged or mistreated.
- **Reporting a concern or issue** when someone wishes to bring forward information about serious misconduct, unethical behavior, or potential harm.

2. Submitting a Complaint

2.1 When to submit a complaint / a grievance

You can submit a complaint if you believe you have experienced or witnessed an action or decision that feels unfair, inappropriate, or inconsistent with our commitments. This may include:

- Breach of contract or agreement
- Service or collaboration issues
- Unethical or disrespectful behavior
- Interpersonal issues such as Bullying, harassment, or discrimination
- Business and operational issues such as conflicts of interest or data privacy concerns.

2.2 The process

Our complaint process is designed to be clear and fair:

1. **Submission**
Send your complaint through the Care & Integrity Portal. It will be received directly by the Ethical Committee.
2. **Acknowledgment (within 3 business days)**
You will receive written confirmation that your complaint has been received.
3. **Assessment (within 10 business days)**
The Ethical Committee will review your submission to confirm that it falls within the scope of this policy.
4. **Investigation (completed within 30 business days)**
The Committee will carry out a fair and impartial investigation. When relevant, it may involve a trusted external confidant.
5. **Resolution and Response (within 5 business days after the investigation)**
You will receive a written summary of the findings and any actions taken. We will communicate regularly throughout the process, keeping you informed of progress and outcomes. Once a resolution has been achieved, this will be clearly confirmed.
If, after assessment, the issue raised is not accepted as a formal complaint/grievance, you will receive a clear rationale explaining why and what alternative options or next steps are available.
6. **Appeal (within 15 business days of the resolution)**
If you are not satisfied with the outcome, you may request a final review. The Ethical Committee may engage an independent external member or an external confidant to help find a final resolution.

3. Reporting a Concern or Issue

3.1 When to report a concern or issue

You can use the Care & Integrity Portal to report situations that may have a broader ethical, legal, or societal impact. This includes, but is not limited to:

- Fraud, corruption, or bribery
- Criminal offenses or legal violations
- Breaches of human rights
- Risks to the health, safety, or wellbeing of any individual
- Environmental damage or misconduct
- Attempts to conceal any of the above

3.2 The process

The process for reporting a concern or issue follows the same six steps outlined above: submission, acknowledgment, assessment, investigation, resolution, and appeal.

If the situation requires it, the Ethical Committee may consult or assign an **independent external confidant** to ensure the investigation remains objective, transparent, and culturally sensitive. We will communicate regularly during each stage of the process, keeping you informed of progress and outcomes. Once a resolution has been achieved, this will be clearly confirmed.

If, after assessment, the issue raised is not accepted as a formal grievance, you will receive a clear rationale explaining why and what alternative options or next steps are available.

You also retain the right, where applicable, to contact a recognized external authority such as the *Huis voor Klokkenluiders* (Dutch Whistleblower Authority).

4. Privacy and Confidentiality

Your privacy matters deeply to us. All complaints and reports are handled with the highest level of confidentiality. Information will be shared only when strictly necessary for investigation or resolution.

Anonymous reports are accepted, though providing contact details allows us to better understand and respond to your case.

5. Protection from Retaliation

Innate Motion strictly prohibits any form of retaliation against anyone who raises a complaint or reports a concern in good faith. Retaliation includes any action that could harm or disadvantage a person for coming forward, such as exclusion, intimidation, loss of opportunities, or professional repercussions.

Any retaliatory behavior will be treated as a serious violation of our values and may lead to disciplinary or corrective action.

6. The Ethical Committee

The Ethical Committee is composed of a diverse mix of internal team members and external confidants representing different cultural, disciplinary, and geographic perspectives. Its responsibilities include:

- Reviewing all complaints and reports submitted through the Care & Integrity Portal
- Ensuring fair, impartial, and timely handling of each case
- Protecting the confidentiality and dignity of all involved parties
- Recommending corrective or preventive actions when appropriate

7. Review and Continuous Improvement

This policy and process are reviewed annually, or sooner if significant legal, cultural, or operational changes occur.

The Ethical Committee also reviews insights and patterns (without breaching confidentiality) to strengthen Innate Motion's culture of empathy, fairness, and accountability.

Closing Note

This portal is an expression of our belief that relationships thrive when care and integrity guide our actions. When we engage with openness and courage, we help transform challenges into opportunities for learning and reconnection.

By speaking, listening, and acting with empathy, we not only resolve issues we build mutual respect. Each voice shared in good faith brings us closer to living our values, strengthening the bonds that unite us and the trust that allows us to grow together.

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