External Feedback/Complaints Policy – Offices

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| **Version** | **Issued** | **Revised** | **Next review due** | **Owner** |
| 1 | 06.05.2025 |  | 30.12.2026 | AMDAP ESG Leadership Group |

1. Scope

This procedure applies to all feedback, complaints and grievances submitted by external stakeholders, including but not limited to affected communities, suppliers, value chain workers, contractors, and non-governmental organizations. **This policy does not apply to employees**. There is a separate employee grievance procedure, with information available in each location.

PADMA locations covered by this procedure: **China, Malta, Netherlands, Portugal, Spain, Turkey, UK** [See separate policy for Bangladesh]

1. Purpose

This procedure outlines the steps for receiving, handling, and resolving external feedback, complaints and grievances related to our business operations, from affected communities and other external stakeholders.

PADMA’s goal is to build trust and maintain good relationships with the community. PADMA is committed to building meaningful relationships with all our stakeholders, including those external to our business - suppliers, value chain workers, contractors, NGOs and communities affected by our operations.

PADMA values external feedback, which enables the Group to identify and address issues that affect our stakeholders. We have established several ways that individuals or groups can raise concerns, ensuring transparency, accountability, and timely resolution of grievances.

1. Definitions

Transparency: Ensure all stakeholders are informed about the grievance process.

Accessibility: Provide multiple, easily accessible channels for submitting grievances.

Impartiality: Handle grievances fairly and without bias.

Confidentiality: Protect the identity of the complainant if requested.

Safeguarding: Ensure no negative impacts on anyone making a complaint

Timeliness: Resolve grievances promptly within the established timeframes.

1. Our Commitment

This policy supports our commitment to comply with relevant laws, regulations, and internationally recognised standards, including those related to human rights and environmental protection.

PADMA is dedicated to ensuring that all feedback is treated seriously, investigated fairly, and that appropriate action is taken. PADMA upholds the right of all individuals and groups to be heard without fear of retaliation.

1. Policy and procedures

**5.1 Feedback Submission Channels**

External stakeholders can submit feedback/grievances to our offices by letter or email.

Contact details for each region can be found in the Appendix.

**5. 2 Feedback/Grievance Submission Requirements**

Feedback/grievances can be made in the relevant languages local to the office, or English, as preferred by the stakeholder. Responses will be made in the same language if contact details are provided.

To enable us to respond to feedback/grievances, they should include the following information:

* Name and contact information (optional if anonymity is preferred, but contact details are essential if a response is required).
* Date and time that the report was made
* Data and time of the incident, or the period referred to in the complaint
* Description of the complaint/grievance and its impacts
* Any supporting documents, including photographs, if available.

**5.3 Feedback/Grievance Handling Process**

**Step 1: Acknowledgment**

Upon receiving grievance, a designated member of the relevant office staff will acknowledge receipt within 2 working days (if contact details are provided)

**Step 2: Registration**

The grievance is logged into the External Feedback/Grievance Register at each office, with a unique identification number [Format ES-001-2025, UK-001-2025 etc. .]

**Step 3: Initial Review**

The PADMA office local to the complainant will assess the grievance within 3 working days to determine its validity and identify the relevant department for resolution. This may involve speaking to a third party, such as owners of an office building which is leased by PADMA.

**Step 4: Investigation**

The assigned department or individual will investigate within 5 working days of the feedback/grievance registration. The team may interview relevant parties, review documents, and gather evidence.

**Step 5: Resolution**

A resolution will be proposed and communicated to the complainant within 7 working days. If additional time is required, the complainant will be informed of the delay and the reasons.

**Step 6: Implementation**

Corrective action, if required, will be implemented within the agreed timeframe.

**Step 7: Closure**

The feedback/grievance will be considered closed upon agreement from the complainant. If no agreement is reached, the matter may be escalated to Country Managers, PADMA Directors or external mediation.

**5.4 Appeal Mechanism**

If the complainant is dissatisfied with the resolution, they may appeal to the Global ESG Manager, Mustafa Zeyir, who will escalate the complaint on behalf of the complainant.

Appeal Contact: [mustafa@padmatr.com](mailto:mustafa@padmatr.com)

**Step 1: Submit Appeal**  
The complainant submits a written appeal to Global ESG Manager within 7 working days of receiving the initial resolution, explaining the dissatisfaction, their reasons for dissatisfaction, and desired outcome.

**Step 2: Acknowledge Appeal**  
The Global ESG Manager acknowledges the appeal within 5 working days, confirming receipt and outlining the next steps.

**Step 3: Assign Reviewer**  
A management representative is assigned to review the appeal. This must be a manager who was not involved in the initial investigation.

**Step 4: Review Complaint**  
The reviewer evaluates the initial complaint, the resolution process, and any new information provided.

**Step 5: Investigate Further (if needed)**  
If necessary, additional inquiries or discussions are conducted to gather relevant information.

**Step 6: Final Decision**  
Global ESG Manager finalizes the decision based on the review and any further findings.

**Step 7: Communicate Decision**  
The final decision is communicated in writing to the complainant within 10 working days of acknowledgment.

1. Confidentiality

PADMA is committed to protecting the confidentiality of individuals or groups who submit suggestions or grievances. We will not disclose their identity without their explicit consent, except where required by law or for the purposes of a fair and thorough investigation. Any personal data collected during the process will be handled in accordance with relevant data protection regulations.

1. Training and Awareness

PADMA will provide training to employees involved in feedback and grievance handling, including the importance of confidentiality and respect.

Stakeholders will be informed about the feedback/grievance mechanism through notices, community meetings, and the factory’s website.

1. Implementation and Responsibilities

**AMDAP ESG Leadership Group** is responsible for overall communication, implementation and management of this policy.

**The PADMA ESG Committee** is responsible for reviewing the effectiveness of this policy annually.

**PADMA Country Managers** are responsible for implementing and promoting this policy in their own location, encouraging feedback, cooperating fully with the investigation of grievances and ensuring that the company’s policy of non-retaliation is strictly upheld.

**The Head of ESG is** oversees this policy on behalf of AMDAP Leadership Group and is responsible for ensuring a record of grievances and their resolution is maintained in a central location to enable review, reporting and continuous improvement.

10. Monitoring and Review

The effectiveness of this External Feedback Policy will be regularly monitored and evaluated. A centralised record of all suggestions and grievances, including the nature of the issue, resolution status, and time taken for resolution, will be maintained. This data will be analysed to identify trends, systemic issues, and areas for improvement.

PADMA’S ESG Committee will also consider this data as part of its annual strategic ESG review. This review will assess:

* The number and types of external feedback and complaints received.
* The timeliness and effectiveness of complaints resolution.
* Patterns or trends in the issues raised, which may indicate underlying problems within the PADMA or its supply chain.
* The effectiveness of the policy in ensuring that community stakeholders feel able to raise concerns.

The findings of the strategic review will be used to inform any necessary updates to this policy, to improve feedback handling processes, and to drive broader improvements in PADMA’s environmental, social, and governance performance.

Lessons learned from individual cases will be disseminated within the organisation, where appropriate, to prevent recurrence and promote a culture of continuous improvement

* This procedure will be reviewed annually to ensure its effectiveness and compliance with legal and regulatory requirements.
* PADMA’s ESG Committee is responsible for assessing the effectiveness of this procedure and the company’s mitigation strategies in line with the UN Guiding Principles on Business and Human Rights.

See overleaf for contact information about each PADMA office.

Appendix

Contact details for PADMA Group Offices

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| **Region** | **Office Address** | **Contact the building landlord** | **Contact Padma** |
| China:  Hong Kong | **Padma Ltd**  Suite 1405, 14th Floor,  Building A, Mingfeng Plaza,  South Kangle Road, Houjie Town Dongguan City,  Guangdong Province,  China.  地址： 东莞市厚街镇康乐南路明丰广场A座14楼1405  Post: 523962 | For building related matters contact the office landlord | For PADMA specific issues in China contact:  [fancy@chinacn.com](mailto:fancy@chinacn.com) |
| Malta:  Swieqi | **Padma Textiles**  40 Mistral Court  Flat 2  Triq I-Ispiera  Swieqi  SWQ 3081 Malta | For building related matters contact the office landlord | For PADMA specific issues in Malta contact  [marvic@padmatextiles.com](mailto:marvic@padmatextiles.com) |
| Netherlands: Amsterdam | **Padma Services BV**  Hendrik Figeeweg 1-R  2031BJ Haarlem  Netherlands | For building related matters contact the office landlord | For PADMA specific issues in Netherlands, Germany, Northern and Eastern Europe, contact:  [floran@padmanl.com](mailto:floran@padmanl.com) |
| Portugal:  Guimaraes | **Amdap Unipessoal Lda**  Rua de Vila Moure No. 73  4815-301 Moreira de Conegos  Guimaraes  Portugal | For building related matters contact the office landlord | For PADMA specific issues in Portugal or Morocco contact:  [ramon@padmauk.com](mailto:ramon@padmauk.com) |
| Spain: Barcelona | **Padma Diseno SL**  Passeig de Gracia, 47,  2 planta  08007 Barcelona  Spain | For building related matters contact the office landlord | For PADMA specific issues in Spain contact:  [padma@padmasp.com](mailto:padma@padmasp.com) |
| Turkey:  Izmir | **Padma Textiles Ltd**  Kazım Dirik Mah. Üniversite Cad.  Meva Plaza No 116 Ofis 72  35100 – Bornova İzmir  Turkey | For building related matters contact the office landlord | For Padma Textiles specific issues in Turkey or Egypt, contact:  [turan@padmatr.com](mailto:turan@padmatr.com) |
| UK:  London | **Padma Design Ltd.**  Unit 2B & 2C  NW Works  135 Salisbury Road  London NW6 6RJ  UK | For building related matters contact the office landlord on:  [portfolio2admin@wearemapp.com](mailto:portfolio2admin@wearemapp.com)  or  Ian Scott, Senior Facilities Manager  MAPP  [Ian.scott@wearmapp.com](mailto:Ian.scott@wearmapp.com) | For Padma Textiles specific issues in the UK and Ireland contact:  [glen@padmauk.com](mailto:glen@padmauk.com) |