

Stakeholder grievance procedure

Our commitment

NJC is committed to conducting business responsibly, ethically and transparently. We recognise the importance of providing a safe, accessible and fair process for stakeholders to raise concerns relating to our operations, services, environmental impacts, workplace practices or governance.

This procedure enables stakeholders to raise grievances and seek resolution in a confidential and respectful manner.

Who can raise a grievance

This procedure is available to any stakeholder who may be affected by NJC's activities, including:

- employees and contractors
- clients and suppliers
- local communities
- business partners
- consultants and agency workers
- members of the public

What concerns can be raised

Grievances may relate to matters including:

- health, safety or wellbeing
- environmental impacts
- ethical business conduct
- discrimination, harassment or bullying
- human rights concerns
- supplier or contractor conduct
- privacy or information security concerns
- breaches of company policies or legal obligations
- other social, environmental or governance concerns connected to NJC's operations

This procedure should not be used for malicious, knowingly false or vexatious complaints.

How to raise a grievance

Stakeholders may raise a grievance by:

- an online form hosted on the company website: <https://www.njcdna.com/contact>
- a dedicated grievance email address: enquiries@njcdna.com

The cleaning specialists

NJC Limited, Zig Zag Building, 70 Victoria Street, London SW1E 6SQ

Registered office address as above. Company number 03463222.

- written correspondence where required: Not Just Cleaning Limited, 70 Victoria Street, London, SW1E 6SQ

Please include:

- your name and contact details (unless reporting anonymously)
- details of the concern
- relevant dates, locations or individuals involved
- any supporting evidence where available
- the outcome or resolution sought

Anonymous grievances will be considered where sufficient information is provided.

How grievances are managed

1. Acknowledgement

NJC aims to acknowledge receipt of grievances within 5 working days.

2. Initial review

The grievance will be reviewed to determine whether it falls within the scope of this procedure.

Where appropriate, additional information may be requested.

3. Investigation

Where a grievance is accepted, NJC will undertake a proportionate review or investigation. This may include:

- reviewing relevant records or evidence
- speaking with relevant individuals
- assessing policy or compliance implications
- identifying corrective or preventive actions

4. Resolution

NJC aims to resolve grievances in a fair, timely and respectful manner.

Where possible, we aim to provide an outcome or update within 30 working days. Complex matters may require additional time, in which case updates will be provided.

Possible outcomes may include:

- clarification or explanation
- corrective actions
- policy or process improvements
- mediation or facilitated resolution
- escalation to senior management where required

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5. Closure

The complainant will be informed when the grievance has been closed and, where appropriate, advised of the actions taken.

If a grievance is not accepted under this procedure, NJC will explain the reasons why.

Protection from retaliation

NJC prohibits retaliation against any individual who raises a concern in good faith.

All grievances will be handled as confidentially as reasonably possible. Information will only be shared with individuals involved in reviewing or resolving the matter.

Any retaliation, intimidation or adverse treatment connected to a grievance may itself result in disciplinary or corrective action.

Monitoring and continuous improvement

NJC monitors grievances to identify trends, improve processes and strengthen responsible business practices.

Grievance records are maintained securely and reviewed periodically as part of the company's governance and continuous improvement activities.