

COMPLAINTS PROCEDURE WITH THE MOURIK CODE OF CONDUCT

1. SUBMIT COMPLAINT



Complaints must be submitted by email to klachten@mourik.com. A complaint must include the following information:

- date
- name and (email) address of the person submitting the complaint and whether or not they want feedback.
- clear description of the complaint

2. WHO IS THE COMPLAINTS COMMITTEE



The complaints committee is made up of (*1):

- Mourik's Compliance Officer
- a Mourik confidential advisor
- an external person

3. WHAT DOES THE COMPLAINTS COMMITTEE

The complaints committee:

- hears the person who submitted the complaint, the person who is the subject of the complaint, and possibly a third party or third parties as well
- makes inquiries to obtain more information

4. THE COMPLAINTS COMMITTEE ISSUES THEIR FINDINGS

The committee's report (*2) contains:

- the committee's findings
- any advice to HR or another stakeholder. The report will only be sent to HR and/or stakeholders with the permission of the person who submitted the complaint



*1. members must not be involved in the complaint and the person who submitted the complaint may object to a member handling their complaint.

*2. the report will be sent to the person who submitted the complaint and the person who is the subject of the complaint within 6 weeks after the date the complaint was filed. Only once the report has been approved by the person who submitted the complaint will it be sent to parties such as HR.