



COMPANY POLICY: MEDIATION & ARBITRATION

Author: Andrew Dunne

Page: 1 of 3

Ref. SR020 Rev 23.01.2025

Policy Review Frequency: AS UPDATED

MEDIATION & ARBITRATION

1. Policy Statement

As part of our commitment to the principles of social responsibility outlined in ISO 26000, Colorman is dedicated to maintaining transparent, fair, and respectful relationships with all stakeholders. Recognizing that disagreements or conflicts may arise in the course of our activities, we are committed to resolving such issues through equitable, accessible, and non-retaliatory mechanisms, including mediation and, where necessary, arbitration.

Our dispute resolution processes aim to:

- Respect human rights and the dignity of all parties involved.
- Foster trust and mutual understanding.
- Ensure accountability and continuous improvement.
- Uphold the values of transparency, responsiveness, and fairness.

2. Scope

This policy applies to:

All internal and external stakeholders, including employees, suppliers, partners, customers, and community representatives.

All disputes or grievances related to the organization's social responsibility activities, impacts, or decisions, including those related to human rights, labor practices, environmental concerns, and ethical conduct.

3. Guiding Principles

This procedure is based on the following ISO 26000 principles:

- Accountability and transparency
- Respect for stakeholder interests
- Respect for the rule of law and international norms of behaviour
- Fairness and equity in decision-making
- Ongoing stakeholder engagement and dialogue

4. Procedure

4.1. Reporting a Dispute or Grievance



COMPANY POLICY: MEDIATION & ARBITRATION

Author: Andrew Dunne

Page: 2 of 3

Ref. SR020 Rev 23.01.2025

Stakeholders may raise concerns in writing, verbally, or through the organization's grievance mechanism. A complaint may be submitted via:

Email to department head, Quality Manager or Compliance Manager.

Suggestion or grievance box (for internal stakeholders)

4.2. Initial Review and Response

The grievance is acknowledged within 5 working days.

An initial review is conducted to determine the nature, urgency, and appropriate handling route.

Minor issues may be resolved informally through direct communication.

4.3. Mediation Process

If informal resolution is not possible:

A mediator (internal or external) acceptable to both parties will be appointed.

A voluntary mediation session will be arranged within 20 working days.

The mediator facilitates confidential discussions to help the parties reach a mutually acceptable resolution.

Any agreement reached will be documented and signed by all involved parties.

4.4. Arbitration (If Mediation Fails)

If mediation fails or is declined:

The parties may agree to proceed to arbitration, using an independent and neutral arbitrator.

The arbitration will follow recognized principles of fairness, independence, and due process.

The decision of the arbitrator will be final and binding, unless otherwise stated in the arbitration agreement.

The process will adhere to applicable laws and be conducted in a timely and cost-effective manner.

4.5. Documentation and Follow-Up

All complaints and resolutions are documented for accountability and continuous improvement.

Feedback is collected to improve the grievance mechanism.



COMPANY POLICY: MEDIATION & ARBITRATION

Author: Andrew Dunne

Page: 3 of 3

Ref. SR020 Rev 23.01.2025

A summary of complaints and outcomes (non-confidential) may be included in the organization's social responsibility reporting.

5. Confidentiality and Non-Retaliation

Colorman guarantees that:

All matters will be handled confidentially.

No stakeholder will suffer retaliation for raising concerns in good faith.

Individuals are free to use external dispute resolution mechanisms where appropriate.

Authorisation by:

Andrew Dunne

Director of
Compliance

See header

Printed Name

Signature

Title

Date