



## **HUMAN RIGHTS COMMUNICATION, GRIEVANCE AND REMEDY PROCEDURE**

### **1. PURPOSE**

- 1.1. This procedure describes how human rights issues are raised by stakeholders, remedied and communicated to stakeholders of Blue Skies.

### **2. SCOPE**

- 2.1. “Stakeholders” refers to all people who have an interest or concern in the business such as employees, suppliers, shareholders, customers, Foundation participants, neighbours or consumers. The human rights about which stakeholders may raise concerns are shown here <https://www.un.org/en/sections/issues-depth/human-rights/>

### **3. RESPONSIBILITY**

- 3.1. The Blue Skies Executive administers this procedure, and all stakeholders have a duty to follow the provisions of this procedure.

### **4. PROCEDURE**

- 4.1. This procedure is available on the Blue Skies website <http://www.blueskies.com> and copies are available from the HR department at Pitsford. Human rights issues are included in induction training for everyone at our sites around the world in local languages. Paragraphs 4.2 to 4.6 state the communication methods that different stakeholders would normally use, however any stakeholder can use any convenient method.
- 4.2. All employees of Blue Skies sites raise human rights issues by following the site grievance procedures. The procedures allow a decision on remediation.
- 4.3. Foundation participants, suppliers, and neighbours may complain or comment on human rights issues directly to [www.blueskies.com/getintouch](http://www.blueskies.com/getintouch) Information is passed to relevant people and addressed accordingly.
- 4.4. Shareholders address human rights issues at company board meetings.
- 4.5. Consumers address human rights issues via the retailer controlling the brand or directly to the Blue Skies address shown on the product.
- 4.6. Customers address human rights issues through their commercial or technical contacts at Blue Skies offices or sites.



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- 4.7. Formal issues raised are written by the complainant describing the nature of the issue with time and location, names if relevant, how it might be resolved and contact details for the complainant.
- 4.8. Complaints about human rights which are not addressed through the grievance procedures or through the website are addressed by the chairman of Blue Skies or delegate who makes a decision about remediation.

### **5. RECORDS**

- 5.1. It is important to keep written records during human rights issue resolution process for future reference. Records include:
  - The written human rights issue raised
  - Blue Skies response
  - Action(s) taken
  - Reason for action(s) taken

All records relating to human rights issues are kept for 25months at Blue Skies head office.

### **6. APPENDICES**

- 6.1. None.