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Weston Beamor
Heimerle + Meule Group

Supplier Grievance Mechanism

Purpose

Weston Beamor Creative Group recognises its business obligations to external suppliers. Where the company has caused or contributed to an impact, we have a responsibility to provide or contribute to remedy for those that have been affected.

Scope

This process provides a framework for systematically receiving, investigating and responding to supplier complaints and implementing a remedy to solve them. This applies to all external suppliers and their employees in relation to the human rights clauses established in the supply chain policy.

Associated documents

Document Ref. : RJC001 Supplier Chain Policy

Process – Supplier Grievance

1. In the event of a grievance, the supplier will make every effort to resolve the grievance in an informal way but contacting the procurement or product development contact.

2. If the informal process of grievance fails, the supplier can report the grievance to supplierrelations@domino-wb.co.uk. The formal grievance must be reported within 30 days from the event/action leading to the grievance.

3. Upon receipt of grievance from the supplier, the Operations Director will:

    - Log the grievance in the Supplier Non-conformance register and assign a unique reference number.
    - Open an investigation into the grievance and investigate in an impartial way.
    - Liaise with the supplier for any additional supporting information required.
    - Review with the purchasing team for that supplier
    - Report on the grievance and proposed actions to the board of directors where a decision will be taken.

4. The supplier is informed of the agreed outcomes and when agreement is met the complaint is formally closed.

Process – Supplier Employee grievance

Independent third-party audits are conducted of external suppliers to ensure that the supply chain policy is adhered to but also broader working conditions and working standards are upheld. During these audits workers are identified at random and interviewed in confidence.

Salary records and time sheets are reviewed for the company to ensure minimum wage requirements are met and working hours do not exceed local laws.

Any breaches are reported, and corrective action plans are put in place. If a supplier is unwilling to implement the improvements, then they are removed as a supplier.