

One Stone Advisors: Grievance Procedure

Note: This procedure will be published on the One Stone website as a separate webpage.

One Stone Advisors is committed to conducting our business responsibly. If you believe we have fallen short – whether as a client, supplier, partner, or member of a community affected by our work – we want to hear about it, and we'll take your concern seriously.

What you can raise a grievance about

You can raise a grievance about any social, environmental, or governance concern connected to our business conduct, including anything that you believe breaches our Code of Conduct.

How to raise a grievance

Email us at hello@onestoneadvisors.com with as much detail as you can provide: what happened, when, and who was involved. If you'd like your identity kept confidential, tell us in your message, and we will not share it without your consent.

What happens next

We will acknowledge your grievance within 5 working days, and aim to give you a substantive response – either confirming how we plan to resolve it, or explaining why we have not accepted it as a grievance – within 20 working days.

We aim to resolve most grievances through direct, open discussion: agreeing an appropriate course of action and any improvements needed to prevent it happening again. The outcome will be fair and proportionate to the issue raised, and may include an apology, a change to our policies or practices, or another appropriate remedy.

If we don't consider your complaint to fall within this procedure, we'll explain why and, where possible, suggest a more appropriate route.

Where a grievance concerns Fran van Dijk, CEO, it will instead be handled by an HR professional agreed on by both parties, to avoid a conflict of interest.

Keeping you informed

We will update you at each step of the process and confirm once your grievance has been resolved.

Protecting you from retaliation

Nobody will face any adverse consequences for raising a grievance in good faith. We will only share information about your grievance with people who need to know to resolve it, and only with your consent where possible.

Governance

This procedure is owned by Fran van Dijk, CEO, and reviewed as part of our regular policy reviews.

Approved by: Fran van Dijk, CEO

Approval date: 22 September 2026

Next review: 22 September 2029