

BaseCamp Student Group – Grievance Process

Introduction

BaseCamp Group cares about the experience of stakeholders and is committed to offering a service whereby stakeholder concerns can be raised in confidence. Stakeholders may include (but not be limited to) Suppliers, nearby residents, student residents, Municipalities or Universities.

Being made aware of concerns or grievances allows us to address them directly but it also allows us to improve our business and the stakeholder experience going forwards.

The BaseCamp grievance process is intended to be:

- Transparent
- Informative
- Timely

The Grievance process is available on the BaseCamp Student's website as part of the Group's Stakeholder Engagement strategy and country-specific procedures. It provides information about the procedure and allows any stakeholder to report the grievance.

This procedure is not applicable to grievances raised by internal stakeholders, such as employees, who are to refer to the relevant BaseCamp Group employee policy.

Grievance definition

A grievance may include a concern, a problem or a complaint relating to any aspect of our projects. For example, a grievance could be a concern from a member of the local community where a BaseCamp Student's asset is located.

The Grievance process serves to:

- Demonstrate BaseCamp Student's respect for the interests of external stakeholders;
- Identify emerging adverse trends in terms of incidents/impacts at an early stage so that measures to prevent/avoid their occurrence can be implemented quickly and proactively;
- Minimise any adverse impacts of any of the BaseCamp Student projects on external stakeholders.

Key principles of the grievance management process are:

- Any person, group or organisation can submit a grievance at any time, without fear of retribution;
- All grievances will be taken seriously and will be treated in a fair and respectful manner;
- The process by which grievances will be received, investigated and resolved will be consistent and transparent;
- Personal information about the affected stakeholders will be treated as confidential (in accordance with the requirements of legislation).

Grievance process

A Grievance process is established to receive and facilitate resolution of stakeholder grievances. The grievance process is defined as follows:

Step 1: Grievance communication and logging (registration)

Grievances can be submitted exclusively via the BaseCamp Student’s Grievance form. Any stakeholder can find the form at <https://www.basecamp-group.com/>.

Step 2: Acceptance of grievance for investigation

BaseCamp Student will respond to the complainant to confirm receipt of the grievance.

Step 3. Investigation

BaseCamp Student will investigate grievances and their surrounding circumstances.

Step 4: Resolution

A proposed resolution, if possible, will be based on the results of the investigation. The proposed resolution will then be formally communicated to the complainant.

Step 5: Monitoring and evaluation

After the resolution has been implemented, where applicable, it will be monitored. (BaseCamp Student’s contractors may implement their own grievances processes).

Roles and Responsibilities

Role	Responsibility
Country manager (Development) Managing Director (Operations)	<ul style="list-style-type: none"> • Takes overall responsibility for the appropriate grievance management. • Addresses issues in accordance with the grievance process.
Data & Sustainability Manager	<ul style="list-style-type: none"> • Responsible of communicating internally regarding the grievance. • Internal and external reporting.
Project manager (during construction phase) BaseManager (when the project is officially open for business)	<ul style="list-style-type: none"> • Responsible for collecting grievances on-site • Participates in the investigation and resolution of grievances. • Monitors and evaluates the resolution on-site.