

PSG 3.1

PSG 3.2



Stakeholder Grievance & Remedy Policy

Purpose

All In One Management & Services, Inc. is committed to conducting business in a manner that respects the rights, dignity, and interests of all stakeholders. We recognize that concerns or adverse impacts may arise through our operations or business relationships, and we are committed to providing an accessible, fair, timely, and transparent process for raising and addressing grievances.

Our goal is to resolve concerns constructively, learn from stakeholder feedback, and continuously improve our business practices.

Scope

This grievance mechanism is available to all stakeholders, including:

- Employees
- Nonprofit partners
- Workforce development program participants
- Contractors and subcontractors
- Suppliers and supplier employees
- Customers
- Community members
- Business partners
- Any individual or organization affected by our operations

PSG 3.1

PSG 3.2

Types of Concerns

Examples include, but are not limited to:

- Workplace health and safety
- Human rights concerns
- Discrimination or harassment
- Retaliation
- Wage or labor concerns
- Unsafe working conditions
- Environmental impacts
- Water, chemical, or waste management concerns
- Supplier conduct
- Ethical misconduct
- Fraud or corruption
- Customer service concerns
- Privacy or data protection
- Community impacts
- Violations of Company policies or applicable laws

Guiding Principles

All grievances will be managed in accordance with the following principles:

- Accessibility for all stakeholders
- Fairness and impartiality
- Respect and dignity
- Confidentiality where appropriate
- Protection from retaliation
- Timely communication
- Continuous improvement

No individual will be subject to retaliation for raising a concern in good faith.

How to Submit a Grievance

Concerns may be submitted through any of the following channels:

- Company website grievance form

PSG 3.1

PSG 3.2

- Email **theteam@allinonelaundry.co**
- In person with a member of leadership

Stakeholders may identify themselves or remain anonymous.

Grievance Process

Step 1 – Receipt

All In One will acknowledge receipt of a grievance within **five (5) business days**.

Step 2 – Initial Assessment

Within **ten (10) business days**, All In One will:

- review the information provided;
- determine the nature and severity of the concern;
- identify whether immediate action is necessary to protect people or the environment

Where appropriate, All In One may request additional information from the reporting party.

Step 3 – Investigation

All In One will conduct a fair and impartial review, which may include:

- interviews with relevant individuals;
- review of documents and records;
- consultation with employees or suppliers;
- site inspections;

Investigations will be conducted as confidentially as possible.

Step 4 – Resolution and Remedy

All In One will seek to resolve grievances as promptly as possible.

Where appropriate, corrective actions may include:

- operational changes;

PSG 3.1

PSG 3.2

- policy revisions;
- additional employee training;
- supplier engagement;
- environmental remediation;
- process improvements;
- mediation;
- apology;
- other reasonable measures to address identified impacts.

Where All In One determines that it has caused or contributed to an adverse impact, it will seek to provide or cooperate in an appropriate remedy consistent with the nature of the issue.

Step 5 – Communication of Outcome

All In One will communicate the outcome of the investigation and any planned corrective actions. Certain information may be withheld to protect confidentiality or comply with legal obligations.

Step 6 – Closure

Most grievances will be closed within **thirty (30) calendar days**. If additional time is required due to the complexity of the matter, the reporting party will be informed of the revised timeline whenever possible.

Confidentiality and Non-Retaliation

All In One will make reasonable efforts to maintain confidentiality throughout the grievance process. All In One strictly prohibits retaliation against any individual who raises a concern or participates in an investigation in good faith. Any retaliation should be reported immediately through this grievance mechanism and will be investigated promptly.

Recordkeeping

All In One will maintain records of grievances, investigations, resolutions, and corrective actions.

PSG 3.1

PSG 3.2

Continuous Improvement

Leadership will review grievance trends at least annually to:

- identify recurring issues;
- evaluate the effectiveness of corrective actions;
- improve Company policies and practices;
- strengthen worker well-being;
- improve stakeholder engagement; and
- reduce future risks.

Where appropriate, lessons learned from grievances will be incorporated into training, procurement decisions, operational improvements, and management review.

Governance

As Founder & CEO, I am responsible for oversight of this policy. I am responsible for ensuring that:

- grievances are handled fairly and consistently;
- investigations are completed in a timely manner;
- corrective actions are implemented;
- stakeholders are treated respectfully throughout the process; and
- the grievance mechanism remains accessible and effective.

This policy has been developed to support compliance with the requirements of the B Lab Standards Version 2.2 and to advance the Company's commitment to sustainable business practices. The policy should be interpreted and implemented in a manner consistent with applicable B Lab Standards requirements and any future updates adopted by B Lab.

This policy is integrated into our business strategy, progress on this policy is reviewed at least every 12 months.



7-20-2026

Pamela Frazier, Founder & CEO

Date