

Complaints and incidents

According to below procedure, incidents and (suspected) abuses may be reported with House of Redmore and all subsidiaries, trading under: Redmore Solutions, Redmore Interim, Talent&Pro, House of Beta, CTRL-F, Triple A - Risk Finance, Profource, Finalise, ITDS Nederland, Delaware (United States), Poland and Portugal, Vialegis and Agium (hereinafter referred to as: "House of Redmore"). House of Redmore will provide feedback to, handle or let a third party handle any complaints or incidents in relation to its Boutiques.

Complaints & Incidents

A complaint is a notice that evidences that you are dissatisfied with our employees, our services and/or our organization. Within House of Redmore, a complaint is registered and treated as an incident. A clear, careful and documented incident procedure is followed, the complaint or incident is properly recorded and root cause is investigated. It is preferable to address a complaint to your contact person. Alternatively, you can also address your complaint to our general email address of the House of Redmore entity in question or to incidenten@redmore.eu.

Abuses and suspicions of abuses

A suspicion of wrongdoing is an (anonymous) notice or report of a possible, as to be determined situation, such as a breach of integrity (with regard our client relationship), a situation that is not in accordance with an act or execution of adherence to a procedure, a law or regulation, a risk of environmental damage, an accident and/or event by or with an employee or contracted third parties of House of Redmore, such as industrial accidents, integrity cases, fraud, corruption, money laundering, bribery, discrimination, conflicts of interest but also harassment, (sexual) intimidation and other incidents that affect one's privacy and protection of personal data that are enshrined as a fundamental right in Articles 7 and 8 of the Charter of Fundamental Rights of the European Union. A (suspected) wrongdoing is investigated by the confidential advisor of House of Redmore.

A (suspected) wrongdoing can be reported by emailing vertrouwenspersoon@redmore.eu or by reporting to the (anonymous) reporting tool Spot: [About Spot – Spot \(talktopspot.com\)](https://talktopspot.com)

If you have any questions, please contact our Compliance Officer at:

T [+31 88 170 14 00](tel:+31881701400)

E compliance@redmore.eu

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