

Walk into Luxury Pty Ltd

Stakeholder Grievance Policy

Objective

This document explains the process each stakeholder may follow to raise a grievance with the Company and the protections in place to protect stakeholders.

Process

1. Stakeholder grievance avenues

- **Workers** – Workers can follow the process in the Company's People & Processes Manual, which all staff receive upon commencing with the Company.
- **Customers** – Customers can raise a complaint directly with their travel designer, or via the Company's feedback form which is sent to all customers post trip. In addition, the Company follows the ATIA approved grievance process which is visible on the Company's website. Customers have an avenue for escalating a grievance through the Company's membership with ATIA.
- **Investors** – Shareholders in the Company have grievance procedures to follow under its Shareholder Agreement. Investors are also represented at Board level by a Director, so can table grievances at Board level during quarterly meetings.
- **Other External Stakeholders** including Suppliers and Community members can raise grievances via the Company's general contact details (phone or email) which are clearly visible on the 'Contact' page of the Company website.

2. Protections for Stakeholders

The Company welcomes feedback in all forms and will not penalise any stakeholder for raising a grievance. The following protections are available to any person raising a grievance:

- Fair and impartial assessment of the facts by someone who is not personally impacted or affected by the outcome to ensure neutrality;
- Confidentiality of the information disclosed; and
- Raising a complaint will not, in itself, give rise to disciplinary action or otherwise penalise the person raising the complaint.

3. Responding to grievances

The company responds to stakeholder grievances by either:

- regularly communicating each step in the resolution process and its outcome to the complainant, and confirming when the grievance has been resolved, or
- explaining why it did not accept the issue as a grievance.

4. Grievance Register

The Company's Business Manager is responsible for maintaining records of grievances filed with the Company including customer feedback. The grievance register is updated monthly and reviewed by the Board quarterly with a detailed annual review by the Board level to ensure broader themes and takeaways are actioned beyond the specific grievance remedy.

5. Governance & Review

- This policy is approved by the Company's CEO and Director.
- The policy and grievance processes will be reviewed at least annually and updated as the business and its stakeholders evolve to ensure the mechanisms remain effective for each stakeholder group.

Approved by:

Nikki King
Director
Walk into Luxury Pty Ltd

Date: 7 July 2026