



One Stone Advisors Pty Ltd Purpose and mission

Our purpose is to **enable sustainable business leadership.**

Our mission is to **help companies become more effective sustainability leaders.**

We achieve our purpose and mission by empowering clients to:

- Align strategy with stakeholder expectations.
- Embed leading practice.
- Set impact-based goals and priorities.
- Create and maintain a strong culture of integrity.
- Build trust and engagement through openness and partnership.

Our aim is to move the needle through every project we do.



Code of Conduct

One Stone Asia Pacific is committed to responsible business practices and acting with respect for our stakeholders. This Code serves as our Code of Ethics and sets out expected standards of conduct for all directors, co-workers, contractors and suppliers engaged in One Stone projects and client work. In addition to our public commitments as a certified B Corp, we are guided by three core values in everything we do:

Act with integrity—We treat others with respect and build trusted relationships to be a preferred business partner.

Make a difference—We aim for results that go beyond compliance, that are ambitious, and that deliver positive impact.

Empower for good—We share knowledge and build networks with a focus on the future.

1. Act with Integrity

Acting with integrity is our foundation for responsible conduct. The success of our business depends on maintaining trust and respect with our partners, associates, customers, suppliers, peers and local communities and ensuring that nature and future generations are at the heart of our work. One Stone is committed to upholding UN Global Compact Principle 10: Anti-Corruption, which states that ‘Businesses should work against corruption in all its forms, including extortion and bribery.’ The purpose of this Code of Conduct is to earn and foster the trust and respect of our stakeholders through team actions and behaviours that consistently demonstrate honesty, fairness, quality and reliability, uphold principled and fair market competition, and create a culture of open communication and personal accountability.

- If we do something wrong, we will own it. If we see something wrong, we will say it.
- We will not engage in bribery or corruption.
- We will avoid gifts and gratuities and report anything we are offered in our Gifts Register.
- We will avoid potential conflicts of interest and note any that arise in our Declaration of Interests Register.
- We will respect and acknowledge ownership of intellectual property.
- We will take all reasonable steps to protect proprietary and confidential material.
- We will uphold One Stone’s brand and reputation.



2. Make a Difference

One Stone aims to go beyond legal and regulatory compliance in our own corporate practices and through the advice we give our clients. We seek to apply the principle of ‘additionality’ by driving continuous improvement across our own and our clients’ operations and promoting the adoption of ambitious, evidence-based targets, commitments and best practice.

- We will comply with all laws, rules and regulations wherever we do business.
- We will uphold fundamental human rights and freedoms.
- We will proactively seek to apply Justice, Equity, Diversity and Inclusion (JEDI) principles in our services and stakeholder relationships.
- We will protect and restore the natural world.
- We will seek out projects that create positive impact and measure our contribution.

3. Empower for Good

One Stone aspires to be open to new ways of thinking and to make time to learn and improve. We use our expertise and experience to improve the quality of our offering to clients and build capacity, especially among younger generations.

- We will share best practice information openly.
- We will spend at least 5% of our time working pro bono with organisations aligned to our values.
- We will mentor young people in our field.

Breach of this Code

In the event of a minor breach of this Code of Conduct, we will discuss the matter openly, agree on an appropriate remedy or course of action and identify improvements to prevent further breaches in future. For serious violations, zero tolerance applies and the relationship will be terminated immediately.

Approval

This code has been approved by the CEO / Board and will be periodically reviewed and updated every 3 years or earlier as needed, to ensure it remains fit for purpose. The CEO is accountable for ensuring compliance with this code.



Gifts Register & Declaration

Item	Date	Donor	Value	Context	Action Taken

Declaration of Interests Register

Individual concerned	Date	Description & context	Risk to One Stone	Mitigation / action taken



Sustainability Policy

As sustainability consultants, our mission is to help clients integrate sustainability as effectively as possible into their core business and become more effective sustainability leaders. The aim of this policy is to ensure that One Stone Asia Pacific leads by example in minimising our negative environmental, social and economic impacts, and transforming our business into a creator of net positive value. We do this by:

- Upholding international standards of responsible business conduct, and
- Integrating sustainability best practices and principles, including Justice, Equity, Diversity and Inclusion (JEDI), across policies and ways of working.

1. Upholding international standards

To ensure we are aligned with international standards, our Sustainability Policy is founded on the Ten Principles of the United Nations Global Compact (UNGC). In addition, One Stone Asia Pacific is committed to the objectives set out in the 2030 Agenda and 17 Sustainable Development Goals (SDGs).

UN Global Compact—in accordance with the Ten Principles, One Stone will:

Human Rights

Principle 1: Support and respect the protection of internationally proclaimed human rights.

Principle 2: Ensure that we are not complicit in human rights abuses.

Labour

Principle 3: Uphold the freedom of association and recognise the right to collective bargaining.

Principle 4: Support the elimination of all forms of forced and compulsory labour.

Principle 5: Support the effective elimination of child labour.

Principle 6: Support the elimination of discrimination in respect of employment and occupation.

Environment

Principle 7: Support a precautionary approach to environmental challenges.

Principle 8: Undertake initiatives to promote greater environmental responsibility.

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

Principle 10: Work against corruption in all its forms, including extortion and bribery.

UN SDGs—One Stone is committed to supporting the achievement of the global goals. We support all 17 goals through our client work, with particular emphasis on SDGs 4, 5, 8, 10, 12, 13, 16 and 17, where we can make the biggest difference through our core business activities:





In line with international standards for sustainable development set out in the 2030 Agenda, through this policy we undertake to consider the goals in all major business decisions and to seek opportunities to drive measurable positive impact on the SDGs where we can make the biggest difference. We will report periodically on our contribution in our impact report (see 3 below).

2. Integrating sustainability best practices

As a certified B-Corp, committed to low-carbon ways of doing business, our policy is to continuously seek new ways to improve our own social, environmental and economic impact, as well as conducting our business with integrity. Ensuring that we align with leading practice (commensurate with our business size, resources and capacity) is an important way to minimise our negative impacts, show leadership and build trust with clients. Our sustainability approach is founded on the following good practice principles:

- materiality,
- impact measurement, and
- accountability.

Materiality

Our sustainability approach is stakeholder-centric and guided by materiality. To inform our identification and assessment of material issues, we have consulted the Sustainability Accounting Standards Board (SASB) Professional & Commercial Services Sustainability Accounting Standard (Version 2018-10), which identifies **professional integrity, data security** and **workforce diversity and engagement** as key disclosure topics.

We have also conducted stakeholder mapping and identified engagement mechanisms to ensure that stakeholder voices and interests are considered in our decision-making. One Stone’s primary stakeholders include our **Customers, Co-workers, Contractors & Suppliers**, local **Community** and the **Environment**. As a privately owned small business, One Stone does not have external investors.

To inform our material issues, we use the following stakeholder engagement mechanisms:

STAKEHOLDER	ENGAGEMENT	PRIORITY ISSUES	HOW WE DELIVER
Customers	Informal discussions, customer satisfaction surveys, industry research & good practice	Quality of service, professional integrity, impactful work, pricing, data security	OSAP CoC, OSAP Sustainability Policy, OSAP Client Service Agreements, OSAP Cybersecurity Policy, OSAP Grievance Policy, OSAP impact measurement
Co-workers, Contractors & Suppliers	Informal discussions, team meetings, 1:1 check-ins, surveys, 3 rd Party research & good practice	Fair terms & conditions, timely payment, good working relationships, wellbeing, equity, work-life balance, psychosocial safety, professional development	OSAP CoC, OSAP Human Rights, Diversity, Inclusion & Wellbeing Policy, OSAP Employee Handbook, OSAP Contractor Services Agreement, OSAP Sustainable Procurement Policy, OSAP Modern Slavery Policy, OSAP Grievance Policy, Xero payment reminders, flexible working
Community	Local forums & events	Local economic development, collective action	OSAP CoC, OSAP Sustainable Procurement Policy, OSAP Charitable Giving Policy, OSAP Grievance Policy, Pro Bono & volunteering activities (inc. B Local & B Council)
Environment	Global policy & standards, 3 rd Party research	Climate change; waste, nature restoration	OSAP CoC, OSAP Sustainability Policy, OSAP Sustainable Procurement Policy, OSAP Climate Action Plan, OSAP Charitable Giving Policy, office practices, OSAP Grievance Policy



As a stakeholder-focused service provider, we believe our greatest opportunity for positive impact lies in the advice and solutions we provide to clients. Our impact business model is based on delivering customer excellence, value and leadership enablement. We endeavour in every project we undertake to ‘move the needle’ on sustainability, for example by encouraging clients to align with global leading practice (including the Sustainable Development Goals), contribute solutions to the world’s biggest challenges, be open and inclusive, and raise their level of ambition (eg. by committing to meaningful, science-based goals). As well as **client satisfaction**, the **wellbeing of our suppliers, contractors, co-workers and local community** are important considerations for One Stone and we embed JEDI principles in our working practices and service design.

Although we are a service provider with minor environmental footprint, we also believe it is important to play our part in addressing global environmental challenges, including climate change and impacts on nature. Our biggest environmental impact is **carbon emissions** arising from delivery of our services (e.g. office electricity for heating, cooling, lighting and powering office equipment, cloud computing, embedded carbon in office amenities and supplies, and business travel). We also generate a small amount of organic **waste** and, periodically, dispose of end-of-life ICT equipment which may contain hazardous materials.

In summary, One Stone Asia Pacific’s most material aspects are:

1. Client value, impact and satisfaction
2. Professional integrity
3. Data security and privacy
4. Co-worker & Contractor justice, equity, diversity, inclusion, engagement and fair working conditions
5. Sustainable procurement and fair treatment of Suppliers
6. CO₂ emissions
7. Office waste (inc. end-of-life electronic waste)
8. Regeneration of nature
9. A vibrant local community

To guide our approach and management of these issues, One Stone has developed the following policies and practices:

- Terms of Service clauses to protect our clients and customer surveys to evaluate satisfaction
- OSAP Code of Conduct
- OSAP Sustainability Policy
- OSAP Privacy Policy
- OSAP Sustainable Procurement Policy
- OSAP Charitable Giving Policy
- OSAP Grievance Policy
- OSAP Human Rights, Diversity, Inclusion and Wellbeing Policy
- OSAP Climate Action Plan
- OSAP Gender Action Plan (*in development*)

Impact measurement

As sustainability consultants, monitoring our impact is an important leadership principle. Through our client work, we aim to create positive impact in every project we undertake by improving leadership effectiveness and encouraging uptake of best practice. Measuring our impact is also a cornerstone of being a certified B Corp. OSAP has been a certified B Corp since 2019, which requires successful completion of the B Impact Assessment (BIA) and rigorous Third Party verification of our impact.



In addition to B Corp (re)certification every three years, we track key performance indicators within our operations on an annual basis and have set the following targets:

1. Achieve an annual client satisfaction score of at least 4/5 stars
2. Maintain zero incidence of corruption and Code of Conduct violations
3. Maintain zero incidence of data breaches
4. 100% of co-workers benefit from flex-time and flex-location arrangements
5. Source from at least one additional B Corp or minority-owned supplier each year
6. Set a science-based target and achieve zero carbon emissions in Scopes 1 and 2 by 2030
7. 100% of waste diverted from landfill and recycled responsibly
8. Undertake a baseline biodiversity review at our Sydney office premises and develop a regeneration plan
9. Allocate 5% of our time annually to pro bono work aligned with our values
10. Donate 1% of net annual profit to charity.

Accountability

To keep our stakeholders informed and promote transparency and accountability, One Stone is committed to reporting regularly on our sustainability performance. We do this via the B Impact Assessment, which is publicly available via the [B Corp Directory](#) and through a short annual impact report available on our [website](#).

As a member of the **B Corp Climate Collective** and signatory of the **SME Climate Hub** and **Women's Empowerment Principles**, we have also committed to provide annual public updates on our progress and action towards net zero emissions and gender equality.

For additional questions or to request more information on our sustainability performance, please contact: hello@onestoneadvisors.com.au

3. Managing our environmental footprint

Carbon emissions

In line with our low-carbon business model, One Stone is committed to reducing our carbon emissions to achieve net zero Scope 1 and 2 by 2030.

To minimise our carbon footprint, all electricity purchased will be 100% certified GreenPower. Any gas purchased for office water heating will be certified climate neutral. Work vehicles will be high-efficiency, hybrid, or EV models and physical travel will be kept to a minimum by prioritising digital communication and virtual meetings (e.g. via Teams and Zoom). We recognise however that business travel is necessary to operate and grow our business and can be a significant component of our carbon footprint. When travel is required, we use public transport wherever possible and offset emissions from unavoidable air travel.

When business travel is unavoidable, the following guidelines apply:

- Use public transport where possible
- For short trips, consider cycling, car sharing or pooling
- Select coach or train for mid-distance journeys under 400km
- When booking taxis, rideshare or car rentals, choose a low-emission vehicle or EV
- Offset residual transport emissions using a reputable organisation, e.g. gold standard carbon offsets/nature-based solutions
- Book hotels with an evidenced sustainability strategy
- Opt out of daily sheet and towel changes at hotels
- Select restaurants with low impact options and sustainability credentials.

One Stone will keep track of its carbon emissions and implement its **Climate Action Plan**.



Suppliers

To leverage procurement for positive impact and manage human rights and modern slavery risks in our value chain, wherever possible One Stone will give preference to low-carbon, B Corp-certified, minority-owned, independent local suppliers, and/or products with reputable social and environmental certifications.

Please see our **Sustainable Procurement Policy** for more details.

Hazardous waste guidelines

At One Stone we do not produce significant quantities of hazardous waste, however from time to time we need to dispose of small amounts of hazardous or electrical waste, such as:

- Batteries
- End-of-life computer hardware and associated accessories
- Printer cartridges
- End-of-life small electrical for example – kettle, vacuum cleaner.

To ensure that these items are managed responsibly at end-of-life, the following guidelines apply:

1. Keep any hazardous waste segregated from other waste.
2. For batteries, find the nearest battery recycling facility or drop-off point.
3. For WEEE (electrical items) and light bulbs:
 - a. If still operational, donate to charity (e.g. Vinnies) or pass along through item sharing sites, (e.g. Gumtree) with photo evidence of handover.
 - b. Take it to the Community Recycling Centre: for example e-waste, batteries, light globes, ink and toner cartridges and mobile phones can be deposited at Hornsby Shire Council's depot at 31 Sefton Rd, Thornleigh, or similar.
4. For printer cartridges
 - a. Use a refillable printer
 - b. Collect printer cartridges and take to local cartridge recycling centre.
5. Find your local community recycling site by contacting your local council, e.g. for further information, in Sydney, Australia, you can phone Hornsby Shire Council's Waste Hotline on +61 2 9847 4856.
6. To monitor hazardous waste disposal and verify that One Stone Advisors Pty Ltd is disposing of waste in a proper manner, please record items in the hazardous waste folder and log in Dropbox. Accepted records include:
 - a. Receipts
 - b. Photo of how the object was disposed of.

This policy and associated guidelines apply to our offices in Sydney, Australia, where we are headquartered.

Governance & Approval

This policy has been approved by the CEO / Board and will be updated every three years, or earlier where needed, to ensure it remains fit-for-purpose. The CEO is accountable for ensuring compliance with this policy.



Hazardous Waste Log

Date	Item	Waste Type	Reason for Disposal	Treatment / Disposal method and proof type



One Stone Advisors Pty Ltd Sustainable Procurement Policy

About this policy

We recognise that procurement is a powerful way to reduce our business footprint and achieve more positive impacts throughout our value chain. One Stone Asia Pacific is committed to sustainable procurement practices, in particular by applying sustainability criteria in our selection of suppliers, products and services, and building business relationships to effect long-term change.

This policy sets out our sustainable procurement practices and criteria. It applies to all purchases of products and services for One Stone general business activities across home- and shared offices.

Supplier selection principles

One Stone prioritises suppliers who demonstrate alignment with our mission and values, including those who display clear commitment to ethical business, environmental sustainability, human rights, diversity and inclusion. We will prioritise suppliers who:

- Deliver high-quality, functional goods and services, in a timely manner.
- Provide good value and reliable service.
- Work to maintain strong, transparent and trustworthy business relationships.
- Are publicly committed to creating value and positive impacts for all stakeholders.
- Can demonstrate superior social, ethical and environmental performance.

To help select suitable suppliers, goods and services, we apply the following criteria:

Environmental impact

One Stone will prioritise the purchase of products and services with superior environmental performance, as demonstrated through:

- Low-carbon, carbon-neutral or zero-carbon attributes and/or operations.
- Superior or best-in-class efficiency ratings (e.g. energy, water, buildings, etc.).
- Use of sustainable materials (e.g. recycled content (rPET, paper, etc.), regenerative practices, etc.).
- Third party certifications (incl. B Corps, FSC or equivalent, Climate Active, organic, etc.) or membership (e.g. WBCSD Australia, UNGC, etc.)
- Public commitment to the SDGs.

Vendors who take positive action to promote planet-friendly practices will be prioritised wherever possible. Where there is no suitable sustainable alternative, we will try to identify potential future suppliers.

Social and ethical impacts

One Stone will prioritise the purchase of products and services with superior social and ethical performance, demonstrated through sourcing at least 20% of spend from entities that are:

- Independent, local suppliers within a 75 km radius.
- Women-owned businesses, First Nations-owned businesses and social enterprises.
- Third party-certified (incl. B Corps, Fair Trade, Supply Nation, Social Traders, etc.) and/or members of credible responsible business initiatives (e.g. WBCSD Australia, UNGC, etc.)
- Publicly committed to the SDGs, UN Guiding Principles and Women's Empowerment Principles.

Vendors who take positive action to promote community-friendly practices will be prioritised wherever possible. Where there is no suitable alternative, we will try to identify potential future suppliers.



One Stone Advisors Pty Ltd Charitable Giving Policy

About this policy

One Stone Asia Pacific supports companies to be more effective sustainability leaders. A cornerstone of this is fostering a culture of integrity and engaging constructively with stakeholders in a spirit of partnership to achieve shared goals. As well as supporting our clients, we are committed to giving back and working closely with a range of stakeholders in our local community to create positive impact. This charitable giving policy sets out our approach to volunteering, charitable donations and pro bono work.

Commitment and scope

Voluntary and pro bono work are carried out in line with our mission and skillsets in support of causes prioritised by directors of the company. Through our work within the community, we are particularly committed to supporting local implementation of the UN Sustainable Development Goals. Areas of particular interest include:

- Equality of opportunity & human rights (SDGs 5/8)
- Diversity & inclusion (SDGs 5/8)
- Responsible consumption & production (SDGs 12)
- Climate action & protection of nature (SDGs 13/15)
- Ethical conduct (SDG 16)

Objectives

The overarching objectives of this policy and supporting actions are to build lasting relationships with local stakeholders, contribute to a strong and resilient local community and environment, enhance the skillsets of our team, and share our knowledge for positive impact. Through all our voluntary and pro bono work, we strive to make a measurable difference.

Monetary donations

We will give at least 1% of our annual profit to charity in line with community needs and our priority focus areas. Directors select which charities we will donate to each year, based on credible track records, minimal management fees and third-party assessments.

Pro bono work

We commit to donate at least 5% of time (equating to an equivalent in revenues) to charitable partners or community-based initiatives each year through pro bono work. We align such work closely to our mission and priority focus areas. At the start of pro bono work we select measures to assess the outcomes and impacts achieved through our contribution.

Voluntary work

- Directors and employees may take 0.5 days per month voluntary work, up to a maximum of 6 days per year.
- Directors and employees are free to choose the voluntary work they undertake, provided it is in line with the scope described above.
- Time given is agreed with the charity in question and recorded in our charitable giving log.
- Voluntary work builds relationships with the local community, fosters two-way learning, increases motivation, and ensures that our expertise can benefit a wider audience.
- Our commitment to family-friendly flexible working enables voluntary work to be undertaken during the working day.



Annual Charitable Giving Log

Employee Name	Date	# units (hrs / \$)	Beneficiary organisation	Description of activity undertaken / cause supported	Impact achieved



OSAP Lobbying Policy

Purpose

Collective Action is a powerful tool that responsible businesses can use to drive systems change and advance positive shared objectives. One Stone is committed to working with other like-minded organisations to show support for policies and practices aligned with our values, mission, vision and business objectives. This Policy sets out our position on responsible lobbying and political donations.

Our Vision, Mission and Values

One Stone Asia Pacific is a sustainability consultancy and certified B Corp with a longstanding commitment to alignment with international standards, as set out in our **Code of Conduct** and **Sustainability Policy**. This includes the Ten Principles of the United Nations Global Compact (UNGC), UN 2030 Agenda and 17 Sustainable Development Goals (SDGs).

Our Vision is a world where sustainability leadership is mainstream.

Our Mission is to help clients become more effective sustainability leaders.

Our Values are to:

Act with Integrity—by building trusted and respectful relationships;

Make a Difference—by aiming beyond compliance for positive impact; and

Empower for Good—by sharing knowledge and networks with a focus on the future.

Our Commitment

All One Stone Lobbying or Collective Action activities must align with our vision, mission and values and seek to advance positive social and environmental impact as defined by the UN SDGs, UNGC and B Corp Standards (v.2.1). The company will not engage in any lobbying that undermines such outcomes.

In addition we will take every reasonable measure to ensure that our lobbying positions and activities are grounded in the latest reliable data, credible, independent research and global sustainable business good practice.

Definitions

For the purpose of this Policy, lobbying includes public policy submissions, position statements, media campaigns, business sentiment surveys, participation in Senate Inquiries, public demonstrations or civic action, and financial or in-kind donations made to influence legislation, policy or funding outcomes.



Political Contributions

One Stone Asia Pacific does not make financial political donations to political parties. Any in-kind contributions must support positive impact, be legally permitted, explicitly approved by the governing body and disclosed annually.

Intermediary & Partner Organisations

One Stone does not hold paid memberships of any peak bodies or trade associations, but may participate from time to time in initiatives led by intermediary or partner organisations, such as local chambers of commerce, B Lab and other global responsible business coalitions. All potential partner organisations are reviewed for alignment with our vision, mission, values and business objectives before proceeding with partnership activities. If any partner organisation or initiative is determined to be misaligned with our positive impact goals, we will engage with them to seek course correction or withdraw from the relationship or activity. Organisations and initiatives we are actively involved with are openly listed on our website.

Anti-Corruption

We are committed to the 10 Principles of the UN Global Compact and have zero tolerance for corruption, bribery, improper influence, and unethical conduct, including in advocacy. All collective action activities must comply with applicable anti-corruption laws and internal controls.

Governance & Approval

This policy has been formally approved by the CEO / Board and will be reviewed annually or earlier where required to ensure it remains fit-for-purpose. The CEO is accountable for ensuring that all One Stone lobbying and collective action activities are in line with this policy and all such activities require prior CEO approval and sign-off to ensure compliance with the policy.

Grievance

To report a concern or complaint about One Stone Asia Pacific's lobbying or public advocacy activities, please use the options on our website: <https://onestoneadvisors.com.au> or email hello@onestoneadvisors.com.au

All grievances will be treated in line with our **Grievance Policy**.



People and Nature Grievance Policy

Scope

This policy explains how any stakeholder including employees, contractors, clients, customers, suppliers, partners, community members, and people or nature impacted by our operations, can safely raise concerns and how we handle them.

Purpose

This policy ensures that all people and nature stakeholders have a safe and transparent way to raise concerns or complaints about impacts connected to our organisation. It explains how grievances can be raised, how we assess them, and how we work towards fair and effective resolutions.

Who This Policy Applies To

This policy applies to all stakeholders, including and not limited to:

- employees and contractors
- clients and customers
- suppliers and business partners
- community members and affected groups
- environmental defenders or individuals raising nature-related harm
- anyone impacted by our decisions, processes, or footprint

Grounds for Accepting a Grievance

We accept grievances relating to:

- unfair, inappropriate, or unprofessional conduct
- misuse or misapplication of Company processes
- environmental impacts, nature-related harms, or sustainability issues
- possible breaches of ethical, legal, or policy obligations
- impacts on wellbeing, safety, livelihood, or community relationships

Anonymous grievances are accepted. We may decline grievances that are frivolous, outside our scope, or directed to a more suitable policy.



The Grievance Process

Stage	Step	What Happens	Timeline (Days)	Outcome
1. Acknowledgement & Eligibility Review	1. Submit grievance	Stakeholder submits grievance via email, verbally, via form, or anonymously.	0	Grievance received.
	2. Acknowledge receipt	Company confirms receipt and requests further details if needed.	Within 5 business days	Stakeholder informed; file opened.
	3. Eligibility check	We assess whether the grievance meets acceptance criteria (impact, detail, relevance).	Within 10 business days	Accepted: moves to Stage 2. Not accepted: explanation + alternative pathways given.
2. Investigation, Dialogue & Resolution (Primary Process)	1. Assign representative	A Company representative or senior officer is assigned to manage the case.	10	Responsible lead identified.
	2. Engage parties	Meetings held with complainant + subject of complaint (separate or joint). Support person permitted.	10–15	Perspectives gathered.
	3. Gather information	Review documents, conduct interviews, collect environmental/social data, seek independent advice if needed.	10–20	Information prepared for assessment.
	4. Dialogue & problem-solving	Facilitate discussion to explore issues, impacts, and possible solutions.	10–20	Potential resolutions identified.
	5. Determine outcome	Company determines outcome based on evidence and dialogue.	15–20	Resolved: Stage Unresolved: CEO escalation.
2B. CEO Escalation (if unresolved)	1. CEO review	CEO reviews all information and may conduct further meetings or mediation.	+ 10 business days	Final decision made.
3. Resolution, Closure & Monitoring	1. Communicate outcome	Company explains findings, actions,	20–30	Stakeholder informed of results.



		corrective measures, and next steps.		
	2. Implement actions	Company implements remediation, corrective actions, environmental or social mitigation, training, etc.	Ongoing	Actions completed and logged.
	3. Monitor and follow-up	Progress reviewed until all commitments are fulfilled.	Ongoing	Resolution confirmed.
	4. Closure	Company formally confirms grievance is closed and records outcomes.	When completed	File closed + recorded securely.
Applies Across All Stages	Communication	Regular updates, timeline changes, stage outcomes, resolution confirmation.	Throughout	Transparency ensured.
	Retaliation protection	Monitoring for victimisation, immediate action if retaliation reported.	Throughout	Safety maintained.
	Confidentiality	Information accessed only by those involved in resolving the grievance.	Throughout	Confidential handling.

Channels to submit a grievance

Grievances can be submitted:

- by email: hello@onestoneadvisors.com.au (internal)
- via our grievance form [One Stone Advisors Grievance Form](#) (internal)
- Contact B Lab via the form [B Lab Complaints](#) (external)

Approvals

This policy has been approved by the CEO and will be reviewed every 36 months or earlier when required.