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Stakeholder Engagement and Governance Policy

The purpose of this policy is to establish a structured and transparent approach to engaging with stakeholders on matters of sustainability. This policy ensures that all relevant stakeholder groups are identified, engaged, and considered in Lightrise sustainability efforts, aligning with their commitment to social and environmental responsibility.

Scope

This policy applies to all aspects of the company's sustainability initiatives, including but not limited to environmental impact, social responsibility, ethical sourcing, and community engagement. It covers all stakeholder groups, including employees, customers, suppliers, investors, community members and environmental organizations.

Advisory Board Stakeholder Identification

Role	Responsibility
Employees	Engaging our workforce to ensure their input on sustainable practices and workplace well-being.
Customers	Understanding customer expectations and preferences regarding sustainable products and services.
Suppliers	Collaborating with suppliers to ensure ethical sourcing and sustainable supply chain practices.
Investors	Aligning with investors who prioritize sustainability and responsible business practices.
Community Members	Ensuring our operations positively impact the communities in which we operate.
Environmental Organizations	Partnering with experts to enhance our environmental initiatives.

Created 19.08.2024

Functions of Advisory Boards

- Strategic Guidance - Guide the company in adhering to the principles of social and environmental responsibility, transparency and accountability required for B Corp certification.
- Stakeholder Engagement - Act as a voice for key stakeholders, including employees, customers, suppliers, community members and investors, ensuring their needs and concerns are integrated into the company's decision-making processes.
- Oversight and Accountability - Oversee the company's progress toward achieving B Corp certification, regularly reviewing performance metrics and impact reports to ensure continuous improvement.
- Advocacy and Networking - Ensure the company maintains transparency in its operations and holds itself accountable. Leverage personal networks to support Lightrise goals and enhance the company's reputation as a leader in sustainability.

Engagement Principles

- Inclusivity: We will ensure that all relevant stakeholder groups are given opportunities to engage and contribute to our sustainability initiatives.
- Transparency: We will communicate openly about our sustainability goals, progress, and challenges, fostering trust and accountability.
- Responsiveness: We will actively listen to stakeholder feedback and integrate their insights into our sustainability strategies.
- Continuous Improvement: We will regularly review and improve our stakeholder engagement practices to enhance our sustainability performance.

Engagement Mechanism

To effectively engage with stakeholders on sustainability, we utilize several mechanisms:

- Surveys: Regularly gather stakeholder feedback on sustainability practices.
- Focus Groups: Hold discussions with key stakeholders on specific sustainability issues.
- Public Reports: Provide transparent updates on sustainability efforts.

The following frequency of engagement is suggested:

- Quarterly Meetings: Review progress, address challenges, and set priorities.
- Annual Strategy Session: Align on long-term goals and strategies.

The agenda designed to address the meeting's objectives is as follows:

- Progress Review: Assess achievements against B Corp objectives.
- Stakeholder Feedback: Discuss input from various stakeholders.
- Strategic Initiatives: Plan and approve new initiatives.

Stakeholder Informed Decision Making Process

Lightrise Consulting considers stakeholder interests when making decisions relating to strategy, sustainability, operations, employee experience, products and services and community impact.

The following process will be followed:

1. **Stakeholder Input Collection:** Feedback is gathered through surveys, meetings, focus groups,

stakeholder consultations, complaints, and other engagement channels.

2. **Review and Assessment:** Relevant stakeholder feedback is reviewed by the Leadership Team and, where appropriate, the Advisory Board to identify potential risks, opportunities, and impacts.
3. **Decision Evaluation:** Stakeholder perspectives are considered alongside business, social, environmental, financial, and operational factors when evaluating proposed decisions.
4. **Decision Making:** Recommendations are presented to the appropriate decision-maker(s), who consider stakeholder interests before reaching a final decision.
5. **Communication and Action:** Outcomes and relevant actions are communicated to affected stakeholders where appropriate, and actions are implemented.
6. **Monitoring and Continuous Improvement:** Feedback on decisions and their outcomes is monitored to support continuous improvement and future decision-making.

Stakeholder Feedback and Grievance Procedure

Lightrise Consulting encourages open and constructive feedback from stakeholders and is committed to addressing concerns in a fair, transparent, and timely manner. Stakeholders are encouraged to raise concerns regarding the company's activities, conduct, policies, services, social impact, environmental impact, or business practices. This can be done via feedback, concerns, complaints or email to: HR@lightriseconsulting.com. Stakeholders are encouraged to provide:

- A description of the concern or grievance.
- Any relevant supporting information.
- Desired outcome, where appropriate.
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Acceptance of Grievances

Lightrise Consulting will consider grievances that relate to its operations, activities, services, business practices, social impact, environmental impact, stakeholder engagement, or compliance with its policies and commitments. A grievance will normally be accepted where:

- It relates to a matter within Lightrise Consulting's control or influence.
- Sufficient information is provided to understand and assess the concern.
- It is raised in good faith.
- It relates to a current or recent issue.

Lightrise Consulting may decline to investigate a grievance where:

- The matter falls outside the scope of the company's operations or responsibilities.
- There is insufficient information to enable a review.
- The grievance is knowingly false, malicious, frivolous, or vexatious.
- The matter has already been investigated and no new information has been provided.
- The grievance contains abusive, threatening, discriminatory, or offensive content.

Where a grievance is not accepted, Lightrise Consulting will explain the reason for the decision where appropriate.

Grievance Handling Process

1. **Acknowledgement:** Lightrise will acknowledge receipt of the grievance within 5 working days.
2. **Review and Investigation:** The grievance will be reviewed by an appropriate member of the Leadership Team. Additional information may be requested where necessary to support the investigation.
3. **Response and Resolution:** Lightrise will aim to provide a response and proposed resolution within 30 days of receiving the grievance.
4. **Communication:** The outcome of the review and any actions taken will be communicated to the stakeholder where appropriate.
5. **Escalation:** Where the stakeholder is not satisfied with the outcome, the matter may be escalated to the Managing Director for further review.

Lightrise will treat all grievances confidentially wherever possible and will not tolerate retaliation against any individual who raises a concern in good faith. Records of grievances, actions taken, and outcomes will be maintained to support accountability, identify trends, and drive continuous improvement in the company's practices and stakeholder engagement activities.

Monitoring and Evaluation

We will regularly monitor the effectiveness of our stakeholder engagement activities through key performance indicators (KPIs), stakeholder feedback, and sustainability outcomes. Annual reviews will be conducted to assess the policy's impact and make necessary adjustments.

Edits	Date	Editor	Changes
1.	September 2026	Jolanta Moniewska	• Added a Stakeholder Feedback and Grievance Procedure to provide stakeholders with a transparent mechanism to raise concerns, seek resolution and support continuous improvement.
2.	October 2026	Jolanta Moniewska	• Addedgrievance acceptance and non-acceptance criteria.