
Grievance & Speak-Up Policy

Mercantile Group | Techmert Corporate Policy

Policy Owner	Effective Date	Next Review
Management	16-Jun-25	16-Jun-27

1. Purpose

This policy provides a clear process for raising and addressing safety, ethical, engagement, quality, environmental, fraud, bribery or other compliance concerns connected with Mercantile Group and Techmert in good faith.

2. Scope

This policy applies to Mercantile Group Pty Ltd as trustee for Mercantile Group Trust, trading as Techmert (together, “Mercantile Group and Techmert”), including management, contractors, agents, suppliers and other business partners where relevant. Mercantile Group and Techmert currently operate without employees. Any reference in this policy to employees or workers applies only to supplier or contractor personnel, or to personnel engaged by Mercantile Group and Techmert in the future.

3. How to Raise a Concern

- Concerns relating to Mercantile Group and Techmert may be raised directly with management or by email to techmert@mercantilegroup.com.au.
- Reports should include enough information to allow the matter to be assessed, but a person is not expected to prove wrongdoing before raising a genuine concern.
- Nothing in this policy prevents any person from using a lawful external reporting channel or contacting a regulator.

4. Confidentiality and Non-Retaliation

- Reports will be handled discreetly and information will be shared only with people who reasonably need it to assess or resolve the matter.
- No adverse action is to be taken against a person for raising a genuine concern in good faith or participating in an investigation.
- Deliberately false or malicious reports are not protected as good-faith disclosures.

5. Assessment and Investigation

- Matters will be assessed proportionately based on seriousness, evidence, urgency, potential harm and any legal or contractual requirements.

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- Where appropriate, management may obtain further information, preserve records, interview relevant parties, seek external advice or require corrective action.
 - Corrective actions will be assigned and tracked to closure where appropriate.

6. Supplier and Contractor Concerns

Where a concern involves a supplier or contractor, the company may request evidence, require corrective action, suspend new orders or discontinue the relationship depending on severity, substantiation and response.

7. Records

Appropriate records of reports, assessments, investigations and corrective actions will be retained with due regard to confidentiality, privacy and legal obligations.

Approval and Review

This policy is approved for use by Management on behalf of Mercantile Group and Techmert. It will be reviewed by the next review date shown above, and earlier where there is a material change in law, business activities, customer requirements, risk profile or supply-chain arrangements.

Where a customer, contract, purchase order, specification or site requirement imposes a higher standard, the applicable higher requirement will be reviewed and adopted where accepted as part of the engagement.