Grievances and Complaints Process

Purpose

ViRTUS is committed to providing all stakeholders, including team members, clients, partners, suppliers, and community members with a transparent, fair, and safe way to raise grievances or complaints. This mechanism ensures concerns are addressed promptly, consistently, and without retaliation.

Reporting a Concern

- By email: To info@virtusinc.com
- In person: To a people leader, or member of the leadership team
- Through stakeholder engagement, customer service, or feedback channels
- Voicemails*: Left at 604-519-7000
- Letter mail*: To P.O Box 3166, Vancouver, BC V6B 3X6
- Webform*: Available in the impact section on ViRTUS' website

*Please note that anonymous submissions may limit our availability to follow up directly.

Grounds for Accepting a Grievance

- Workplace treatment, safety, and respect
- Ethical concerns, misconduct, or policy violations
- Impacts on clients, partners, or community stakeholders
- Environmental or social impacts of our operations

Grievance Process & Timelines

- Acknowledgement: The grievance will be acknowledged within 5 business days of receipt.
- Review: The concern will be reviewed by a designated leadership representative or neutral party.
- Investigation: Relevant information will be gathered, and stakeholders may be consulted for additional context and information.
- Resolution: A decision will be communicated within 30 days. If more time is needed, an update will be provided.

virtusinc.com | @virtusinc | © ViRTUS 2026

- Appeal: If the outcome is not satisfactory, the grievance may be escalated to another leader.

Resolution & Communication

- Stakeholders will receive regular updates on the process and outcome.
- If a grievance is not accepted, ViRTUS will provide a rationale explaining why it was not considered a grievance under this policy.

Protection Against Retaliation

We strictly prohibit retaliation of any kind against individuals who raise grievances in good faith. All concerns will be handled confidentially and with respect for the rights and dignity of all parties involved. Further details are available in our Whistleblower Protection Policy.

Continuous Improvement

We regularly review grievances to identify patterns and improve our processes, policies, and practices in line with our values and practices in line with our values and B Corp commitments.

Whistleblower Protection Policy

Purpose

ViRTUS is committed to fostering a safe, ethical, and transparent environment where team members and stakeholders feel empowered to raise concerns about potential misconduct, unethical behavior, or legal violations. This policy ensures that individuals who come forward in good faith are protected, respected, and supported throughout the process.

Scope

This policy applies to all team members, contractors, clients, partners, suppliers, and community stakeholders who wish to report concerns related to ViRTUS' operations or activities.

Confidentiality

All whistleblower reports will be handled with the highest level of confidentiality. Information will only be shared with individuals directly involved in reviewing or investigating the concern and strictly on a need-to-know basis. Records of concerns will

be securely maintained to protect the identity and privacy of those involved.

Protection against Retaliation

ViRTUS strictly prohibits retaliation of any kind against individuals who raise concerns in good faith. Retaliation includes, but is not limited to:

- Termination or demotion
- Harassment or discrimination
- Unfair treatment or exclusion

Any instance of retaliation will be treated as serious misconduct and will result in appropriate disciplinary action, up to and including termination of employment or business relationships.

Protection Mechanisms

To safeguard individuals who raise concerns, ViRTUS has implemented the following measures:

- The option to report concerns anonymously
- Confidential handling and secure storage of all reports
- Limiting access to information to designated, trained individuals
- The ability to escalate concerns beyond direct reporting lines where appropriate
- Use of neutral or independent parties in investigations, where necessary

Investigation Process

All concerns raised under this policy will be reviewed promptly and fairly. Investigations will be conducted by a designated, impartial representative and may involve additional internal or external parties as appropriate.

Where possible, individuals who raise concerns will receive updates on the status and outcome of the review, while maintaining confidentiality for all parties involved.

Accountability & Oversight

Leadership is responsible for ensuring this policy is upheld and that all concerns are handled with integrity and care. Breaches of confidentiality or failures to uphold this policy will be treated as serious misconduct.

virtusinc.com | @virtusinc | © ViRTUS 2026

Continuous Improvement

ViRTUS is committed to regularly reviewing and strengthening its whistleblower protections to ensure alignment with best practices, evolving standards, and our commitment to accountability as a B Corp

virtusinc.com | @virtusinc | © ViRTUS 2026