



External Complaint Procedure

HSLC is committed to fostering and promoting a safe and inclusive environment for everyone we have the pleasure of working for, doing business with, and others forming part of our broader business community. For this reason, our policies against discrimination and harassment (including sexual harassment) apply not just to the organization's staff, but **also** to HSLC's applicants, visitors, contractors, customers, vendors, and any other person associated with HSLC or with whom it does business (these policies are posted on our website at hslc.org under Doing Business with HSLC),

Accordingly, HSLC developed this **External Complaint Procedure** to provide a mechanism for anyone outside of HSLC to file a complaint and obtain resolution related to conduct they believe violates the organization's policies and in any way involves someone employed by or associated with HSLC (including any other outside parties, such as vendors). If you experience or witness any such conduct, we urge you to **immediately** notify Maryam Philips, HSLC's Executive Director. You may contact them via email (phillips@hslc.org) or by phone (215-222-1532). If the conduct involves the Executive Director, or if you believe it would be inappropriate to report the conduct to them, then you should notify HSLC's Board of Directors at your earliest opportunity. Board member names and contact email addresses are found on the Board of Directors page: <https://hslc.org/about/board/>

Your complaint should be as detailed as possible, including all pertinent facts and circumstances, the names of all individuals involved, and the names of all witnesses.

No person (nor the organization you work for) will be retaliated against in any manner because they made a bona fide complaint in compliance with this Procedure, or who assisted in the investigation of a complaint. If you suspect any retaliation, you should also report it in accordance with this Procedure.

Once a complaint is received, HSLC will conduct an impartial investigation in accordance with the organization's investigation procedures and protocols, developed according to current best practices and applicable law. The procedures are designed to ensure the investigation is conducted thoroughly and impartially and, to the greatest extent possible utilizing all available evidence, will result in accurate findings and appropriate resolutions (with an emphasis on protecting victims of harassment and discrimination from further harm). All HSLC employees will be required to cooperate in these investigations by, for example, providing all pertinent information to the organization. All non-HSLC staff (including those making a complaint under to this Procedure) will be **also** expected to cooperate with the organization.

Any member of HSLC's staff who is found to have engaged in improper conduct shall be subject to disciplinary action, up to and including termination, depending on the circumstances. After taking into account all necessary factors, HSLC will also implement any other corrective action or other

measures that may be warranted, including for example changing reporting structures and training. HSLC will also take appropriate action against any other outside parties that may have been involved or responsible.

If you have made a complaint which has not been promptly handled, or if you are not satisfied with the investigation or disposition of the complaint, you should report the basis for your dissatisfaction to HSLC's Board of Directors at your first opportunity.

Although the facts gathered by HSLC during the investigation and HSLC's findings will be considered confidential, information will be shared on a need-to-know basis, consistent with the need to conduct a thorough and appropriate investigation.

You must be truthful in reporting complaints and providing information during the course of an investigation.

Our commitment to protecting our customers and business partners works best if everyone who is part of our community believes in the same principles. We therefore greatly appreciate your willingness to come forward with information that can assist in furtherance of our goal. Your efforts will benefit all of us. Please do not hesitate to reach out to Maryam Phillips with any questions or comments regarding this Procedure, or any of HSLC's policies posted on our website. Thank you again.

Adopted October 18, 2024