



## CSC GRIEVANCE AND COMPLAINT(S) MANAGEMENT PROCESS

### Status of Grievances and Complaints

The Concrete Sustainability Council (CSC) aims to maintain accountability and transparency by annually gathering, storing, and publishing the results of any grievance and complaint(s) management process. Complainant identities and sensitive information are kept confidential to safeguard stakeholders. Members of the Executive Committee (ExCo) and the Grievance Management Committee (GMC) involved in a grievance and complaint(s) management process are also required to keep all information provided by the parties confidential.

Reference	Country/ origin	Nature (subject, harm alleged)	Submission Date	Date Completed	Outcome (findings, remedies, resolution)
CSC-LGR20 21-001	NETHERLANDS	Lack of opportunity to certify ground granulated blast furnace slag (GGBS) production sites.	15 March 2021	13 May 2021	A new GGBS scheme for slag grinding stations was developed and made available in 2022. The CSC certification system for slag grinding stations builds on the certification system for cement grinding stations. The slag supply is covered by recognizing, after careful assessment, responsible sourcing systems for steel, namely the CARES Sustainable Constructional Steel scheme and ResponsibleSteel™. The CSC appreciation level of these systems aligns with the coverage rate of comparable CSC system criteria.