

THE SPECTRIS PENSION PLAN INTERNAL DISPUTE RESOLUTION PROCEDURE

The Trustee has in place a procedure to deal with any complaint you may have in regard to the Spectris Pension Plan (the "Plan"). The procedure also applies to data protection complaints made by a data subject (or someone acting on behalf of them) who considers that there has been an infringement of UK data protection law in connection with their personal data. You cannot use the procedure for a complaint against the employer.

Disputes will always try to be settled informally, and in the first instance should be sent in writing to the Secretary to the Trustee (Stuart Mallett, XPS Group, 10 Victoria Street, Redcliffe, Bristol, BS1 6BN). If you have a data protection complaint you can submit this in writing to the address above. If you choose to contact the Trustee using any other route, the Trustee will still consider your complaint

If you are unhappy with the way your dispute has been dealt with you have the right to complain under the formal procedure.

If your complaint is not a data protection complaint, the Internal Dispute Resolution Procedure works in two stages. Firstly, your complaint must be sent to the adjudicator, who is the Secretary to the Trustee (see the above address). The adjudicator will respond to your complaint as soon as possible and in any event within two months, or will write within this time, explaining why a decision has not been reached. The adjudicator may need further information in order to investigate and respond to your complaint. Once this has been received, your complaint will be carefully considered. The adjudicator may also need to discuss your complaint with the Trustee.

If you are not satisfied, you can write to have your complaint heard by the full trustee board, at Spectris Pension Trustees Limited, 6th Floor, The Block, Space House, 41 Keeley Street, London, WC2B 4BA. As under the first stage you will receive a reply within two months, or a letter explaining why a decision has not been reached.

At any time, you may refer your complaint to the Money and Pensions Service (MaPS). MaPS has been set up by the government to make it quicker and easier for individuals to get clear, free, confidential and impartial help about their pension. MaPS' consumer-accurate service is MoneyHelper and it can offer help before, during and after this procedure, however it will normally expect an individual to have taken up the dispute at least informally with the Plan's administration team in the first instance. You can contact MoneyHelper by telephone on 0800 011 377 or see their website at <https://www.moneyhelper.org.uk>.

After contacting MaPS you may contact the Pensions Ombudsman, although the Ombudsman may decide not to consider your complaint until the procedure above has been utilised. Any complaint or dispute where court or tribunal proceedings have already begun or which the Pensions Ombudsman has already started to investigate (other than a data protection complaint) are not subject to the procedure set out in this document.

If your complaint is a data protection complaint, you can complain to the Information Commissioner's Office (ICO). You have the right to do this at any time, even if you are still waiting for a response to your complaint under this procedure. However, the ICO states that, in most cases, it will ask someone to raise their complaint with the Plan first. Please note that the ICO only deals with complaints about data protection. Their contact details are as follows: <https://ico.org.uk/make-a-complaint/> and 0303 123 1113.

Any member of the Plan can use the Internal Dispute Resolution Procedure. You can initiate the complaint yourself, or if you feel more comfortable, someone may initiate it on your behalf. The adjudicator will require your full name, address, date of birth, your national insurance number, the facts you disagree with and why you are aggrieved.

If you would like more information regarding this procedure please contact, in writing, the Secretary to the Trustee at the address above.