

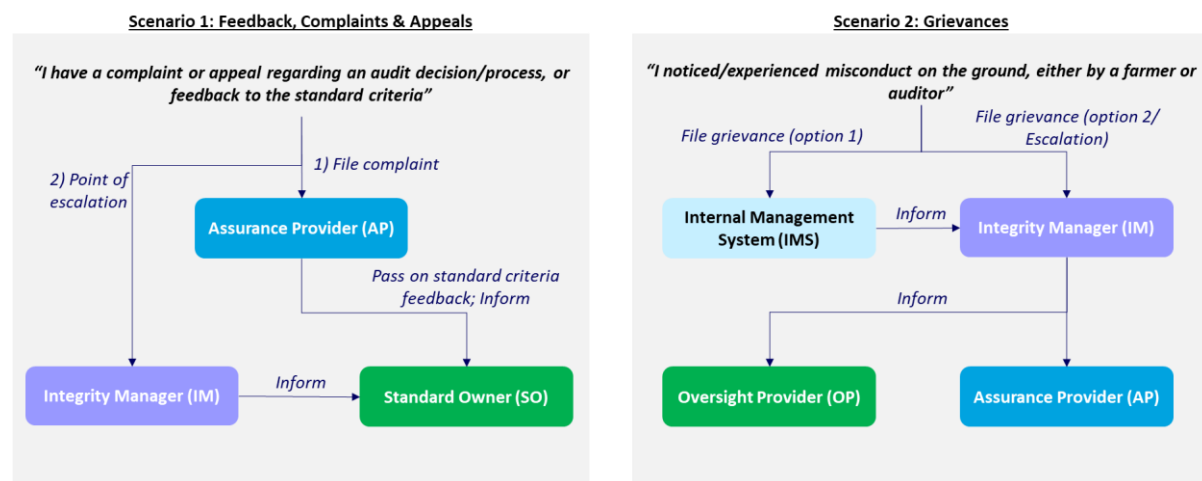
Summary of FCAG procedure

Feedback, Complaints, Appeals, and Grievances procedure

The feedback, complaints, appeals, and grievances (FCAG) Mechanism is vital in identifying and addressing potential issues and concerns that might arise throughout the supply chain.

FCAG may be reported by any stakeholder in the Scheme, including farmers, workers, community members, Sucden employees, and subcontractors. FCAG can relate to all aspects of the scheme including standard-setting and assurance but may also relate to on-the-ground grievances.

The procedure to follow for different type of FCAG is summarized here:



Feedback, complaints, and appeals (Scenario 1)

These should initially be reported to the Assurance Provider (the Sucden origin team in case of second-party verification or an independent certification body in case of third-party verification). If they cannot/do not address the situation appropriately, the complainant (the person reporting) may escalate to the Integrity Manager (IM).

Grievances (Scenario 2)

Potential grievances include human rights violations, violation of environmental requirements, or bribery. Grievances can be reported through the grievance mechanism of the farm or group (part of the Internal Management System (IMS)) or to the Integrity Manager. The complainant (the person reporting) is free to choose the option they prefer. If they report a grievance through the IMS, they may still escalate to the Integrity Manager as needed.

Whistleblowers and confidentiality: Grievances may be reported by parties who themselves experience misconduct on the ground, but also by any other person who is not directly affected by the misconduct but who notices it.

In that case, the complainant/whistleblower shall keep confidential:

- the fact that they have raised an alert reporting a suspected irregularity or misconduct;

- the details of the matter as well as the identity of the persons potentially involved;
- any feedback and information disclosed to them during the processing of the grievance.

The whistleblower may decide to report a grievance anonymously. It is however preferred that any submission is not made anonymously to allow for follow-up and dialogue.

The IM will ensure appropriate confidentiality is guaranteed during the handling process. If the complainant (or their representative who completes the form) indicates that specific confidentiality requirements apply to the FCAG, the IM will take the appropriate measures and always discuss with the complainant in case they wish to deviate from the requested confidentiality in the resolution process.

Reporting FCAG through the Integrity Manager

Information on how to reach the Integrity Manager and which information to include can be found in the FCAG form.

FCAG evaluation process and timeline

All valid FCAGs are handled fairly and as quickly as possible.

After receiving a complaint, appeal or grievance, the Integrity Manager will notify the complainant that their feedback was received (within 2 working days) and inform them on the process and expected timelines for evaluation and potential resolution of a FCAG.