

## FCAG reporting form

### FCAG Form – Reporting to the Integrity Manager

One person within each Sucden origin team is appointed as the Integrity Manager.

Feedback, complaints, appeals, and grievances (FCAG) may be reported to them through:

- Brazil: [Resolutionteam.brazil@sucden.com](mailto:Resolutionteam.brazil@sucden.com)
- Colombia: [Resolutionteam.colombia@sucden.com](mailto:Resolutionteam.colombia@sucden.com)
- India: [Resolutionteam.india@sucden.com](mailto:Resolutionteam.india@sucden.com)
- Indonesia: [Resolutionteam.indonesia@sucden.com](mailto:Resolutionteam.indonesia@sucden.com)
- Vietnam: [Resolutionteam.vietnam@sucden.com](mailto:Resolutionteam.vietnam@sucden.com)

For FCAG that are not related to a specific country, please reach out through: [sustainablecoffee@sucden.com](mailto:sustainablecoffee@sucden.com)

Please include the following information in your email:

Requested information	To be completed by the complainant or their representative
Name of the entity submitting the report <i>Not mandatory if the complaint is anonymous.</i>	
Name of the complainant <i>Not required if the complaint is anonymous.</i>	
Job title of the complainant – if applicable <i>Not mandatory if the complaint is anonymous.</i>	
Contact information of the complainant for this complaint	
<i>In case this form is not being completed by the complainant, please indicate who completes the form (name, relation with the complainant)</i> <i>Not required if the complaint is anonymous.</i>	
<b>Description of the complaint</b>	
How are you related to the Sucden Coffee Verified Scheme?	
Can you describe your complaint as clearly as possible? Please include the following details where relevant: <ul style="list-style-type: none"> <li>• Description of the event</li> <li>• Date of the audit or grievance</li> <li>• Identification of the parties involved</li> <li>• Location or other contextual details</li> </ul>	

<ul style="list-style-type: none"> <li>•What part of the audit process the complaint relates to and/or what other parties are involved?</li> </ul>	
<p>What previous actions have been taken? For instance:</p> <ul style="list-style-type: none"> <li>•Trying to resolve the conflict with the involved parties – Which steps were taken?</li> <li>•Filing a previous complaint or grievance – Can you please provide details about the first submission? (Date, description and escalation reason)</li> </ul>	
<p>Are there any evidence or documents that should be considered to address your complaint?</p> <p><i>If yes, please list here the documents to be considered and attach it to the mail of complaint / appeal.</i></p>	
<p>Is this report confidential?</p> <p><i>If yes, please explain why.</i></p> <p><i>If no, the involved parties may be contacted to assess this complaint/appeal and resolve it.</i></p>	