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COMPLAINTS MANAGEMENT PROCEDURE

This document has been developed to guide HACOFCO and the supply chains participating in the CONNECT Program on how to present and manage complaints related to the implementation of the program. The scope of this procedure encompasses, but is not limited to, assurance and standard setting, external auditing processes, commercial conditions and agreements, and compliance with standards at both farm and IMS levels.

I. ROLES AND RESPONSIBILITIES

HACOFCO Sustainable Supply Chain Manager

- Lead the implementation of this procedure.
- Create and share supporting documents to ensure the appropriate use of this procedure.
- Present update proposals to the HACOFCO Sustainability Committee when necessary.
- Confirm receipt of complaints and analyze cases.
- Request additional information if necessary.
- Communicate decisions to stakeholders.

HACOFCO Sustainability Committee

- Review all types of complaints related to the implementation of CONNECT.
- Request additional information if needed.
- Decide on the acceptance of complaints.
- Agree on the next steps and communicate them to stakeholders.

II. STEPS FOR MANAGING COMPLAINTS

1. Submission of Complaint

- Any stakeholder can present a complaint about the implementation of the program using the email address connect@hacofco.de.



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- The email should include all relevant information to explain the complaint, including not limited to where it happened, who was involved, how it happened, and any additional details and evidence.

2. Acknowledgment and Initial Review

- The HACOFCO Sustainable Supply Chain Manager will confirm receipt of the email within 10 working days.
- The manager will analyze the case, review the information shared, and request more information if necessary.

3. Committee Review

- All complaints will be reviewed by the HACOFCO Sustainability Committee.
- The Sustainable Supply Chain Manager will present the case to the Committee.
- If needed, the Committee can request more information, which the manager will gather and share.

4. Decision and Communication

- If the Committee accepts the complaint, the next steps are agreed upon and communicated to the stakeholder who presented the complaint.
- If the Committee does not accept the complaint, the Sustainable Supply Chain Manager will communicate the reasons for this decision to the stakeholder via email.
- The timeline for responding to the complaint should not exceed 30 working days after receiving the complaint.