

PALM OIL GRIEVANCE HANDLING PROCEDURE

In an era where environmental sustainability and ethical sourcing are not just values but imperatives, Soya Hellas S.A. acknowledges the significant impact of palm oil production on ecosystems, wildlife, and communities. As a responsible entity committed to promoting sustainability and ethical practices in our operations and supply chain, we introduce this Palm Oil Grievance Policy.

This policy is a testament to our dedication to addressing and resolving grievances related to the sourcing and use of palm oil in our products. It reflects our commitment to transparency, accountability, and continuous improvement in our palm oil sourcing practices. Through this policy, we aim to identify, assess, and manage the social and environmental risks associated with palm oil production, ensuring that our operations contribute positively to the well-being of the planet and its inhabitants.

The policy outlines the mechanisms for stakeholders, including suppliers, customers, and community members, to raise concerns and grievances related to our palm oil sourcing. It specifies the procedures for submitting grievances, how they will be handled and resolved, and the measures we will take to prevent future occurrences. Our goal is to ensure that all palm oil used in our products is sourced responsibly, respecting human rights, and minimizing environmental impact.

As we move forward, Soya Hellas S.A. remains steadfast in our commitment to being part of the solution, embracing practices that promote environmental stewardship and social responsibility. We welcome feedback and participation from all stakeholders in this journey towards a more sustainable and ethical future.

Soya Hellas Sustainability Team proactively tracks and documents concerns highlighted globally via the media, news agencies, and pertinent websites.

GRIEVANCE MANAGEMENT TEAM

The handling of grievances is overseen by the Soya Hellas Sustainability Team, which is led by the Sustainability Manager.

SUBMISSION OF GRIEVANCES

Grievances and concerns can be reported by:

- Suppliers and customers
- Soya Hellas' employees
- NGOs
- Any other individual

Grievances can be reported to Soya Hellas through the following channels:

- By phone: +30-2103664308 Vassilis Noutsos (he), Sustainability Manager
- By post: Soya Hellas S.A. Sustainability Dpt.
46-48 Voukourestiou street 2nd Floor
10673 Athens, Greece
- By e-mail: v.noutsos@soyahellas.gr

Concerns and grievances can be reported anonymously. All information related to the reporting of grievances is treated with confidentiality.

GRIEVANCES DATABASE

Soya Hellas keeps a record of all sustainability-related complaints in a dedicated database. This database, known as the "Grievance Log," includes details of each grievance, along with its assessment, management process, and resolution. The Grievance Log is accessible to the public on the Soya Hellas website.

GRIEVANCE MANAGEMENT

Whenever a new potential issue is received, the Sustainability Team at Soya Hellas reaches out to the person who raised it (unless it's anonymous) and to any companies or parties relevant to the issue.

The team initially reviews the data collected and decides whether to accept or dismiss the complaint. For those accepted, they create and execute a detailed action plan. This plan outlines the steps for further investigation, resolution strategies, and ongoing monitoring post-resolution.

In certain cases, Soya Hellas might conduct on-site checks or involve external mediators.

They ensure that all actions and information related to managing the grievance are shared with the involved parties.

The entire process of handling these grievances is illustrated in the "Palm Oil Grievance Handling Flowchart."