



RSPO GRIEVANCE PROCEDURE

Issue: 04

Date:
15.04.2025

Approved by:
Krzysztof Dolewa

The document aims to show the mechanism for complaints and grievances regarding palm oil (PO), palm kernel oil (PKO) and their derivatives.

1. WHAT IS THE SCOPE OF THE GRIEVANCE PROCEDURE?

- Operations within the plant (P. P. U. CHEMCO Sp. z o. o.),
- The operations of P. P. U. CHEMCO Sp. z o. o. including joint ventures,
- 3rd party suppliers of P. P. U. CHEMCO Sp. z o. o.,
- 3rd party traded volumes of P. P. U. CHEMCO Sp. z o. o.

2. WHO CAN SUBMIT A GRIEVANCE?

Any stakeholder may submit a grievance sending to e-mail address **rspo@chemco.pl**

3. PROCESS FOR CONSIDERING GRIEVANCES

Registration

RSPO coordinator accepts and sets the complaint down within 21 days of receipt.

Assessment and assignment of responsibility

RSPO coordinator classifies the grievance and directs it to the appropriate department according to the responsibility arising from the type of problem within 7 days of registering the problem.

If the grievance is not accepted, the grievance raiser is informed about the fact.

Acknowledgement

The person designated to handle the grievance determines the method and time needed to resolve the problem.

Investigation

RSPO coordinator determines who should be consulted on a given matter. All stakeholders whose participation is significant for the case can be involved in the case. After considering the case, it is necessary to determine what a remedy is desired.

Response

RSPO coordinator checks how repairs can be made and together with the RSPO committee determines the terms of compensation. The final decision to suspend/exclude cooperation with the supplier is made by the RSPO committee. The RSPO committee consists of RSPO Coordinator, Sales Department Director, Buyer (Logistics specialist) and Stakeholder Representative. Outcomes and remedies accord with internationally recognized human rights.

Successful judgement or appeal

An issue deemed justified should be resolved and given the opportunity to appeal against the decision. The grievance raiser or the accused has time to appeal against the decision within 30 days from the date of delivery of the message. In such a case, General Director is added to the RSPO committee.

Surveillance and case closure

Once the issue has been resolved, the level of satisfaction with the resolution of the matter should be monitored. Each grievance should be a source of knowledge that will enable us to improve the grievance mechanism and process cases more efficiently.



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4. FOR A NON-COMPLIANT SUPPLIER THE SUSPENSION OR EXCLUSION AS THE ACTION OF ENGAGEMENT IS CONSIDERED

The buyer requires supplier to comply with the requirements, and additionally, if it does not comply, demands its within a specified period by sending e-mail reminders, or even stopping the purchase of raw materials or refraining from signing the contract until the non-compliance is removed.

The re-entry criteria to resume sourcing from suspended supplier should be adequate to the non-compliance and aim to eliminate it. The re-entry criteria include a requirement for supplier to develop timebound action plans to come back into compliance with the RSPO policy.

5. THE RSPO GRIEVANCE LOG

RSPO coordinator updates the grievance log regularly based on complaints received, with information on out-of-scope grievances as well as actions and progress on grievance resolution.

PREZES ZARZĄDU

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