



WalterMatter

GRIEVANCE PROCEDURE

July 2024



For more than a century, the Company Walter Matter has shown its commitment to improve the supply chains where it operates. Human rights, Environmental protection and Business integrity are at the heart of our business activities. We aim to ensure that these crucial aspects are respected at all steps of the process, by Walter Matter's employees as well as by our Business Partners.

We facilitate a culture of dialogue where we can freely discuss and report any ethical and legal issues. We endorse the *UN Guiding Principles for Business and Human Rights. Protect, Respect and Remedy*.

DEFINITION

A grievance is an allegation or report of a right violated, a procedure or standard not followed, an obligation not fulfilled or other practice that could negatively impact a worker, local community, or a member of civil society.

PROCEDURE OBJECTIVE

The objective of this procedure is to welcome, record and address any grievance and claim raised by individuals or communities that may occur within the Company Walter Matter and within the supply chains where Walter Matter conducts its activities. The procedure details the process to implement the remediation solution that will be considered as the most appropriate.

The grievance procedure does not replace judicial or other non-judicial forms of remedy.

PROCEDURE SCOPE

The grievances reported in the frame of this procedure must be related to the following documents:

- the Walter Matter Business Principles and the internal rules intended for the Company's collaborators,
- the Walter Matter Responsible Business Policy intended for the supply chains' stakeholders

This procedure aims to address any grievance that consist in a breach of procedure or standard related to the Company's Business Principles, the internal rules, and the Responsible Business Policy.

This procedure doesn't cover any commercial claim or business disagreement. Any concern that is not directly related to Walter Matter's operations doesn't enter in the scope of this procedure.

STAKEHOLDERS AND FUNCTIONS INVOLVED

- When the grievance is related to supply chains' issues, the Sustainability Department coordinates the remediation together with the Board of Management. The Sustainability Department is responsible for managing complaints or claims made by individuals, local communities and supply chains' stakeholders involved in Walter Matter's operations.
- When the grievance is related to the Company's internal aspects, the Human Resources Department coordinates the resolution of the grievance together with the Board of Management. The Human Resources Department is responsible for managing complaints or claims made by employees, working temporary or full-time for the Company.



- The Board of Management is composed of the Heads of HR, Finance, Operations, Cocoa Trade and Coffee Trade.
- Walter Matter's CEO is always informed and participates to the grievance's resolution if appropriate.
- The Company may use external expertise to identify and propose the most appropriate remediation action related to the claim reported (such as associations or companies combatting child labour, deforestation, corruption, etc.).

REPORTING CHANNELS

The grievance may be reported by various means to our knowledge:

- When the grievance is related to supply chains' issues:
 - Verbal reporting to a Company's employee like the Head of Trade, an employee of the Sustainability Department or a Board Management member
 - By traditional mail at our office in Geneva:
Sustainability Department
Avenue de Champel, 57
CH-1211 Genève 12
SWITZERLAND
 - By e-mail at the following email address: ethics@wama.ch
The Sustainability Department has access to this mailbox.
 - By phone at the following number: +41 (0)22 839 36 25
- When the grievance is related to the Company's internal aspects:
 - Verbal reporting to a supervisor, the Human Resources Department or a Board Management member
 - By traditional mail at our office in Geneva:
Human Resources Department
Avenue de Champel, 57
CH-1211 Genève 12
SWITZERLAND
 - By e-mail at the following email addresses: waltermatter@wama.ch
The Head of Human Resources has access to this mailbox.
 - By phone at the following number: +41 (0)22 839 36 23
 - Anonymously, by depositing a grievance in writing in the company's mailbox at the address mentioned above.



Grievances can be processed in French, English or Spanish. If the affected party is not able to submit the grievance in one of these languages, a translation will be operated.

CONFIDENTIALITY AND ANONYMITY

We respect the confidentiality of the grievance reporting and protect the affected party's identity throughout the resolution process.

We recognize the importance of reporting grievances anonymously, particularly for vulnerable parties. Thus, we offer to report the grievance anonymously by traditional mail or by creating an anonymous email address. If an anonymous grievance is presented by phone, (anonymous) contact details, such as an anonymised email address or phone number, will be requested to follow up on the grievance.

GRIEVANCE REMEDIATION PROCEDURE

We follow a simple and efficient procedure to address the grievance reported and propose the most relevant remediation.

The steps are as followed:

- 1) Grievance's reception by Human Resources, Sustainability Department, or a representative of the Board Management Team (*1 day*)
- 2) Grievance's recording in the dedicated file named "Grievance Reporting" maintained by HR and Sustainability Departments (*1 day*)
- 3) Dialogue at internal level to address the grievance and propose the most appropriate solution (*from 1 week to 1 month*)
- 4) Analysis of the issue reported and its root cause (*from 1 week to 1 month*)
- 5) Implementation of the grievance's resolution in collaboration with the relevant stakeholders (*from 1 to 3 months*)
- 6) Implementation of preventive measures to avoid similar issues in the future (*from 1 to 3 months*)
- 7) Recording and classification of the grievance and its related resolution process in the file named "Grievance Reporting" (*1 week*)
- 8) Grievance Review at Board Management meeting (*every quarter*)

In case the nature of the grievance required processing by another competent authority, information about the proper instances will be communicated to the affected party. Depending on the cases, the Human Resources or Sustainability Department may offer support to the affected party in seeking remediation through other competent services.

Walter Matter hereby ensures that all grievances will be addressed impartially and that no retaliation measures will be taken against the affected party.



MONITORING THE PERFORMANCE

Constantly looking to improve our procedures and processes, we monitor our grievance mechanism by tracking simple KPIs such as number and nature of grievances received and solved in a limited time, etc.

We regularly communicate about our procedures and policies to our employees and business partners to install a level of trust that facilitates the dialogue.

We promote relations with business partners that share our values and practices.