

## Raíz Sustainability™ Complaint Mechanism V1\_2024

### 1. Purpose and Commitment

Raíz Sustainability™, as part of Westrock Coffee, is committed to fostering a sustainable, fair, and supportive environment for all farmers and workers. The complaint mechanism aims to:

- Provide a clear and accessible way for individuals to report issues or grievances.
- Ensure all complaints are handled promptly, fairly, and with confidentiality.
- Improve the overall working conditions and practices within the Raíz Sustainability™ scheme.

### 2. Scope of the Mechanism

This mechanism applies to all farmers, workers, and stakeholders involved in Raíz Sustainability™. It covers complaints related to:

- Working conditions
- Fair treatment and non-discrimination
- Health and safety
- Environmental practices
- Compliance with sustainability standards
- Any other issues related to the operations of Raíz Sustainability™.

### 3. Complaint Channels

To ensure accessibility and ease of use, multiple complaint channels are available:

#### a) Anonymous Complaint Boxes

- Location: Install secure complaint boxes in strategic locations across all farm sites and worker facilities.
- Process: Workers and farmers can submit written complaints anonymously. The boxes will be checked weekly by designated representatives.

#### b) Hotline

- **Toll-Free Number**: A dedicated toll-free number will be available for submitting complaints: +1 844-978-2541

- Languages: The hotline will support multiple languages, including Spanish, Portuguese, and local dialects.
- Hours: The hotline will operate during working hours, with voicemail available 24/7.

c) Online Platform

- Website: An online complaint submission form will be available on the Raíz Sustainability™ website.
- Mobile Access: The platform will be mobile-friendly to ensure accessibility in rural areas.
- Confidentiality: Users can choose to remain anonymous.

d) In-Person Reporting

- Field Representatives: Trained field representatives will visit farms regularly and be available to receive complaints directly. Westrock's field personnel is constantly visiting supply chains at origin to monitor and evaluate conditions and services for stakeholders.
- Community Meetings: Periodic meetings will be held where farmers and workers can voice concerns in a group setting.

#### 4. Complaint Submission and Handling Process

a) Submission

- Complaints can be submitted through any of the channels listed above.
- Complainants will receive an acknowledgment of their submission (except for anonymous complaints).

b) Initial Assessment

- A designated team within Raíz Sustainability™ will conduct an initial assessment of the complaint within 7 days to determine its validity and urgency.

c) Investigation

- Timeline: Investigations will be completed within 30 days unless the complexity of the issue requires more time.
- Process: The investigation will involve interviews, document reviews, and site visits as necessary.
- Confidentiality: The identity of the complainant will be protected throughout the investigation.

d) Resolution

- Outcome: Upon conclusion of the investigation, the complainant will be informed of the findings and the actions taken.
- Remediation: If the complaint is upheld, corrective actions will be implemented promptly, and their effectiveness will be monitored.
- Appeal: If the complainant is unsatisfied with the resolution, they can appeal the decision to a higher authority within Westrock Coffee

e) Feedback and Continuous Improvement

- The complaint mechanism will be reviewed annually to ensure its effectiveness.
- Feedback from users of the mechanism will be collected and used to make continuous improvements.

## 5. Training and Awareness

- Workshops: Regular workshops will be conducted to educate farmers, workers, and field representatives on the complaint mechanism and their rights.
- Materials: Printed materials and posters will be distributed in local languages to ensure understanding of the process.

## 6. Monitoring and Reporting

- Internal Audits: Regular internal audits will be conducted to ensure compliance with the complaint handling process.
- Reporting: A summary of complaints and resolutions will be included in the annual Raíz Sustainability™ report, maintaining confidentiality.

This complaint mechanism aims to empower farmers and workers within the Raíz Sustainability™ program by providing a reliable and effective way to voice their concerns and contribute to the continuous improvement of the scheme.