



# VALUE CHAIN GRIEVANCE MECHANISM

## PCC EXOL

We are committed to respecting human rights, environment protection, responsible business conduct, and high ethical standards across our entire value chain. We expect the same from our partners – suppliers, subcontractors, and other business partners.

We believe that openness and the ability to raise concerns are essential to building transparent and responsible relationships.

This procedure is intended only for reporting issues related to our value chain.



## WHAT CAN YOU REPORT?

### Concerns regarding suppliers, subcontractors, and other PCC Exol's business partners:

- Human rights violations (e.g. forced labour, child labour, discrimination, harassment)
- Unethical practices (e.g. bribery abuses)
- Concerns related to working conditions, health and safety information safety
- Environmental impacts or misconduct
- Issues related to palm oil sourcing, including unsustainable practices or links to deforestation
- Deforestation or land-use change (conversion) linked to our value chain
- Breaches of our Supplier Code of Ethics

## WHO CAN REPORT?

Anyone – NGO's, suppliers, business partners, customers, or any individual connected to our value chain.

## HOW CAN YOU REPORT?

- Via e-mail: [etyka@pcc.eu](mailto:etyka@pcc.eu)
- By telephone to: +48 667650865
- In writing to: PCC Exol SA, Regulations and Certification Department, Sienkiewicza 4 / 56-120 Brzeg Dolny / PL

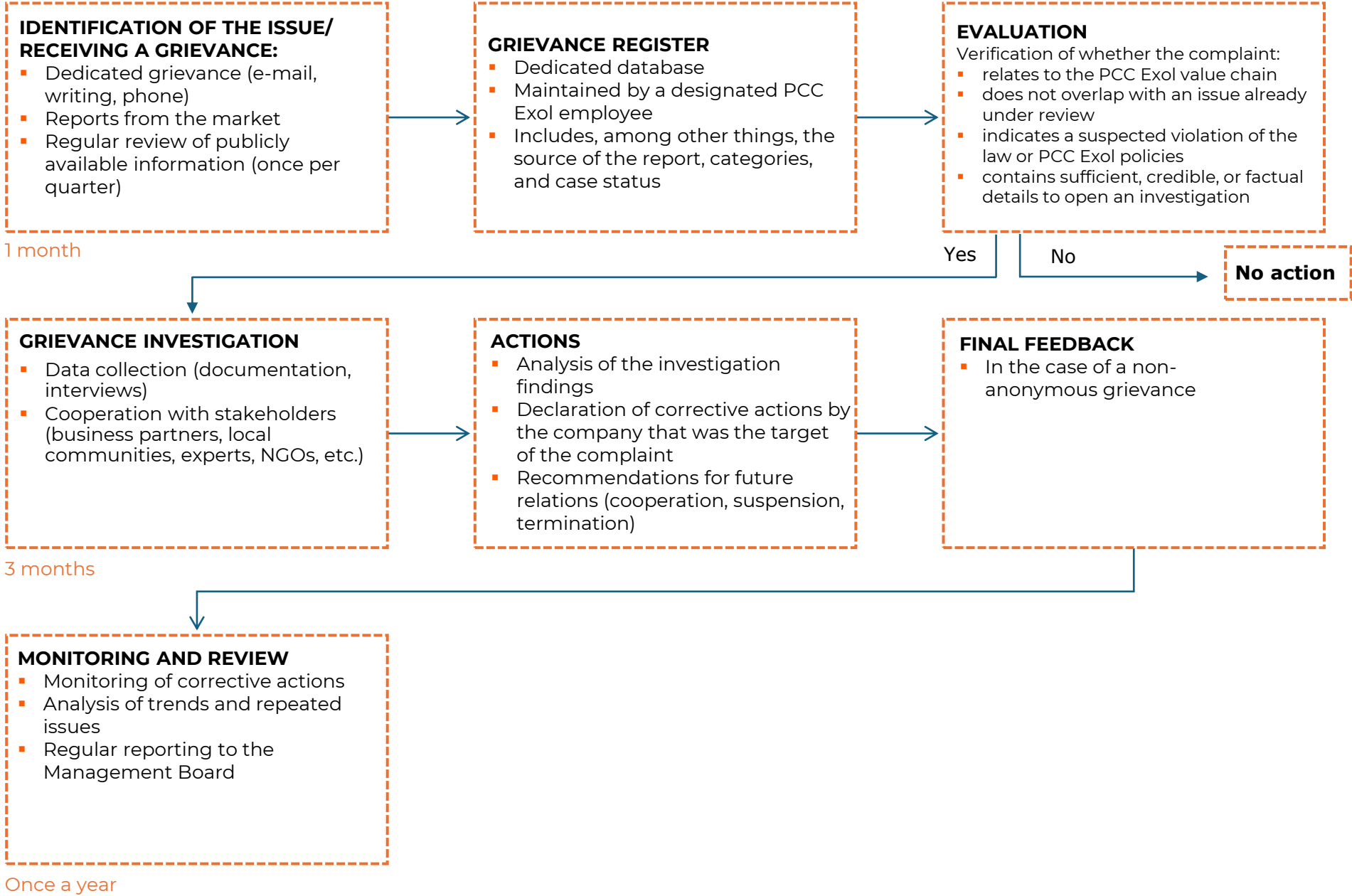
## WHAT INFORMATION SHOULD YOU INCLUDE IN YOUR REPORT?

- What happened?
- Where did it happen? (e.g. country, company, site)
- When did it happen?
- Who was involved? (if known)
- Any proof or details (e.g. documents, photos, links)
- Your contact details (optional, if you want to receive feedback)



**Please note:**  
**Concerns unrelated to the value chain (e.g. internal employee matters) are handled under a separate procedure.**

**Communication:** regular communication with stakeholders.



## RULES

- Confidentiality
- No retaliation
- Availability to all stakeholders and local communities
- Possibility of anonymised reporting

## CRITERIA FOR THE ASSESSMENT OF GRIEVANCES

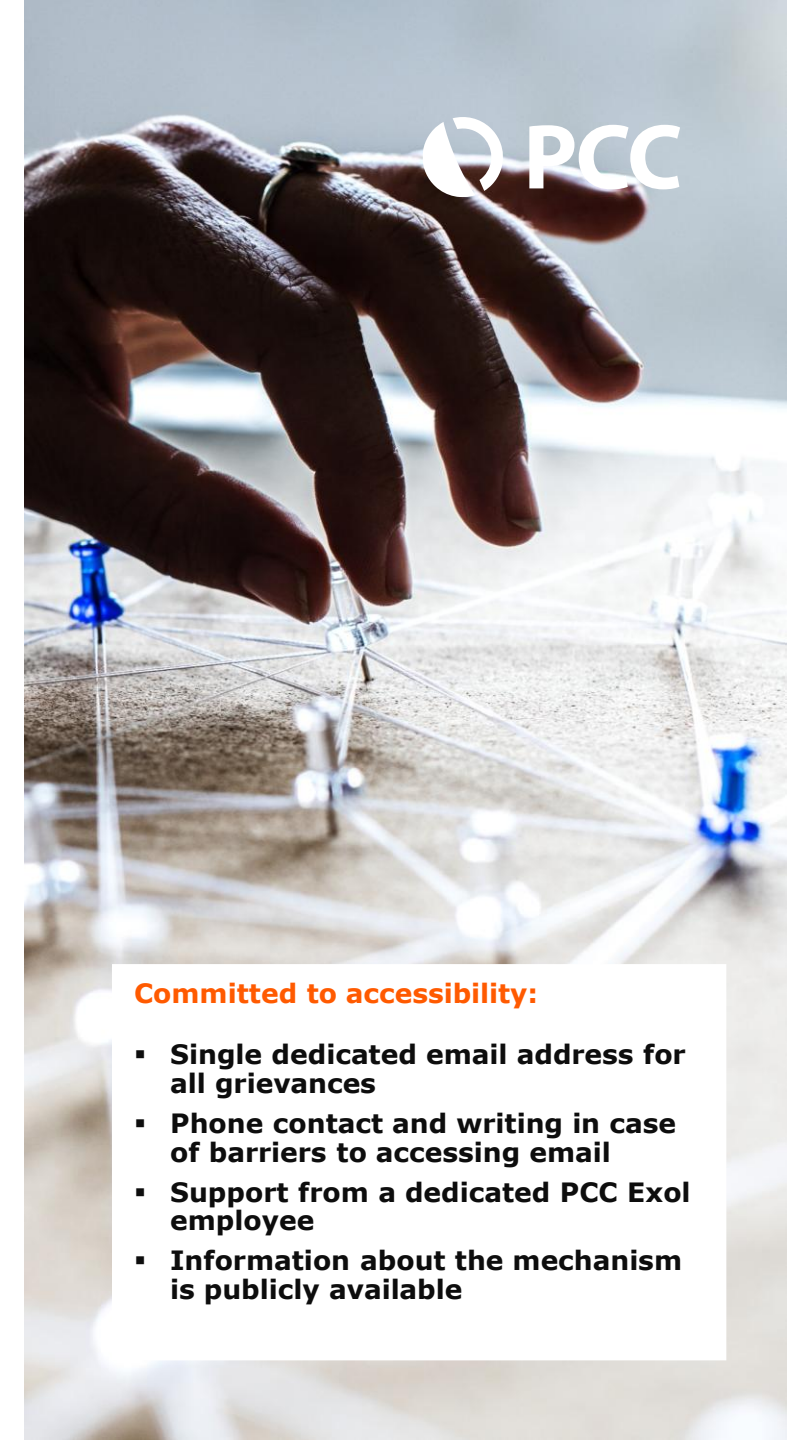
- Extent and severity of the impact on people and the environment
- Scope of impact (number of people/area)
- Irremediability or irreversibility of the impact
- Probability of occurrence/recurrence
- Company's degree of influence (causation/complicity/business relationship)
- Previous cooperation, contractor's involvement in remediation
- Transparency and quality of communication

## POSSIBLE ACTIONS

- Cooperation: continuation of cooperation and solution of the reported grievance, e.g., through the contractor's development of corrective or compensatory plans with specific deadlines, and improvement of the contractor's internal management systems
- Suspension: suspending cooperation with the contractor. Monitoring whether the suspended contractor is operating in accordance with policy and the law and has demonstrated actions that would qualify it for the resumption of cooperation.
- Termination: terminating contracts.

## OUR STANDARDS:

- Independence – verification conducted by a PCC Exol employee who has no business relationship with the company involved in the complaint
- Predictability – a clearly defined procedure with established timeframes
- Expert involvement
- Dialogue and transparency (ongoing communication with stakeholders)



### Committed to accessibility:

- **Single dedicated email address for all grievances**
- **Phone contact and writing in case of barriers to accessing email**
- **Support from a dedicated PCC Exol employee**
- **Information about the mechanism is publicly available**

# SYNERGY is our strength

## **PCC EXOL SA**

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<https://pcc-exol.eu/en/>

