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Principles

Scope

The Grievance mechanism is applicable to anyone who has a grievance against Daarnhouwer, a product or service delivered by Daarnhouwer or against any promises made by Daarnhouwer related to the our products, services or business activities.

The grievance must be about compliance with any of Daarnhouwer's promises made in our Code of Conduct, or related to any requirements to the sustainability programs which we have certified and to which we aim to comply in the execution of our business activities.

The grievance cannot be about contractual obligations that go beyond policies and procedures of our Code of Conduct or our certified sustainability programs.

Also no claims for direct financial compensation are accepted.

Explanation

A grievance mechanism is in place to enable individuals, workers, communities, customers, suppliers and/or civil society, including whistle-blowers to raise their complaints of being negatively affected by specific business activities and/or operations of any nature, including technical, social, or economic nature.

Pathway to resolution

Grievances should be addressed at the most direct level possible. Only if resolution fails at that level, should the next level be engaged. In certain cases where reporting the grievance at the most direct level might endanger the person reporting, he or she can opt to use the Daarnhouwer Grievance Procedure described in this document, without first approaching the subject of the grievance directly.

Fairness

Grievances will be treated with procedural fairness:

- A person or organisation which is the subject of a grievance, is given adequate notice that a grievance has been received, the process that will be followed and that they have the right to provide information to inform the process
- A person managing a grievance case or approving a decision should declare any personal interest that he or she may have in the proceedings, should run the process and review information in a fair and unbiased way and should act in good faith to reach a resolution.
- Each party to a proceeding is entitled to ask questions, provide evidence and submit a request for additional information from the other party.


Transparency

Daarnhouwer will keep records of all written communications and conversations, including date, time and a summary of issues discussed. Parties involved are requested to refrain from commenting publicly on the grievance until a decision is made and all parties have been informed accordingly.

Confidentiality

Daarnhouwer will not share with other parties that are not part of the grievance process

- The identity of the parties involved in the grievance
- Details of the grievance
- Measures taken to resolve the grievance

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However, Daarnhouwer may share this information if there is a legal obligation to do so or if an involved party makes a public statement regarding such a complaint. Daarnhouwer reserves the right to share information from grievance and appeals processes in an anonymised form.

Right to anonymity


Daarnhouwer will accept both anonymous grievances and grievances in which the complainant identifies him/herself. However, anonymous submissions can hamper Daarnhouwer’s ability to arrive at a full understanding and resolution of the grievance. Grievance submitters are encouraged to disclose their identity to Daarnhouwer. Daarnhouwer will respect the confidentiality of a submitter who wishes to remain anonymous to the party about which the complaint has been made where revealing the identity could negatively impact the grievance submitter.

Right to pursue remedial action

Any person or organisation who is party to a grievance procedure must refrain from any form of retaliation against other concerned parties.

Good faith

By submitting a grievance, the submitter accepts the provisions of this grievance procedure. All parties involved in a grievance procedure are required to engage in the process in good faith and with a genuine desire to seek resolution. Daarnhouwer commits to engage in good faith in the resolution of any grievance and to take any necessary corrective action to resolve grievances against Daarnhouwer.

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Process

Grievance

1. A grievance is submitted through the online grievance form.


In case the submitter is illiterate or has no access to the internet, the grievance can be made via our telephone number: +31 (0) 75 206 0023

The grievance should include at least:

- Name and contact details (unless the grievance is submitted anonymously)
 - Description of the grievance
 - Supporting evidence (optional)
 - Description of the steps already taken to resolve the grievance at an informal or direct level
2. Daarnhouwer will assess if the grievance is eligible to be addressed through Daarnhouwer grievance procedure. A grievance is eligible if:
 - It is within the defined scope (as set out in the previous section)
 - A solution at an informal or lower level has been sought through the appropriate channel (as set out in previous section); and
 - The grievance has been submitted including the correct information (as set out in step 1)
 3. Daarnhouwer will inform the submitter within 10 working days after receipt of the grievance if the grievance is found eligible. In that case, the grievance will be dealt with in accordance with this procedure. The grievance will be dealt with by the grievance team that is, as much as possible impartial and free of any conflict of interest in relation to the grievance and the parties involved.
 4. Within 10 working days after informing the submitter that the grievance is found eligible, Daarnhouwer will
 - Inform the submitter in writing of the name and contact details of the grievance team contact person and the process for handling the grievance
 - Inform the subject of the complaint in writing that a grievance has been received, the subject of the grievance and the name of the grievance team contact
 - Invite the subject of the complaint to send in a written reaction and supporting evidence within 10 working days. Daarnhouwer may extend the 10 day period for submitting a reaction and supporting evidence at the request of the subject of the complaint if a valid reason is given
 5. Following receipt of any evidence from the party who is subject of the complaint, Daarnhouwer may request additional information from either party to develop a full picture of the situation. Any party requested to provide further information will be given 10 days to submit this information to the Daarnhouwer grievance team.
 6. Within 30 days following the deadline for receipt of information, Daarnhouwer will inform the parties of the situation and the proposed resolution. Where an informal resolution is deemed possible, Daarnhouwer will contact both parties to attempt to resolve the issue by mutual accord. If this is not possible, Daarnhouwer will make a decision and inform both parties of this decision in writing, including the reasons for the decision and if applicable any follow up measures to be taken. Daarnhouwer reserves the right to extend the period for making a decision if the complexity of the case or other specific reasons so require. Daarnhouwer will inform the parties in writing of such extension.
 7. Either party may appeal the decision made by Daarnhouwer on grievance, by submitting an appeal within 30 days after the notification of the decision.

Appeal

8. An appeal can be made via the online grievance form, or as a reply to any received decisions being made by the grievance team.
9. The Management Team of Daarnhouwer will actively assess the appeal being made within 10 working days, in order to decide upon a final decision in line with Daarnhouwer strategy. If needed the management team can call upon an expert in order to fully assess any situation at hand. If this is the case, the timeframe for a

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final decision can be extended to whichever timeframe is reasonable to have this performed. All parties are involved of any of such processes and delays.

10. The decision of the Management Team is signed off by this team and shall be binding for all parties. No further grievance or appeal on the same matter will be accepted.

Grievance E-mail address HR@Daarnhouwer.nl

Grievance telephone +31 (0)75 206 0023