



Great Taste **Doing Good**



Cacao-Trace Grievance procedure

English

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INTRODUCTION

Cacao-Trace recognizes the complex environment in which we work as well as the diverse realities across different country programs. It is for this reason that Cacao-Trace has created a Grievance Procedure, focusing on the primary material, cacao. Cacao-Trace promotes open dialogue and community engagement. Cacao-Trace strives to include the community in process improvement and values the feedback from all stakeholders. It is highly encouraged to speak out about what is working well and what isn't. All concerns are reviewed neutrally through a proactive lens.

Objectives:

- Mutual respect and value of stakeholders at all levels
- Community awareness and engagement
- Continuous improvement

References:

The Cacao-Trace standard, program overview and Supplier code of conduct can be referenced below:

- o <https://www.puratos.com/content/dam/corporate/documents/product-categories/cacao-trace/CT%20standard%20booklet.pdf>
- o <https://www.puratos.com/product-categories/chocolate/cacao-trace>
- o <https://cacaotrace.com/>
- o <https://www.puratos.com/content/dam/corporate/documents/Suppliers%20Code%20of%20Conduct.pdf>

The below procedure creates a channel for all stakeholder within and/or outside of the Cacao-Trace community to express their grievances and for the Cacao Trace Management team to take necessary corrective actions.

If there is a concern regarding Cacao-Trace program(s) please use the Grievance procedure to bring it to the attention of the Cacao-Trace management team.

SCOPE

The grievance procedure is to be use for reporting breaches of Cacao-Trace policies or codes, illegal activities, exploitation of Cacao-Trace communities or workers, direct employees and or third-party suppliers and laborers, misuse of land and or natural resources, in the producing countries. The procedure it is intended for both international and external stakeholders and must be shared to all levels in the supply chain, Entity, Post-Harvest and Production. If the local Entity encounters

difficulty sharing the procedure it should be brought to the attention of the Regional Cacao-Trace Responsible.

HOW TO FILE A GRIEVANCE

A grievance can be filed in any of the following ways.

1. Contact your local Cacao-Trace representative in person or by phone (example, local community leader, program leader or country head).
2. If you are unable to contact a local representative, or believe that the matter cannot be dealt with locally then you can file using Puratos Ethics Portal <https://puratos.whistleblownetwork.net/> or send an email to CODEOFCONDUCT@PURATOS.COM

The Ethics Portal is available 24/7, 365 days a year.

GRIEVANCES SHOULD INCLUDE

Full name*

Name of organization (if any) *

Contact details (phone/fax/email address/ postal Address) *

Detailed description and evidence of grievance

*Grievances can be made anonymously however it is encouraged to provide full contact details which allows us to further understand the situation and follow up.

HANDLING PROCEDURE

Grievance received by the local team.

1. Grievance is received and registered in the local database
2. Review and assess grievance with the Internal Management Committee
3. Internal Management Committee assess solutions and collects supporting information if necessary
4. Grievance paired with proposed solutions are shared with the Regional Cacao-Trace Responsible
5. Grievance registered in global data base
6. Implement agreed upon solution
7. Monitor and evaluate

Grievance received at regional or global level.

1. Grievance is received and registered in global data base
2. Grievance is reviewed and assessed with the Puratos Ethics Committee
3. Puratos Ethics Committee collects supporting information if necessary
4. Decision and corrective actions are shared by the Puratos Ethics Committee
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5. Implement agreed upon solution
6. Monitor

BUILDING AWARENESS AT PRODUCER LEVEL

1. The internal Management Committee should assess the social, environmental and community risks in the context assessment (part of the Cacao-Trace Standard). This should cover the local realities specific to the country and regions where Cacao-Trace is active.
2. All new Cacao-Trace programs must have an introduction to Cacao-Trace, overview of the program, values and areas of intervention.
3. There should be a common understanding throughout the community why they are part of the Cacao-Trace program and who their contact point is.
4. During the introduction meeting there should be an open dialogue for community members to express their community concerns. All concerns which are not already covered in the Cacao-Trace standard should be reported to the local program head and regional responsible.
5. In the first meeting the Cacao-Trace grievance procedure should be shared, either verbally or in writing, with the Cacao-Trace community.
6. All community meetings should close with a reminder of the grievance procedure.
7. Annual external Cacao-Trace audit will judge the efficiency of the implementation.

ROLES AND RESPONSIBILITIES

Each program should be informed of their contact point.

Cacao-Trace Regional and Global Management is responsible for the following:

- Sharing the updated Cacao-Trace Grievance procedure to the local entities
- Training the local entity on the procedure content

The Entity is responsible for the following:

- Organizing an Internal Management Committee and sharing the grievance procedure to the Cacao-Trace community.
- Communicating to the Regional Cacao-Trace management any reported grievances

Any questions or concerns please contact cacaotrace-standard@puratos.com