

## Grievance Mechanism – Standard Operating Procedure (SOP)

Issued by: Planting Naturals B.V.

Applies to: All Group Companies, Employees, Contractors, and Workers

Effective Date: 31 July 2025

### 1. Purpose

This SOP outlines the confidential and anonymous grievance mechanism available to all workers of the Group, designed to handle concerns related to misconduct, harassment, abuse, workplace conditions, or ethical breaches. Planting Naturals encourages all employees, contractors, partners, and stakeholders to report grievances, concerns, or violations in **good faith**, with the genuine intention of addressing misconduct or improving the organisation's practices.

### 2. Scope

This procedure applies to all personnel including full-time, part-time, seasonal, contract workers, third-party staff, and interns.

### 3. Grievance Channels

Grievances can be submitted through the following channels:

- Anonymous physical drop-boxes placed at strategic locations. These will be checked once per month
- Digital via website or via internal HR system

### 4. Procedure for Submitting a Grievance

1. Worker submits a grievance via any of the accepted channels.
2. Grievance is logged by a designated officer within one week of receipt.
3. A preliminary review is conducted and a case file is opened.
4. Investigation is launched within 5 working days, involving relevant stakeholders.
5. Resolution is proposed, documented, and communicated to the complainant (if known).
6. Feedback is recorded, and the grievance is closed with outcomes logged.

### 5. Confidentiality and Non-Retaliation

All grievances will be treated with the highest confidentiality where possible. No individual shall be subject to retaliation for making a complaint in good faith.

However, individuals who knowingly submit **false, misleading, or malicious complaints**, or who abuse the grievance mechanism for personal gain, retaliation, or to cause harm to others, will be subject to disciplinary action in accordance with the Company's Code of Conduct. This may include verbal or written warnings, suspension, or termination of employment or contract, depending on the severity of the misconduct.

## **6. Awareness and Training**

All workers will be trained on the grievance mechanism annually, and visual materials (e.g., posters) will be displayed in the relevant languages across sites.

## **7. Monitoring and Reporting**

Grievance trends are reviewed quarterly by HR and management. Anonymous summaries may be reported to investors such as AgDevCo to demonstrate transparency and accountability.