

## **Appeal Control Procedure**

### **1 Purpose**

This allows any stakeholder to file a complaint against any party in the floral supply chain and / or our own operations. A complaint is a complaint, concern or issue that an individual or group wishes to investigate and resolve in connection with the implementation of our NDPE policy.

### **2range**

Applicable to the operations of Lotus and all of our suppliers. The complaints procedure is intended to be consistent with the standards for effective complaints mechanisms contained in the United Nations Guiding Principles on Business and Human Rights;The United Nations Guiding Principles on Business and Human Rights set out standards aimed at supporting effective non-judicial grievance mechanisms: legality, accessibility, predictability, fairness, transparency, rights inclusion, sources of continuous learning, and based on participation and dialogue.

This procedure covers activities related to addressing stakeholder grievances about the implementation of our NDPE policy. This includes recording complaints, taking action to verify claims, correcting any identified issues, reporting verification results and actions on the ground, providing responses to stakeholders, and managing and monitoring any follow-up. All complaints recorded under the complaints procedure should be addressed in a timely manner, and all investigations and findings will be reported transparently and fully publicly disclosed. To ensure that the implementation of our appeals process is a source of continuous learning, we conduct regular reviews to learn lessons from real case studies and improve the mechanism.

The complaints procedure is open to all stakeholders, but focuses primarily on receiving complaints from outside sources.

### **3 Responsibilities**

#### **3.1General Manager**

A management decision is taken on a complaint.

#### **3.2RSPOperson in charge**

As the Complaints Coordinator, he is responsible for managing the ongoing implementation of the complaints process, supervising and guiding the complaint handling and validation process, reviewing the matters related to the complaint processing, and communicating with the General Manager to coordinate the matters relating to the petition handling and verification process.

#### **3.3 Complaints Processing Committee**

Coordinates and implements all tasks necessary for the complaints process, including receiving,

recording, categorizing and reporting complaints to the verification team, and makes recommendations to suspend and / or lift suspensions; Contact the complainant and communicate with the complainant in the complainant's language; Monitor public sources related to floral and floral language providers to identify potential grievances. Members of the Complaint Handling Committee shall be Supervisors, RSPOChief, Procurement Officer, Personnel Officer, Sales Officer, Quality DepartmentQAEmployee representatives, etc. are composed.

### 3.4Verification Panel

Responsible for investigating complaints to confirm their validity and gathering information to make RSPOThe supervisor and the general manager are able to consider and resolve complaints. This mainly includes research and validation of complaint data / information provided by external parties and, where necessary, on-site investigations to collect additional data to confirm the validity of complaints; Members include Lotus employees and / or independent sustainability partner organizations; And / or provide third party service providers with environmental or social expertise as needed. If necessary, particularly in cases relating to the exploitation of workers and local communities, the validation team may introduce a complaint examiner or a representative of the complaint examiners and give them a clear mandate.

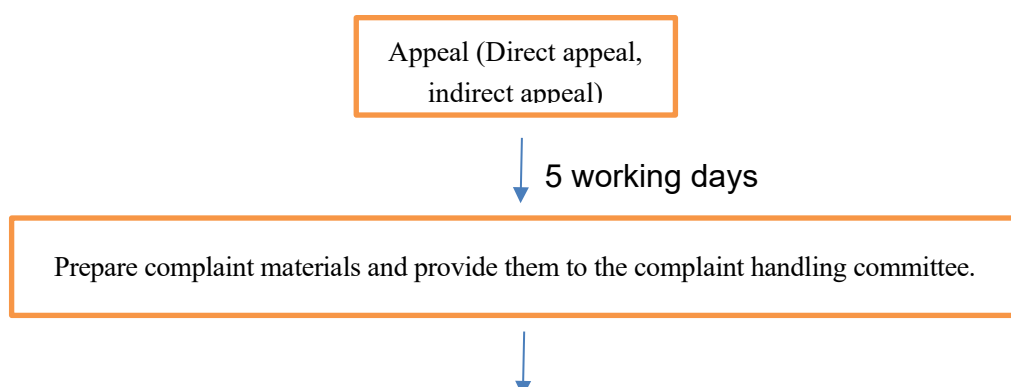
### 3.5Procurement and Supply Department

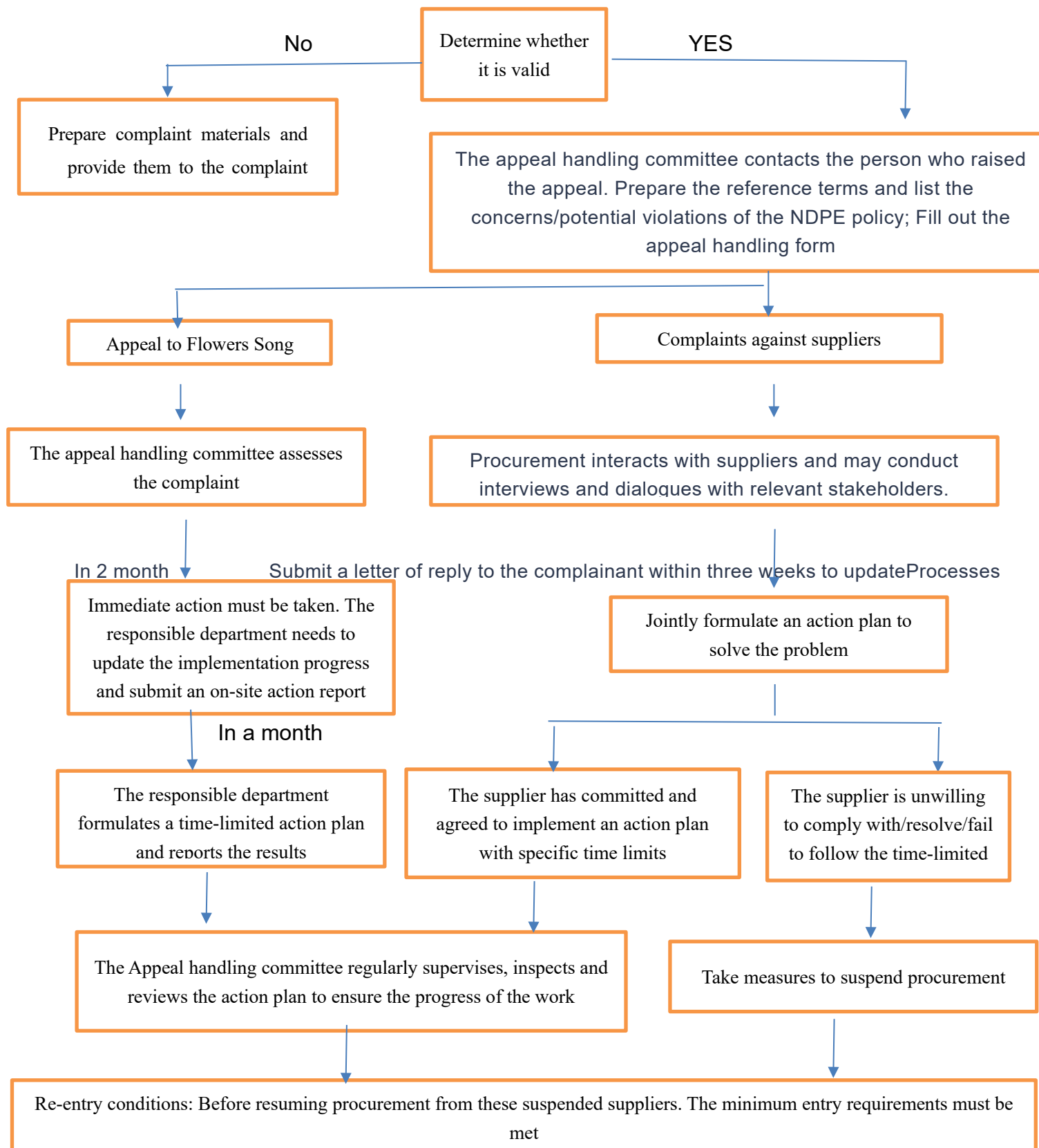
He is responsible for communicating and coordinating with suppliers and assisting with complaints and verification against suppliers.

### 3.6Responsibility Departments

The responsible department for complaints about floral business activities is responsible for formulating a time-limited rectification plan, implementing rectification, and regularly reporting on the completion.

## 4Complaint Processing Process





## 5 Procedures for the processing of complaints

### 5.1 Acceptance of complaints

#### 5.1.1 Complaints received through the appeals process

a) Complaints may be received through any of the following channels

Email:        Tel: 020-87471618; Fax: 020-87475158;

Address: No.12, Fenghuang 3rd Road, CCS Guangzhou Intellectual City, Guangzhou, Attn: Head of RSPO

b) Complaints should include the following information

- The complainant Full Name
- Name of organization (if any)
- address
- Telephone Number/ fax number / email address (at least one contact)
- Detailed description of the complaint
- Evidence in support of the complaint
- Any confidentiality requirements

Please provide a detailed contact information to facilitate contact for further details of the complaint. If the complainant requests that his or her identity be kept confidential, the language will fully respect that request; Nor will information relating to cases be shared outside the appeals investigation team.

#### 5.1.2 Non-compliance discovered through a vocabulary compliance survey

The Complaints Processing Committee should also address and register cases of non-compliance by partners identified through a vocabulary compliance investigation, focusing primarily on cases related to deforestation and / or peatlands development, which will provide information based on satellite imagery to identify land-use changes.

#### 5.1.3 Through other indirect sources

Many complaints are lodged after NGO investigations, stakeholders (peers or clients) with similar grievance procedures or mechanisms, and oversight public reports. The Grievance Processing Committee may also accept receipt of complaints through such indirect channels.

#### 5.2 Protection of human rights defenders, whistleblowers, complainants and community speakers

The slogan takes a zero-tolerance approach to threats, intimidation, violence or reprisals by any complainant or his representative. The complaints procedure regarding flowers should be governed by the principle of the protection of human rights defenders, whistleblowers, complainants and community advocates, Consistent with Section 2 of the Sustainable Palm Oil Roundtable (RSPO) policy on the protection of human rights defenders, whistleblowers, complainants and community advocates ("RSPO HRD Policy"), 6 this policy provides a framework for ensuring that those who file

complaints with the RSPO Complaints Process are protected. These principles include:

- a) Peaceful settlement of disputes;
- B) Confidentiality;
- c) Require anonymity;
- d) Participation and informed consent;
- e) Conflict of interest;
- f) Equality and non-discrimination;
- g) Prevention;
- H) Protection.

### 5.3 Review, investigation and resolution of complaints

The phrase promised to maintain a dialogue with the complainant throughout the process. This appeals procedure is designed to address a wide range of stakeholder issues, which usually involve multiple parties with conflicting interests. As a result, the resolution of complaints sometimes requires a lengthy process of investigation and mediation between the various stakeholders.

#### 5.3.1 Review and registration of complaints

a) All potential NDPE policy violations that are brought to the attention of the grievance handling committee through the grievance process will be assessed to determine eligibility for the grievance process.

b) Within five working days of receiving a complaint, the Complaints Processing Committee will arrange for a Complaints Inspector and contact the complainant. If the complaint panel assesses that the complaint is not eligible, the complaint investigator shall submit a reply letter to the complainant. If the complaining team assesses that the complaint is eligible, the complaining group will formally issue an invitation to engage in dialogue.

c) The Grievance Handling Committee and the Validation Team will develop a Terms of Reference (TOR) listing each stakeholder's issues / potential violations of NDPE policies that need to be investigated. During this process, a dialogue will be maintained with the complainant in order to ensure that the complaint process is conducted fairly.

d) The grievance handler registers eligible grievance in the grievance list and classifies the scope of the grievance by identifying the sections of the NDPE policy that are relevant to the grievance. The Appeals Panel shall maintain an up-to-date list of complaints detailing all complaints processed under this procedure. The complaint list will be distributed to the RSPO Head and General Manager.

#### 5.3.2 Verification of complaints

5.3.2.1 For all eligible cases:

a) Develop a verification plan to evaluate the case. If it is determined that on-site action is necessary, the validation plan identifies the locations to be visited during the on-site validation, specifies a schedule for the validation work, the personnel and areas of expertise required to perform the validation, and the methods to be applied during the validation.

b) Document the results of the review of documentary evidence, interviews and other information collected during the field validation process. For any stakeholder consultation, this includes an anonymous stakeholder interview form with relevant details (listing role / position, gender, nationality, number of interviewees);

5.3.2.2 For complaints relating to the production and operation of floral signs:

a) The Complaints Handling Committee will immediately contact the responsible authorities to request a meeting and / or a field visit to assess the effectiveness of the issues raised as a complaint. Where a field mission is undertaken, the verification team shall complete a verification report providing conclusions on the validity and extent of the complaint and, where necessary, a proposed time-bound action plan.

b) Within three weeks, the appeals team will submit a response to the complainant, providing an update on the status of the complaint's handling.

5.3.2.3 For complaints relating to third party vendors of floral languages:

a) The Complaints Processing Committee shall cooperate with the Department of Procurement and shall engage directly with suppliers.

b) The RSPO Head can conduct interviews and dialogue with relevant stakeholders; Where necessary, additional data will be collected to confirm the validity of the complaint.

c) Where possible and appropriate, the phrase will encourage suppliers to engage directly with the complainant and monitor the dialogue between the parties.

d) Within three weeks, the Complaints Processing Committee will submit a reply letter to the complainant providing an update on the case.

e) In new cases of complaints with verified evidence of deforestation or exploitation of wild lands (confirmed by remote sensing, including satellite imagery and / or on-site validation), the Complaints Processing Committee will issue to the Department of Procurement an immediate suspension of procurement.

5.3.3 Resolving complaints through a time-bound action plan

5.3.3.1 For verified complaints relating to the operations of Alphabet itself:

a) If it is determined that on-site action is required to resolve a complaint in the language's own operations, the Complaints Processing Committee will notify the relevant responsible departments and require them to take the necessary measures / actions on-site to resolve the complaint.

b) Actions to resolve complaints on site should begin immediately, and the responsible authorities are required to provide the Complaints Processing Committee with an updated report on the status of implementation and results (the on-site action report). Within one month, the responsible departments should develop a time-bound action plan and take measures / actions on site to address the problem and report on the situation.

#### 5.3.3.2 For verified complaints relating to third party vendors of floral languages:

a) Within two months of verifying a complaint, the Complaints Handling Committee will work with third party vendors to develop an action plan to resolve the complaint. The Complaints Handling Committee is responsible for developing an action plan with the assistance of the validation team to resolve any verified complaint and shall request the relevant supplier to take the necessary / appropriate measures to resolve it.

b) If a supplier does not demonstrate a willingness to comply with or address non-compliant behavior, or fails to make progress in accordance with a time-bound action plan, the Complaints Processing Committee will submit a processing report to the RSPO chief and general manager for a decision to suspend business relations with the relevant third-party supplier.

c) Deforestation or peatlands development will be suspended immediately once verified and confirmed with the relevant suppliers. The Complaints Processing Committee will continue to work with suspended suppliers through a time-bound action plan to provide them with an opportunity to comply.

d) Labor and community exploitation complaint cases will focus on contacts with suppliers to ensure adequate accountability and caution when dealing with community members and / or workers, and to develop time-bound compliance actions. If a supplier fails to comply with time-bound compliance actions and all attempts, a suspension of cooperation may be recommended.

#### 5.3.3.3 A regular monitoring and evaluation timescale will be developed to check the progress of all action plans relating to complaints received and will be monitored by the head of the RSPO.

a) For Flower Language's own operations, the RSPO heads should monitor the progress of their respective departments' action plans related to the complaint case.

b) In the case of third-party suppliers, the validation team will implement a monitoring and evaluation plan in all cases where an action plan is in place.

c) Once a complaint case involving a third party supplier has been resolved, Words will encourage the third party provider and the complainant to continue a direct dialogue.

#### 5.4 Settlement of grievances and appeals procedures

5.4.1 Any complainant who is dissatisfied with the written response of the Appeals Processing Board may send a written notice of dissatisfaction to the General Manager of Fonts, providing information on the issues they believe have not been adequately addressed.

5.4.2 Where necessary, with the assistance of the validation team and / or the complaints handling committee, the following actions may be taken:

a) Invites the complainant to give a direct explanation;

b) Where appropriate and relevant, the complainant is provided with the opportunity and access right to be cross-verified on site and to submit alternative reports to the Complaints Handling Committee.

c) Discuss with the complainant other possible options to resolve the remaining issues.

d) Include external independent observers, such as relevant experts or key stakeholders, in the validation process.

5.4.3 If, after completion of steps 5.4.1 and 5.4.2, the complainants are still unable to accept the decision of the Appeals Board on their case, they may appeal. An appeal shall be submitted through the official contact details recorded in section 5.1.1 above, indicating "the appeal" and including an explanation of the reasons for the appeal.

5.4.4 The RSPO Head will conduct an appeal review and submit it to the General Manager within one month of receipt.

#### 5.5 Monitor the complaint processing process

5.5.1 The Complaints Handling Committee will record and monitor the progress of complaints in accordance with the set time frame and response time set out in this document.

5.5.2 Monitor the progress of action plans and / or time-bound action plans in a timely manner.

#### 5.6 guarantee

5.6.1 The Glossary will update the complaints processing form at the critical stages of the case development (i.e., the receipt of the complaint, the validation process, the development of a time-bound action plan and the completion of the case).

5.6.2 Obstacles to obtaining support after a complaint has been submitted will be addressed on a case-by-case basis, as follows

a) An access point is established for the complainant through a third party embedded in the district.



This may be an NGO or a third party that can provide financial and legal advice.

b) Provide resource assistance to complainants who are not aware of the complaint procedure, have language barriers, are illiterate or are unable to attend the meeting.

c) A commitment is made to hold relevant meetings at the village / community level so that those who are unable to travel can participate.

5.6.3 If stakeholders need access to expert resources in human rights and technical information in order to participate in complaints on a fair, informed and respectful basis, they have the right to engage outside experts independent of rhetoric, which may include mediation and other mediation experts.

5.6.4 Throughout the complaint process, Floral will provide a clear way for complaint investigators to contact Floral employees to ask about the status of the complaint investigator's case.

5.6.5 If the decision has an impact on the community as a whole, the community should be allowed to appoint a representative decision-making body. The phrase will respect the decision taken by that body on behalf of the community concerned.

5.6.6 Vocabulary will report on complaint review, investigation and resolution. Unless the complaint examiner requests confidentiality, the following information for each complaint will be reported publicly: summary, date of filing, issues (e.g. peat clean-up, document retention), the complaint reviewer (e.g. non-governmental organizations, community members, workers), whether the complaint has been evaluated and the type of evaluation.

## 6 Suspension and re-termination of third party vendors

### 6.1 Suspend the procedure

#### 6.1.1 Suspension procedures for deforestation and peatlands development "Suspension and then participation"

Suppliers with solid evidence of deforestation or peatlands development were suspended immediately.

#### 6.1.2 Suspending procedures for other complaints

In the process of resolving non-compliance issues, suppliers may be reluctant to take the necessary actions to comply with NDPE policies. If no progress is made in accordance with the time-bound action plan, the Complaints Processing Committee will submit the complaint case to the RSPO Chief and General Manager. The Supervisor and General Manager will determine appropriate remedies, which may include suspension of supply.

#### 6.1.3 Cases of appeals investigated through external mechanisms

The outcome of a complaint case investigated through external mechanisms (such as the RSPO Complaints Procedure, Compliance Investigation, etc.) if the outcome does not comply with Coca-Cola's NDPE policy will be subject to internal review and, in relevant cases, the complaints panel will make a separate suspension recommendation for the supplier.

## 6.2 Resumption of procurement from suspended third-party suppliers

6.2.1 Floral might consider resuming procurement from suppliers suspended because of deforestation and / or peatlands development. The re-entry criteria should set out minimum terms and conditions that suspended suppliers must meet, such as suppliers having a time-bound action plan and complying with our Responsible Procurement Policy; We require suppliers to commit to repair, remedy or compensate for violations of social and environmental policies.

6.2.2 Other suspended third party providers may be reactivated on a case-by-case basis. We will resume business with suppliers only if they can make tangible progress in implementing an acceptable plan of action to demonstrate compliance with the NDPE policy.

6.2.3 If the validation team assesses that all conditions for reactivation have been met, it shall provide the RSPO chief and general manager with a case report recommending the resumption of business relations with the relevant third-party supplier.

6.2.4 Upon receipt of the General Manager's approval for the resumption of supply, the Procurement Department will communicate notice of the resumption to the third-party supplier in writing.

6.2.5 For suspended suppliers who were allowed to re-enter the supply chain, if a significant failure in the implementation of the action plan was verified, the Complaints Verification Panel will recommend that the Department of Procurement immediately reimpose the suspension.

## 7 Relevant Records

Complaints Handling ListQ/GZFS-RSPO-OP09.01

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