

## GRIEVANCE MECHANISM & COMPLAINT PROCEDURE

AAGES is committed to providing a transparent and accessible grievance mechanism for both internal and external stakeholders to voice concerns or complaints regarding human rights, environmental issues, or unethical business practices. Our procedure is designed to ensure that all complaints are treated with seriousness, confidentiality, and respect, fostering an environment of trust and accountability.

Procedure Outline:

### 1. Who can submit complaints?

The grievance mechanism is accessible to a wide range of stakeholders, including but not limited to

- employees,
- clients,
- suppliers,
- local community members,
- non-governmental organizations (NGOs),
- government authorities,
- other relevant institutions / entities.

This inclusive approach ensures that all parties potentially impacted by AAGES's operations have a formal channel to voice their concerns or complaints, facilitating a comprehensive and responsible management of grievances within and related to the organization's activities and influence.

### 2. How to submit a complaint?

Stakeholders can submit written complaints electronically or post.

- Electronical compliance through our dedicated email address: [esg@aages.ro](mailto:esg@aages.ro)
- by post to the address: Agricultorilor Street, No. 16, Sângeorgiu de Mures, 547530, Mures County, Romania. Please write on the envelope " Compliance ".

Complaints can be reported anonymously.

In case of electronical notification, complainants who prefer to submit anonymously should use email addresses that do not reveal personal data of the complainant.

Mailboxes are installed throughout each facility, enabling staff to confidentially submit their concerns or complaints in writing without revealing their identity. However, employees are

encouraged to follow the procedures specified in the Internal Regulation Order for submitting their complaints.

### 3. Confirmation and Confidentiality

Upon receiving a complaint, we provide confirmation of receipt to the complainant in maximum 3 business days.

The identity of the complainant is kept confidential to protect their privacy and ensure a safe reporting environment.

### 4. Non-Retaliation Policy

We are committed to a strict non-retaliation policy. No complainant will face retaliation or adverse consequences for reporting a complaint in good faith.

### 5. Investigation and Remediation:

All grievance related notifications are thoroughly investigated by a dedicated team, according to the subject of the complaints, after being received by the assigned employee who will present the issue to the managing director. AAGES built teams for the following subjects:

1. Complaints related to Human Rights, Working Conditions, Health and Safety
2. Complaints related to Environment protection
3. Complaints related to Business Practices

This team conduct the investigation internally by verifying available data and conducting an assessment which can include discussions within different department of the company or technical analyses and measurements. The responsible assigned by the managing director consults with the complainant or their representative during the resolution process, in case that information regarding the person of the complainant or its representee is shared, to ensure fairness and effectiveness.

In cases where the complaint is submitted anonymously, AAGES's dedicated team proceeds with the investigation with the utmost diligence and respect for the anonymity of the complaint. The absence of direct communication with the complainant does not diminish the thoroughness of the investigation. We ensure that all anonymous complaints are given the same level of attention and investigation as those where the complainant's identity is known.

For anonymous complaints, the process includes:

- A detailed review of the information provided in the complaint to identify any potential issues or areas requiring further investigation.
- An impartial and objective investigation into the reported concerns, utilizing available information and relevant resources within the company.
- Implementation of appropriate remedial actions based on the findings of the investigation, aimed at addressing the issues raised in the complaint.

While direct consultation with the complainant is not possible in anonymous cases, our commitment to resolving the issue effectively remains unchanged. We take every complaint seriously, striving to improve our practices and address any grievances, ensuring a respectful and ethical working environment for all stakeholders.

The resolution of complaints is overseen by the Managing Director, who seeks the advice of the Managing Board for significant concerns, ensuring a collaborative and well-informed approach to addressing issues raised through grievances.

We aim to resolve complaints within a specified timeframe, ensuring timely and meaningful remediation for affected parties. This time frame should not exceed 30 business days.

## 6. Appeal Process:

If the complainant is dissatisfied with the resolution, an appeal procedure is available. This ensures that every voice is heard and adequately addressed.

## 7. How complainants can find out of their concern where remediated

The resolution will be communicated in writing to the concerned stakeholder in the language of the grievance.

In case of complaints submitted anonymously concerning human rights, environmental concerns or business practices, AAGES will publish the evaluation of the situation, remediation or its point of view on the issue via press releases (in case of major issues), on its website at section [Communication](#). In case of anonymous grievance impacting or involving employees, written response are displayed on notice boards available in every building of the company, designated for disseminating public interest information.

Our grievance mechanism covers a wide range of issues, including but not limited to:

- Human rights violations
- Environmental concerns
- Unethical business practices
- Other subjects directly related to AAGES activity, such as personal data protection or other

## 8. Records and Documentation

All grievances and their resolutions will be documented and maintained for reference and continuous improvement for at least 5 years.

## 9. Evaluation and Improvement

The effectiveness of our grievance mechanism is evaluated at least annually and on an ad-hoc basis to incorporate lessons learned and continuously improve the process.

Stakeholders are encouraged to participate in the evaluation process to provide feedback and suggestions for improvement.

By implementing this grievance mechanism, AAGES demonstrates its commitment to upholding ethical standards, protecting human rights, and addressing environmental concerns. We encourage all stakeholders to use this mechanism to report any concerns, assured that their voices will be heard and acted upon with the utmost seriousness and confidentiality.

For additional details or inquiries, please contact us at [esg@aages.ro](mailto:esg@aages.ro).