

# Grievance Procedure and scope specification

## **1. Grievance Procedure**

This Grievance Procedure has been established for President-Nisshin to address grievances from parties, including individuals, government organizations and non-governmental organizations concerning the implementation of President-Nisshin's No Deforestation, No Peat, No Exploitation (NDPE) Policy. We recognize that providing this feedback mechanism for stakeholders is important because it helps in the monitoring of compliance with President-Nisshin's NDPE policy throughout our operations and supply chain.

The Grievance Procedure also promotes transparency and accountability, through disclosure of our full list of grievances, with updates on our actions to address them.

### **a. Submit Grievance**

Grievances can be submitted through any of the following channels:

By email to     taihsing@mail.pec.com.tw   /   Daherlee@mail.pec.com.tw

By telephone to     +886 6 2538629

By fax to     +886 6 2534698

b. As per President-Nisshin Grievance Procedure, We will investigate all received cases and determine whether they meet the scope of the appeal.

## **2. Grievance scope specification**

a. Establish contact persons responsible for traceability & NDPE complaints- Daher Lee (business) and Taihsing Lee (QC manager), and publish the email and phone numbers of the complaint channel on the President-Nisshin Co. website

[http://www.president-nisshin.com.tw/?page\\_id=1474](http://www.president-nisshin.com.tw/?page_id=1474)

b. After receiving the complaint, President-Nisshin Co. will investigate, analyze and determine the content of the complaint. The judgment is based on the relevant NDPE policies (including Ethical Trading-Initiative (ETI), Environment Policy Commitments, etc.) announced on the company's website. Please refer to

the website of the company for policy content.

[http://www.president-nisshin.com.tw/?page\\_id=2035](http://www.president-nisshin.com.tw/?page_id=2035)

c. After determining the traceability&NDPE of the complaint, President-Nisshin Co. entrusted the complaint to Mitsui Co. (contact Wang, Tommy), and Mitsui Co. inquired with upstream suppliers and obtained a response and related measures.

d. Mitsui Co. will respond to upstream suppliers' responses to President-Nisshin Co., and President-Nisshin will respond to upstream suppliers' responses and related measures.