

MSCH Grievance Policy

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Suppliers must have a grievance mechanism in place allowing stakeholders to voice their concern if they find that operations of the supplier are adversely affecting human and labour rights, environment, climate, anti-corruption, or animal welfare. The grievance mechanism should be appropriate to the size of the company and can take the form of e.g. a worker representation committee. Policies and procedures must be in place to protect workers when complaints and grievances are reported in good faith. The grievance mechanism must be widely communicated, and accessible to all workers (including temporary workers and parttime workers), and managed in a confidential, unbiased, timely, and transparent manner. Measures be taken to ensure that workers that are not able to read or write or speak another language, also have access.

At a minimum, the grievance mechanism procedure should ensure that workers have:

- Access to their supervisor and the possibility to hold an open and constructive meeting about a grievance with their immediate supervisor or manager.
- Access to raise a grievance about own supervisor or manager.
- Access to submitting a grievance anonymously without any fear of repercussions.
- Access to support: Workers should have the right to be accompanied by a fellow worker of her/his own choice, or by a union representative (for unionized facilities), when attending a meeting to discuss a grievance.
- The right to appeal; workers should have access to an escalation channel to a more senior manager to challenge a decision made by their supervisor or manager if relevant.