

At Gattefossé, we are committed to responsible sourcing practices in line with NDPE (No Deforestation, No Peat, No Exploitation) principles. We have implemented a grievance mechanism to ensure any claims of non-compliance within our supply chains are addressed in a transparent, fair, and timely manner.

What is Grievance?

A grievance refers to a complaint or allegation that a company within our supply chain may have violated our sustainability commitments, national or international laws, or NDPE policies.

How Grievances Are Managed

1. Reception and Identification

Most grievances are identified through the ASD Secretariat, a third-party monitoring body specializing in palm oil supply chain transparency. Grievances may also be submitted by stakeholders, civil society, or communities.

2. Assessment

Grievances are evaluated using ASD's methodology to determine severity, credibility, and required action.

3. Remediation

- If the company involved is a direct supplier (tier 1), Gattefossé requests a time-bound corrective action plan.
- If indirect, Gattefossé contacts its Tier 1 suppliers to cascade the grievance and request remediation or, in severe cases, exclusion of the violating party.
- For high priority grievances, for indirect suppliers, Gattefossé follows ASD action plan

4. Monitoring and Resolution

The grievance resolution is monitored by the ASD Secretariat. Gattefossé follows up with suppliers to ensure issues are addressed appropriately.

5. Documentation and Transparency

Gattefossé SAS ●

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SAS au capital de 4 650 000 Euros - R.C.S Lyon B 389 586 900 - N° d'identité CEE FR 49 389 586 900

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According to PRO0213 (internal procedure), Gattefossé keeps records of all grievances that needs to be cascaded to Tier 1 suppliers.

Commitment to Continuous Improvement

This procedure is reviewed regularly to ensure alignment with best practices and evolving expectations from stakeholders and international frameworks.

For more information, please do not hesitate to contact your local Gattefossé contact.

To raise concern, you can use the following email: ethics@gattefosse.com

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