

Emery Oleochemicals GmbH sources RSPO certified raw materials, mainly fatty acids, from suppliers in the market. In accordance with our No Deforestation, No Peat, No Exploitation (NDPE) Policy, we publish a

Public Grievance Procedure for RSPO Materials

to investigate and resolve grievances raised by external stakeholders in our supply chain.

Grievances can be sent via email to heike.broeker@emeryoleo.com or hinrich.hildebrandt@emeryoleo.com.

In this context, we refer to our existing general procedural instructions for handling complaints.

The Grievance Unit shall engage directly with the suppliers. The Grievance Unit may undertake interviews with relevant stakeholders. Where possible and appropriate, Emery will encourage the supplier to engage directly with the Grievance Raiser. This procedure shall also be used for identifying and managing grievances (related to environmental or human issues) affecting one of our suppliers. Depending on the severity of the non-compliant practices, follow-up process, actions implemented (progress plan, suspension, disengagement, conditions for lifting of suspension, etc.) will be defined.

Within three weeks, the Grievance Unit will submit a response letter to the Grievance Raiser with a solution or update on the case.

Düsseldorf, March 2023



Jörn Ellerbrake
General Manager, Emery Oleochemicals GmbH



Hinrich Hildebrandt
RSPO Representative