

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 from Emery's website to:

[Natural-Based Chemicals | Emery Oleochemicals](#)

Grievance governance:

The grievance mechanism shall follow the eight effectiveness criteria of UNGP 31: It shall be legitimate, accessible, predictable, equitable, transparent, rights-compatible, based on dialogue and engagement, and source of continuous learning.

A Grievance Unit (committee) with representative stakeholders (buyer) and a single coordination point (RSPO representative) shall be established. This committee engages suppliers towards compliance through dedicated action plans to ensure the implementation of necessary corrective actions and ultimate fulfilment of commitments, including clear definitions and parameters of non-compliance, time-bound actions that the buyer will support, oversee, monitor, or otherwise engage the supplier to address non-compliance.

The committee is responsible for actions in case of supplier's non-compliance, such as providing support, cancelling or suspending purchasing arrangements, or other sanctions. Furthermore, the committee monitors the verification and reports actions and performance. By these measures the suppliers are required to commit to restoration, remediation and/or for social or environmental policy breaches to re-enter the supply chain.

The committee is responsible for communicating to responsible stakeholders (suppliers, staff).

Emery will leverage and initiate action to use leverage and collaborative action to support the management of grievance to which it is linked through business relationships as direct or indirect suppliers. This can be acting collectively to investigate, to engage suppliers, to support remediation of harm (if occurred) to people and the environment.



Jörn Ellerbrake

General Manager, Emery Oleochemicals GmbH

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