



COMPLAINTS MANAGEMENT AND
REMEDY ACTIONS

ID PRO 24

Rev.01

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1. PURPOSE

This procedure aims to define the methods for managing complaints and reports submitted by individuals, workers, local communities, public bodies, civil society organisations, customers, suppliers or other interested parties, regarding company activities and compliance with the Rainforest Alliance (RFA) standard, including technical, social, environmental and economic aspects. The complaints mechanism is also accessible to whistleblowers and persons external to the organisation.

2. GENERAL PRINCIPLES

The Complaints Mechanism guarantees accessibility in any language, the possibility of submission in oral or written form, access also to persons without literacy skills or internet access, acceptance of anonymous complaints, maximum confidentiality, protection against any form of retaliation, application of the remedy protocol for violations relating to human rights and labour rights, complete documentation and traceability of complaints and actions taken, periodic review and continuous improvement of the mechanism.

3. COMPLAINT SUBMISSION METHODS

Any interested party may submit a complaint relating to working conditions, human and labour rights, environment and sustainability, corruption and anti-corruption, gender equality, corporate governance, and any requirement provided for by the RFA standard. The complaint may be submitted in written or oral form, in any language and anonymously.


Complaints may be submitted using the following methods:

A. ORDINARY MAIL

Communications/reports may be sent to Mon Désir Snc, Via Casilina, Km. 93,300-03027, Ripi (FR), indicating on the envelope "For the attention of Management".

B. COMMUNICATIONS/REPORTS BOX

The Organization makes a Communication/Reporting Box available to all internal staff in the canteen. These reports, which may also be submitted anonymously, will be handled by the Quality System Manager (RSQ), who periodically checks the contents of the box.

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C. E-MAIL (ANONYMOUSLY)

It is possible to send a report to info@mondesir.it, also via an anonymous sending service, using the following steps:


1. Visit the website <https://anonymousemail.me/>
2. Enter the email address info@mondesir.it in the “To:” field
3. Enter the subject of the report in the “Subject:” field
4. Enter the text of the communication in the relevant box and then click the “Send email” button

D. ORAL REPORT

It is possible to submit a complaint orally to Management, the QMS Manager (RSQ) or the workers’ representative, in person or by telephone at the number +39 0775 284980. The oral complaint will be recorded by the recipient and confirmed by the complainant (if not anonymous).

4. COMPLAINT MANAGEMENT

The complaint is managed by the Complaints Committee, which, upon receipt of the report, must initiate an investigation to determine its validity; in conducting the investigation, the Committee may call upon the relevant functions to intervene. The company encourages direct meetings and the exchange of assessments with the employee who may have filed the complaint/report, with the aim of achieving a complete understanding of the facts, and in order to provide support and concrete assistance to the worker who is a victim or witness of forms of abuse, offence or misconduct or illegal activity. Where the violation is established, subsequent management involves: analysis of the impact of the violation; involvement of the directly affected person (if present) in defining the actions; implementation of proportionate corrective actions; monitoring and verification of the effectiveness of the actions; prevention of similar violations in the future. Complaints and subsequent management are tracked in the NC-AC-COMPLAINTS Register form. Mon Désir Snc does not engage in any form of retaliation, discrimination or penalisation against those who submit a complaint or cooperate with an investigation.

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5. RESPONSE AND COMMUNICATION

The Company undertakes to inform the complainant of the corrective actions taken to resolve the reported facts within 30 days. The response to the complaint is addressed to the sender who reported it, if a signatory; otherwise, the complaint/report is responded to with evidence of implementation of what was established for the elimination of the abuse/violation of the Code of Ethics, through the publication of a statement on the website.

6. MONITORING AND CONTINUOUS IMPROVEMENT

The Complaints Mechanism is reviewed annually during the management plan review. Periodically, as part of the QMS review, the effectiveness of the system and the number and type of complaints received are assessed, in order to identify any areas for improvement.

The mechanism is updated on the basis of the results of internal and external audits, as well as any amendments made to the RFA Standard, ensuring continuous improvement of the process.

DRAFTED	VERIFIED	APPROVED
<i>Alexandre Côté</i>	<i>Alexandre Côté</i>	