

SPEAK UP: Frequently Asked Question

What is Speak Up?

To help support our high standards, we are partnering with *Convercent*, a third-party compliance platform, to provide a confidential and secure space for you to bring up concerns or issues in the workplace.

When should I speak up?

Each of us has a responsibility to speak up if we see something unsafe, unethical or when we observe any wrongdoing that we believe breaches our Code of Conduct and related internal regulation, we expect you to report it.

When I submit a report on Speak Up, where does it go? What will be done?

Reports and personal data are subject to the General Data Protection Regulation and entered directly on a secure server to prevent any possible security breach. Each report will be reviewed at our Head Office by a specific complaint manager and will be treated on a confidential basis.

Who do I contact if I have a complaint?

Ideally, you should first submit any complaints to your direct manager. However, if you are not satisfied with their response or if you are not comfortable reporting the issue in this manner, you can contact us via Speak Up, our dedicated Grievance & Whistleblowing Mechanism.

I'm afraid of retaliation if I speak up. How confidential my report can be?

You have the option to report anonymously. Each report will be reviewed at our Head Office by a complaint manager and all information will be treated on a confidential basis.

How do I check on the status of my report?

When you submit a report through Speak Up, you receive a report key and password to track the progress of your report on <http://speakup.sucafina.com>.

What types of concerns should I address on "Speak Up"?

Questions or concerns about conflict with teammate or leader, workplace conduct, discrimination, harassment, wrongdoing, corruption, money laundering and conflict of interest are just a few of the many topics.

What is a Grievance?

The grievance mechanism allows a stakeholder to submit a complaint about, for example, unfair treatment, harassment, discrimination, workplace conflict, etc. Complaints raised by external stakeholders such as suppliers or community members in connection with the activities of Sucafina and its contractors can also be submitted through the grievance mechanism.

What is Whistleblowing?

Whistleblowing procedure should be chosen by an employee when Sucafina has breach, is breaching or could breach local or international law or Sucafina's Code of Conduct. The concern has to be of public interest. The process allows adequate protection of any whistle-blower who acts in good faith.