



AGD Trading SA

Date : 07/05/2026

Numéro du document : 02-02

External Grievance Management Mechanism

AGD Trading has implemented this complaints procedure in order to gather concerns related to the supply chain.

This mechanism allows for the recording of complaints/grievances raised by external stakeholders. These grievances may take various forms and concern different topics. It is specified that all grievances relating in particular to Human Rights (COP 6) and due diligence (COP 7) must be submitted through this mechanism.

The office manager is responsible for implementing and reviewing this procedure.

Interested parties may raise their concerns, without risk of retaliation, by email or telephone:

+41 22 512 60 10

agd@agd-trading.com

Upon receipt of a complaint, we will strive to:

- obtain an accurate account of the complaint;
- explain our complaint handling procedure and record the complaint in the external complaints management register;
- determine how the complainant wishes their complaint to be handled;
- designate the most appropriate internal person to handle the complaint or redirect it to another entity, such as the relevant supplier or a competent professional body;
- when the issue can be handled internally, seek additional information where possible and appropriate;
- identify actions to be taken or monitor the situation;
- inform the complainant of any decision or outcome; and
- retain records of complaints received and the internal procedure followed for at least five years.