Stakeholder Grievance Procedure Charter



Guylène Besson
Ecorobotix SA

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1 Purpose

This charter defines the terms and conditions under which any stakeholder of Ecorobotix—including employees, customers, suppliers, business partners, local residents, NGOs, or other concerned parties—may submit a grievance regarding the company's activities, products, services, practices, or value chain.

Ecorobotix is committed to handling grievances in an accessible, confidential, impartial, and diligent manner, respecting the individuals involved. The objective is to identify actual or potential negative impacts, foster dialogue, and implement appropriate corrective or preventive measures when necessary.

This procedure is part of the company's commitment to corporate social and environmental responsibility, ethics, and continuous improvement.

2 Service Access and Submission

A grievance form is permanently accessible on the Ecorobotix website: https://ecorobotix.com/.

This mechanism enables any stakeholder to submit a grievance either named or anonymously. Grievances may notably concern:

- Human rights and working conditions;
- Health, safety, and well-being of individuals;
- Environmental impacts;
- Commercial or contractual practices;
- Unethical behaviors;
- Any other actual or potential negative impact related to the company's activities or value chain.

The charter is accessible directly from the form page so that stakeholders can familiarize themselves with the procedure before submitting a grievance.

2.1 Anonymous Reporting Option

Anyone may choose to submit a grievance without disclosing their identity.

System Limitation: When a grievance is submitted anonymously via the online form, Ecorobotix has no means of contacting the submitter directly. Therefore, it is impossible to request additional information, send an individual acknowledgment of receipt, inform them of the progress, or communicate the findings directly. This limitation is clearly brought to the user's attention prior to submitting the form.

Anonymous reports are nevertheless examined with due diligence based on available information. Anonymity alone does not constitute a ground for rejection. However, if the provided information is insufficient to allow for an investigation, the company's ability to thoroughly process the file may be limited.

Individuals who wish to be contacted and receive feedback on their grievance are invited to provide their contact details. Their identity and information will be treated with strict confidentiality in accordance with this charter.

3 Admissibility Criteria for a Grievance

Each grievance undergoes a preliminary analysis to determine whether it can be investigated.

The following criteria are taken into consideration:

- Scope: The grievance concerns Ecorobotix's activities, products, services, practices, or value chain.
- Grounds: The report concerns an actual or potential negative impact, or an alleged breach within the scope of this procedure.
- Available Information: The details provided allow, to the extent possible, an understanding of the nature of the issue and the possibility of conducting verifications.
- Good Faith: The procedure must not be used in a manifestly abusive manner, particularly through the intentional submission of false information.

A grievance cannot be rejected solely because the submitter wishes to remain anonymous. However, a lack of information may restrict investigation possibilities.

When a grievance is deemed inadmissible, the decision is justified and communicated to the complainant if contact details are available.

4 Process Steps and Handling Timelines

Grievance processing follows the steps outlined below. The indicated timelines represent the company's standard target objectives.

4.1 Receipt and Acknowledgment

For named grievances with contact details allowing for a reply, an acknowledgment of receipt is sent within a maximum of 5 business days following receipt.

No individual acknowledgment of receipt can be sent due to technical limitations.

4.2 Admissibility Analysis

The Ethics/Compliance Officer examines the grievance within a target period of 15 business days from receipt.

This analysis aims to determine the scope of the report, available evidence, potential immediate risks, and follow-up actions.

If the grievance implicates the Ethics Officer, a management member, or anyone who

could influence the process, an independent and qualified person is appointed to preserve impartiality.

4.3 Investigation

When a grievance is deemed admissible, an investigation is initiated. Depending on the nature of the case, it may include:

- Analysis of available information and documents;
- Interviews with concerned parties or witnesses;
- Internal verifications;
- Recourse to an independent third party, if necessary.

The target objective is to complete the investigation within 30 business days, depending on the complexity of the file and the availability of information. Investigations are conducted impartially, respecting the rights of the involved parties and confidentiality principles.

4.4 Decision and Closure

Closure and communication of findings are targeted within a maximum of 60 business days from the date of acknowledgment of receipt, circumstances permitting.

If the complexity of the case, the need for additional verifications, or other circumstances justify extra time, this is documented. The complainant is informed of the delay and given a new estimated timeline if contact details are available.

For anonymous reports, processing continues according to the same principles, but no individual communication regarding the findings can be made.

5 Resolution Process

When a negative impact is identified or sufficiently substantiated, Ecorobotix determines appropriate measures suited to the situation.

Resolution may include:

1. **Immediate Measures:** End the observed impact or mitigate risks where possible and necessary.
2. **Corrective or Remedial Measures:** Remedy identified negative consequences in an appropriate and feasible manner.
3. **Preventive Measures:** Adjust practices, procedures, or internal controls to prevent similar recurrence.
4. **Implementation Follow-up**: Designate responsible parties, set deadlines, and monitor execution.

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Measures may include procedure adjustments, training, strengthened controls, engagement with a supplier, or specialized support.

Where the complainant can be contacted, conclusions and relevant measures are communicated while respecting the confidentiality of the individuals involved. Closing a grievance does not necessarily mean all corrective actions are complete; they may be monitored separately until fully implemented.

6 Confidentiality and Protection Against Retaliation

Ecorobotix commits to protecting individuals who submit a grievance in good faith, as well as witnesses and others potentially affected by the report.

6.1 Confidentiality

Access to grievance information is strictly limited to individuals necessary for its processing.

The complainant's identity, case files, witness statements, and conclusions are handled confidentially. Information is shared only with authorized personnel to the extent necessary.

A person submitting a named grievance may request that their identity remain confidential, particularly if retaliation is feared.

Potential limitations to confidentiality are explained at the start of the process where feasible. Before sharing identifying information with additional parties, consent is sought where possible and appropriate. If sharing without consent is required, its necessity and scope are carefully assessed according to legal obligations.

Confidentiality is maintained through the closure and final communication of findings. Data is stored securely with restricted access and retained only as long as necessary.

6.2 Risk Assessment and Protection Against Retaliation

Where justified, risks of retaliation or adverse consequences for complainants, witnesses, or vulnerable parties are assessed, and proportionate protective measures implemented.

No person shall suffer threats, intimidation, discrimination, unjustified sanctions, pressure, or adverse treatment for submitting a grievance in good faith or participating in an investigation.

Any allegation of retaliation will be properly examined. If substantiated, corrective and potential disciplinary measures will be taken based on severity and applicable rules. Confidentiality breaches are similarly reviewed and subject to corrective or disciplinary action.

Handlers must adhere strictly to confidentiality, impartiality, and protection principles.

7 Response Modalities and Communication

For named grievances, Ecorobotix maintains regular, suitable communication with the complainant throughout.

Depending on case details and shareable information, communications cover:

- Acknowledgment of receipt;
- Admissibility determination and reasons for non-admissibility if applicable;
- Key process steps and projected timelines;
- Any delays and revised timelines;
- Relevant investigation conclusions;
- Decided corrective/preventive measures (where shareable);
- File closure.

Communications respect confidentiality, individual protection, and investigation integrity.

For anonymous submissions, no individual communication is possible. The company reviews the case using available information.

8 Responsibilities

The Ethics/Compliance Officer coordinates the receipt, analysis, tracking, and documentation of grievances. Duties include:

- Ensuring impartial and diligent handling;
- Maintaining confidentiality and restricting access;
- Identifying conflicts of interest;
- Documenting decisions and actions taken;
- Monitoring corrective measures;
- Informing concerned parties when possible and appropriate.

If a conflict of interest arises, handling is assigned to an independent and suitable individual.

Management ensures procedure enforcement, resource availability, and follow-through on corrective actions.

9 Documentation and Continuous Improvement

Grievances and their handling are documented in a confidential register to the extent possible.

This register records: date of receipt, nature of the report, status, handling steps, decisions, corrective measures, and progress status.

For anonymous reports, only available facts are recorded. No attempts will be made to uncover identities to bypass requested anonymity.

The procedure undergoes an annual management review to assess accessibility, effectiveness, and necessary improvements based on feedback, challenges, and evolving requirements.

10 Effective Date and Revision

This charter takes effect upon its publication date.

Approved by Ecorobotix Management, it is revised at least annually—or earlier if major changes in activities, risks, or applicable requirements warrant. The current version is made available to stakeholders on the company website.

Location	Date	Signed on behalf of Ecorobotix Management
Yverdon-Les-Bains	29.10.2026	Aurélien Demaurex CHRO