

Social Responsibility Policy

SVZ International BV

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Document No.	CSR001	Effective Date	June 2026	Version No.	1.0
		Next Review Date	June 2027	Supersedes	-

Amendment History

Version	Revision Date	Description of change
1.0	30/06/2026	Initial issue of policy

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1. Introduction

1.1 Purpose

At SVZ International, we are committed to supporting our people, respecting human rights and conducting business fairly. It is SVZ's aim to respect, protect and promote human rights. Our mission is to support all people – employees, growers and customers alike – and to remain at the forefront of our industry in terms of both social and environmental sustainability. The core value of SVZ insists on “Growing Better, Together”.

1.2 Scope

This policy applies to all entities and levels of SVZ International. In practice, that means that it covers all full-time employees, part-time employees, interns, contractors, or other people working for or in the name of SVZ International.

SVZ International expects all business partners to comply with Respecting Human Rights. Respecting and upholding human rights obligations is the basic prerequisite for working with SVZ International. Violations of internationally recognized human rights are not tolerated.

1.3 Sustainability Topics

Sustainability sits at the very heart of The SVZ Group (“SVZ”), transcending every level of the business. From community empowerment initiatives to efficient supply chain management and innovative

processing methods that conserve resources – SVZ moves mountains to offer truly sustainable fruit and vegetable ingredients.

1.3.1 Sustainable Development Goals

We are committed to supporting the **United Nations Sustainable Development Goals** (SDGs), which provide a valuable framework for connecting our priorities with broader global sustainability challenges. As a producer of fruit and vegetable ingredients, agriculture and the natural environment are central to SVZ's business. The processing of fruit and vegetables requires energy, water and other resources, while our activities are embedded within a broader network of employees, growers, suppliers, customers and local communities. Recognising these interdependencies is pivotal to our approach, as environmental, social and economic considerations cannot be addressed in isolation. For SVZ, these interconnected challenges help shape where we focus our sustainability efforts and where our activities can make a meaningful contribution. Accordingly, we have identified six SDGs that are particularly relevant across our business and value chain:

- SDG 2: Zero Hunger
- SDG 6: Clean Water and Sanitation
- SDG 8: Decent Work and Economic Growth
- SDG 12: Responsible Consumption and Production
- SDG 13: Climate Action
- SDG 15: Life on Land

1.3.2 Risk Industry Profile

As part of our continuous improvement efforts, we participate annually in the EcoVadis ESG Rating submission to remain a sustainable leader in our industry. Under EcoVadis, SVZ is categorized as a 'processing and preserving of fruit and vegetables' company. Thus, for SVZ specifically, the following materiality is considered **highly impacted** by our operations: Energy Consumption & Greenhouse Gases, Customer Health and Safety, Employee Health & Safety, Supplier Environmental Practices and Supplier Social Practices. We ensure all these items, plus more, have commitments, targets and measures addressed in our respective public policies:

- SVZ Environmental Policy
- SVZ Social Responsibility Policy
- SVZ Code of Conduct
- SVZ Supplier Code of Conduct
- SVZ Sustainable Procurement Policy (internal)

1.4 SVZ's Three Pillar Strategy

Concluding from the relevant SDGs, DMA outcomes and Risk Industry profile, SVZ's sustainability strategy primarily focuses on three core pillars: **Sustainable Agriculture, Efficient Operations, and Valuing People**. By ensuring that ethical, environmentally responsible processes are introduced into each of these pillars, we can make a real difference as a sustainable fruit and vegetable ingredients supplier. The pillars of Valuing People will be further outlined in this Social Responsibility Policy, while our Sustainable Agriculture and Efficient Operations commitments and strategy can be further found in the **SVZ Environmental Policy**.

1.4.1. Valuing People

We care deeply about people. We believe that everyone should be treated equally and with respect. By building strong relationships with our partner farmers, we help improve their farms' productivity and profitability – to support thriving and resilient communities.

Our behavior and actions are based on the core principles contained in the following:

- International Bill of Human Rights (including the United Nations Universal Declaration of Human Rights)
- UN Guiding Principles on Business and Human Rights (UNGPs)
- International Labour organisation's (ILO) Declaration on Fundamental Principles and Rights at Work
- OECD Guidelines for Multinational Enterprises
- The Ethical Trading Initiative (ETI) Base Code
- Sustainable Agriculture Initiative (SAI), Farm Sustainability Assessment (FSA)
- The Accountability Framework Initiative
- AIJN (European Fruit Juice Association), Code of Practice (CoP)
- LkSG – German Supply Chain Due Diligence Act (Lieferkettensorgfaltspflichtengesetz)

We strive to ensure that SVZ's supply chain is compliant with all global, supranational, national and EU regulations, including specific legislation relating to supply chain due diligence.

1.5 Governance, Accountability and Contact Officer

SVZ's Management Team (MT) is accountable for ensuring compliance with and implementation of all sustainability-related measures and policies, and shares responsibility for the company's strategic approaches and implementation. The MT is obliged to work towards achieving a sustained, positive development of the company.

The MT consists of the managers from the following departments: General Management, Sales, Finance, Human Resources, Sourcing, and Operations, and it is responsible for further developing and implementing the principles outlined in this policy. The MT also acts as a Sustainability Committee - a representative from the sustainability department will join, namely the SVZ Sustainability Manager, on a quarterly basis. This suffices as SVZ's higher sustainability governance body.

The Sustainability Manager is responsible for defining sustainability KPIs and related targets for SVZ in strong collaboration with all group functions and external stakeholders. The Sustainability Manager is responsible for the annual review and content of this Social Responsibility Policy.

2. Respecting Human Rights

We are committed to preventing any kind of discrimination, harassment, physical, psychological, and verbal abuse for all employees in the work environment.

Human rights are rights we have simply because we exist as human beings, and they are not granted by any state. Human rights include, but are not limited to, the right to work in just and favourable conditions, the right to free choice of employment, the right to an adequate standard of living, and the right to the highest attainable standards of physical and mental well-being. Everyone is entitled to all human rights, regardless of their race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status.

SVZ respects and promotes all internationally recognised human rights standards as per the **International Bill of Human Rights** and the **ILO Declaration on Fundamental Principles and Rights at Work**, and we expect our suppliers and all business partners along the supply chain to do the same. SVZ acknowledges that our actions may have a greater impact on some human rights areas, especially due to our complex global supply chains. For example, health and safety, fair working conditions (including wages, working hours, rest period and leave entitlement), land rights, freedom of association and/or collective bargaining, discrimination, child labour, forced, bonded or compulsory labour, and environmental impacts that negatively affect human rights.

In addition, we recognise that certain groups or people such as those who are physically, mentally, or socially disadvantaged, exposed to and/or displaced by conflict or natural hazard, racial or ethnic minorities, women, children, smallholder farmers, indigenous communities, migrants, asylum seekers, refugees, and homeworkers may be disproportionately affected by human rights violations.

For more information about SVZ's commitment to respective human rights, review the **SVZ Human Rights Policy**.

2.1 Commitments, Targets and Measures

Targets

SVZ International shall:

- **Train 100% of SVZ employees on the Human Rights & Compliance Hotline e-training by end of 2027.**
- Ensure the Human Rights & Compliance Hotline e-training is embedded in new employees onboarding processes starting January 2027.
- **100% of identified high-risk suppliers are assessed in an annual Sustainability Screening against human-rights requirements**, including susceptibility to forced labour, child labour and human trafficking. If non-compliances are found, they have a corrective action plan that is followed-up on.
- Maintain confidential and accessible reporting channels for employees, contractors and external stakeholders, such as the Doehler Compliance Hotline.

Measures

SVZ International shall:

- Continue to communicate the Human Rights & Compliance Hotline to all current and new SVZ employees, via broadcasting and the e-training.
- Check-in monthly with the Doehler Group Sustainability Team who manages Osapiens, the dashboard that screens all suppliers for human-rights susceptibility – in alignment with the **LkSG**.
- The SVZ Sustainability Manager will complete continuous check-ins with the Doehler Human Resources Department, who manages the Compliance Hotline and solves cases to review if there were any specific SVZ complaints. If so, SVZ Human Resources would take over and develop a preventive corrective action plan to ensure it does not happen again. Track cases until closure and protect individuals from retaliation.
- Human Rights clauses are embedded in the SVZ Supplier Code of Conduct, which suppliers must sign and comply either (1) first time transaction, or (2) every 3 years in long-term supplier contracts.

2.2 Remediation

In the event of a breach of our sustainability principles-including environmental standards, human rights, or ethical business conduct - we take corrective action to remediate the impact and prevent recurrence. We expect the same from our suppliers and partners. Where necessary, we will develop an

action plan, monitor progress, and take appropriate measures, including termination of partnership in cases of continued non-compliance.

3.0 Working Conditions

3.1 Fostering a Diverse and Inclusive Workplace

As a company, we are **people-minded** and **value all lives** as equal. Our people and work culture are our **greatest assets**. They have been part of our success story in the past and will continue to drive our performance in the future. Acting with integrity, we strive to **inspire and empower** our employees in everything they do. The combination of the individual differences, life experience, knowledge, innovation, unique capabilities, passion and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and company's achievements. Every team member matters and is an important part of our organisation. Everyone is empowered to work on a broad range of interesting tasks and projects that have a direct impact on our business success. We offer opportunities to grow and develop in global teams, and we are proud to own and invest in diverse companies. We depend on team play and bring **diverse experiences, expertise and opportunities** together to develop innovative solutions for our customers.

We are an organization committed to the principles of diversity and inclusion, and we actively work to increase and promote diversity and inclusion within our company. We embrace and encourage our employees' differences. SVZ does not engage in or support **discrimination in hiring, remuneration, access to training, promotion, termination, or retirement** based on age, race, ethnicity, caste, national or social origin, religion, socio-economic status, language, disability, gender identity or expression, sexual orientation, family responsibilities, marital status, physical and mental ability, union membership, political opinions or affiliation, or any other condition or characteristics that could give rise to discrimination. Everyone brings a unique point of view and capability that is valued and appreciated. SVZ's diversity and inclusion commitments include:

- Fostering an open and welcoming organization that supports and respects all employees
- Ongoing development of a working environment built on a shared understanding of the importance of diversity and inclusion
- Respectful and tolerant communication and cooperation between all employees
- Hiring approaches that are open to all sectors of society
- Development approaches that are truly inclusive to the uniqueness of our employees and their needs

We treat all personnel with **dignity and respect**. We do not engage in or tolerate the use of corporal punishment, mental or physical coercion, or verbal abuse of personnel. We do not resort to any harsh or inhumane treatment of our personnel, and do not subject personnel to pregnancy or virginity tests under any circumstances. We do not allow any behavior that is threatening, abusive, exploitative, or sexually coercive, including gestures, language, and physical contact, in the workplace and, where applicable, in residences and other facilities provided by the company for use by personnel.

3.2 Creating an Attractive Working Culture

Our commitment is towards offering our employees attractive working conditions such as work-life balance, right to disconnect, employee satisfaction survey, remunerations and social benefits granted to employees. Health and safety are one of our top priorities, including safety at work, physical health at work, psychological health at work, and stress prevention.

3.2.1 Health and Safety

We provide a **safe and healthy workplace environment** across all company-owned facilities as well facilities that we are responsible for and take effective steps to prevent potential accidents and injury to any person on SVZ premises, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the workplace environment. All employees have the right to remove themselves from imminent danger without seeking permission from our organisation's management. By 2030, we aim to have 0 work-related recordable incidents, with a baseline of 2023, and continue to maintain 0 work-related fatalities in any of the SVZ facilities.

We are committed to operational excellence and quality in all that we do. We appoint a site management representative at every location that is responsible for ensuring safe and healthy conditions on the premises. We provide **health and safety instructions** to anyone on the premises on a regular basis. This includes site safety regulations, standard operating procedures, and standard work instructions. These instructions are reviewed on a regular basis and in case of any incident. All new and reassigned employees are required to be instructed accordingly.

We establish systems to detect, avoid, or respond to potential hazards, including warning procedures, protective measures, and **emergency procedures**. We maintain records of all accidents that occur on company premises and company-controlled residences, and property. We provide appropriate **personal protective equipment (PPE)** for all employees and visitors, who are requested to wear them when required. In the event of any injury that happens on the company premises, we provide first aid and assist the impacted person in obtaining follow-up medical treatment.

Additional health & safety information for employees can be found in the **SVZ Health & Safety Policy**.

We assess all the risks to **nursing and expectant parents** arising out of their work activity and ensure that all reasonable steps are taken to remove or reduce any risks to their health and safety. We ensure that every employee receives proper medical care in case of injury at work. We provide access to clean sanitary facilities, access to potable water, and hygienic facilities for food storage for all people on our premises. We ensure that any dormitory facilities provided for personnel are clean, safe, and meet the basic needs of the personnel.

3.2.2 Working Conditions and Working Hours

We ensure that **terms and conditions of employment** are fully understood and freely agreed. In addition, personnel's wages and benefits composition are detailed clearly and regularly in writing for them for each pay period. We also ensure that wages and benefits are rendered in full compliance with all applicable laws and individual agreements, and that remuneration is rendered in cash / cheque / online transfer.

We do not use **labour-only contracting arrangements, consecutive short-term contracts or false apprenticeship schemes** to avoid fulfilling our obligations to personnel under applicable laws pertaining to labor and social security legislation and regulations.

WORKING HOURS

The **normal work week**, not including overtime, shall not exceed 48 hours. Personnel are provided with **at least 24 hours off following every six consecutive days of work**. Exceptions to this rule may be made only as per the national law and the freely negotiated bargaining agreement in force that allows work time averaging, including adequate rest periods. In cases where overtime work is needed in order to meet short-term business demand, we may require such overtime work in accordance with individual or collective bargaining agreements.

Any such agreement must comply with the requirements above and local law. All overtime shall be reimbursed as defined and to the extent required by national law or bargaining agreements.

As part of our commitment to social sustainability and employee well-being, we support the **right to disconnect**. Employees are not expected to respond to work-related communications outside of regular working hours, except in exceptional, pre-agreed situations. This approach promotes a healthy work-life balance, prevents burn-out, and fosters a more sustainable, respectful workplace culture.

Outlook/Teams 'send-later' tools are enabled by default to respect quiet hours.

3.2.3 Leave Registration

Every employee receives new leave credit annually via My Workday. Remaining hours from previous years are also visible in My Workday. Every year, 5 days may be carried over to the new calendar year on the basis of a full-time employment contract. Other hours can be paid out in consultation using the form "buying and selling off-hours". Employees must request permission in advance to take vacation and leave hours from their direct supervisor. After approval, the employee can submit the leave request via My Workday, after which the direct supervisor will approve the leave request online. The registration and granting of the leave must be managed by the employee.

VACATION SCHEME

A day off consists of the same number of hours as the number of hours to be worked per day, as established in the employment contract. Every year, in consultation between manager and employee, an effort will be made to have a continuous vacation period of a maximum of three weeks. Employee and manager will jointly ensure that at least the number of statutory vacation days (20) in the vacation year is taken by the employee.

UNPAID LEAVE

In specific cases, the manager can grant unpaid leave in consultation with the HR department.

SELLING AND BUYING LEAVE HOURS

All extra statutory leave hours (80 hours per year for a full-time employment contract) can be paid out on request. For employees, the payment of extra statutory leave hours is possible after approval by the manager and HR. The employee must submit the application using the "buy and sell leave hours form", which can be found on Sharepoint under business forms.

Buying extra leave hours should always be done in consultation with the direct manager. For employees, buying extra leave hours is possible after approval by the manager and HR. A maximum of 80 leave hours (based on a full-time employment contract) can be bought per calendar year. Employees must submit the application using the "buy and sell leave hours form" which can be found on SharePoint under business forms.

3.2.4 Pension Scheme

SVZ contributes the pension for the employees to the BPL pension. The monthly pension accrual consists of a personal contribution from the employee and a contribution from the employer. The employee's own pension contribution is deducted from the salary every month. The employer then contributes to the accrual of the pension in accordance with the pension scheme. Every year, the employee receives a

UPO (uniform pension overview) from the BPL pension. The pension scheme can be consulted in its entirety on the website: <https://www.bplpensioen.nl/werknemer>

3.2.5 Remuneration and wage deductions

We respect the right of personnel employed by SVZ to a living wage and ensure that wages paid for a normal work week always meet at least legal or industry minimum standards and are sufficient to meet the basic needs of personnel and to provide some discretionary income. Part time employees receive the company minimum pro-rata for contractual hours.

We ensure that deductions from wages are not made for disciplinary purposes. Any exceptions to this rule must be strictly according to national law or freely negotiated bargaining agreement. Neither we nor any entity supplying labor to us may withhold any part of any personnel's salary, benefits, property, or documents in order to force such personnel to continue working for the company.

3.2.6 Freedom of association and right to collective bargaining

We are committed to enabling structured social dialogue through recognized employee representatives and collective bargaining.

All personnel of our organisation have **the right to form, join, and organise trade unions** of their choice or in-house worker association and to bargain collectively on their behalf with the company. We respect this right and inform personnel that they are free to join an organisation of their choosing and that their doing so will not result in any negative consequences to them, or retaliation, from our organisation. We do not in any way interfere with the establishment, functioning, or administration of such workers' organisations or collective bargaining.

We shall ensure that representatives of workers and any personnel engaged in organising workers are not subjected to discrimination, harassment, intimidation, or retaliation for reason of their being members of a union or participating in trade union / workers' association activities, and that such representatives have access to their members in the workplace.

We **commit to ensuring that 100% of SVZ colleagues have rights to collective bargaining**, or equivalent depending on countries law, year over year. This currently the case and we aim to keep the situation as-is.

3.2.7 Child Labour

We are committed to addressing child, forced, or compulsory labor issues within the SVZ owned operations, as well as with the external stakeholders.

We **shall not engage in or support the use of child labour** (children below 18 years of age or as otherwise stipulated by national or local law, based on International Labour organisation (ILO) Conventions No 138 (Minimum Age) and No 182 (Worst Forms of Child Labour)).

SVZ supports employment of young workers (older than 18 years old), as well as young trainees. In the event of a trainee being less than 18 years old, they should be always accompanied by an adult during the length of their assignment.

If child labour is found on our premises or at a location producing for us, we **seek remediation** which is in the best interests of the child and its family (for example, ensuring the child is no longer engaged in work and/or providing adequate support to enable the child to attend and remain in school for as long as legally required). We will partner with local expert organisations, where necessary, to ensure an appropriate solution is found.

We will not expose children or young workers to any situations – in or outside of the workplace – that are hazardous or unsafe to their **physical and mental health and development**. Exceptions to this are permitted only in the cases of children working with their families, or at times of harvest season. However, the education of a child must not be jeopardised by work. Children should receive equal pay to that of adults for equivalent work. In any case, no child is permitted to work at night or in hazardous conditions.

3.2.7 Forced Labour

We do not engage in or support the use of **forced, compulsory labour** or others forms of labour exploitation, nor shall personnel be required to pay 'deposits or lodge original identification papers with the company upon commencing employment.

Personnel shall have the **right to leave the workplace premises** after completing the standard workday and be free to terminate their employment provided that they give reasonable notice to their employer.

We shall not engage in or support any forms of **modern slavery or trafficking in human beings** to gain any kind of commercial or noncommercial advantage. We continually take efforts to combat any forms of modern slavery and human trafficking within our business and global supply chain. As part of the Döhler Group, further information on our approach to tackling modern slavery can be found Döhler's latest Statement on Slavery and Human Trafficking, available on <https://www.Döhler.com/>.

3.2.7 Human Trafficking

SVZ has zero tolerance for human trafficking and all forms of exploitation connected with employment. Human trafficking includes the recruitment, transportation, transfer, harbouring or

receipt of persons through force, coercion, fraud, deception or abuse of vulnerability for the purpose of exploitation.

SVZ ensures that all employment is freely chosen and that employees and workers:

- are not recruited through deception, threats, coercion or abuse;
- are not charged recruitment fees or other costs to obtain or retain employment;
- may leave employment in accordance with applicable law and their employment terms;
- retain control of their identity documents and personal belongings;
- are free to move and are not subjected to restrictions intended to prevent them from leaving;
- receive understandable information about their employment conditions, wages and rights.

SVZ expects the same standards from its contractors, labour providers, recruitment agencies and suppliers. Human-trafficking risks are assessed through appropriate due diligence, contractual requirements and monitoring. Any suspected case will be reported through confidential grievance or compliance channels, investigated promptly and followed by appropriate protection, remediation and corrective action. SVZ prohibits retaliation against anyone who raises a concern in good faith.

By end of 2027, 100% of relevant employees, labour providers, recruitment agencies and high-risk suppliers will be covered by documented controls to prevent human trafficking, including contractual requirements, risk screening and access to confidential reporting channels.

3.2.8 Training, Development and Career Management

SVZ is committed to the development of our employees as it is essential for both employee happiness and sustainable employability, as well as for the continuity and growth of our organisation.

SVZ supports employees during all important phases of their careers within the organization. Attention is paid to development, employability and growth during the entire employee cycle.

This includes:

- Inflow and onboarding: New employees receive appropriate guidance, introduction and support (through an introduction program) to start successfully within their position and the organization.
- Performance and development: Employees receive structural feedback and guidance through the performance and development cycle. Performance, cooperation, well-being, development needs and ambitions are discussed.
- Education and competence development: SVZ offers employees access to education, training and development activities that are in line with the position, personal ambitions and the strategic objectives of the organisation.

- Career development and internal mobility: SVZ encourages employees to develop further and, where possible, supports internal growth, job enrichment, job rotation and horizontal or vertical development.
- Sustainable employability: SVZ supports employees throughout their careers in retaining and strengthening knowledge, skills and employability.

SVZ strives for a working environment in which employees are given the opportunity to further develop their knowledge, skills and competencies and in which internal growth and mobility are stimulated when this is in line with the possibilities within the organisation. SVZ offers employees equal access to development opportunities and supports both professional and personal development.

Targets and Commitments of the scheme:

- Supporting employees in developing knowledge, skills and competencies that are necessary for their current and future work.
- Foster a culture of learning, development, and continuous improvement.
- Supporting employees in discussing their career development, ambitions and development needs.
- Promoting internal growth and sustainable employability by giving employees insight into development opportunities.
- Equal access to training and development opportunities for all employees, regardless of position, age, contract type or background.
- **100% of employees have a quarterly check-in with their manager**, in which performance, feedback and development are discussed.
- **100% of the employees have access to relevant education, training or development activities** appropriate to the position and personal development.
- SVZ monitors participation in education, training and development activities every quarter to gain insight into the development of employees and future development needs.

4.0. Conducting Business Fairly and Transparently

Suppliers are valued partners in the success of our business. Our relationships with suppliers are characterised by **honesty, integrity and fairness**, and we are committed to working with them based on responsible business practices. We think and act long term, valuing strong partnerships. We work together with our suppliers to assess, prevent and mitigate negative human rights impacts, and we support our suppliers to find and implement corrective time-bound actions and joint solutions if issues are identified.

As no single company alone can tackle all human rights issues within global supply chains, SVZ teams up **with trusted partners, multi-stakeholder initiatives and industry groups**, to address industrywide social and environmental topics. SVZ is an active participant in the Sustainable Agriculture Initiative (SAI) Platform, IDH's Sustainable Juice Covenant (SJC), European Fruit Juice Association (AIJN)'s Sustainable Juice Platform (SJP) and the International Fruit and Vegetable Juice Association (IFU)'s Sustainability Working Group. Learnings and best practice techniques are shared among stakeholders, and we work together to jointly combat systemic issues such as child labour and living wage payments.

We require suppliers to cooperate with requests for full **traceability** of ingredients and materials down to farm level, where applicable and possible, based on risk level. This allows us to monitor and mitigate supply chain risks and supports our compliance with existing and future legislation and standards. If traceability cannot initially be confirmed, suppliers must ensure it is progressively improved, prioritized based on risk.

More information about how SVZ conducts business fairly and transparently can be found in the **SVZ Code of Conduct** and SVZ Supplier Code of Conduct. This includes our business and IT ethics targets and commitments.

5.0 Measures of Effective Risk Management

5.1 Risk Assessment and Monitoring

SVZ regularly monitors its own operations and supplier compliance against our Code of Conduct and Social Responsibility Policy. For example, for sites covered by our social audit programme, we require independent verification via third party audits that operations take place in an ethical manner. In addition, SVZ's responsible sourcing programme includes multiple sustainability projects globally, with a focus on reducing environmental and social risks and improving conditions for workers in our supply chain.

SVZ is constantly working to strengthen its evaluation of risk of suppliers, raw materials and production sites, and undertakes regular risk assessments to identify our greatest supply chain risks, potential for negative impact and strategic priorities for action.

More information about how we monitor our value chain and suppliers for human rights risk is available in the **SVZ Risk Management Procedure**.

CONTINUOUS IMPROVEMENT

We reiterate our commitment to respect all human rights and to minimise of adverse environmental impacts of activities, products and services. We follow the principle of continuous improvement and

strive to continue to strengthen our processes and policies to identify, prevent and mitigate the negative impact of our operations on human rights and the environment.

We regularly consult with key stakeholders including suppliers, supply chain workers, industry experts and local experts to ensure our knowledge and practices are up to date.

We will continuously improve our knowledge and update our Social Responsibility Policy as we build on our existing work in this area, and if social or environmental risks change due to evolving situations

5.2 Grievance Mechanism

As part of the Döhler Group, SVZ implemented Döhler's Compliance Hotline as a confidential channel through which all SVZ employees and external stakeholders can report actual or potential misconduct, violations of regulations or laws, and violations of the SVZ Fundamentals or any other policies or guidelines (including, but not limited to, handling of company property, corruption and bribery, data protection as well as environmental and human rights violations).

To ensure maximum confidentiality, the technical operation of this hotline is done by an independent company. The Compliance Hotline allows internal or external users to raise concerns anonymously. Any information received is reviewed independently and each case is thoroughly investigated and followed up. Depending on the issue, additional specialist units may be required to be involved, e.g., Legal, Human Resources or Environment, Health & Safety (EHS).

SVZ takes all incidents raised seriously, and the investigation process, solutions, and outcomes are used to continuously improve our ways of working and prevent the potential occurrence of similar issues. SVZ does not tolerate any adverse action against anyone who raises their concerns in good faith.

For more information on Döhler's Compliance Hotline, visit SVZ's website: <https://www.svz.com/>

6.0 Incident and Noncompliance Management

We may become aware of **actual or potential breaches** of local or international law, or violations of SVZ's Code of Conduct, Social Responsibility Policy or any other policies or processes, for example, via third party audits, our own monitoring, information from our business partners, or via media or NGO reports. If this occurs, we aim to ensure timely resolution of incidents within our own operations, and to support our business partners in their timely resolution of incidents within our wider supply chain.

Incidents will be addressed on a case-by-case basis, and timelines will vary depending on the severity of the issue. The below general principles should be followed:

- **Risk analysis** conducted to determine level of incident (Critical/Major/Minor) and urgency of follow-up action o Incident management team established
- Full investigation of incident conducted, including:
 - Short-term and long-term actions to address the incident
 - **Root cause analysis**
- **Corrective Action Plan** implemented with clear timelines and responsibilities for remediation
- (If required) Collaboration with local partners (e.g., local expert organisations or NGOs) to ensure most effective remediation for impacted stakeholders
- **Communication** of incident investigation and next steps to all relevant stakeholders
- **Post-incident assessment** conducted to collate lessons learnt, improve future response procedures and minimise impact to business and stakeholders
- **Documentation** of all of the above steps

We view our relationships with our business partners as collaborative and operate on principles of fairness. We endeavor to not walk away from business relationships if incidents or non-compliances are identified; rather, we aim to work together to identify solutions. However, in cases of severe or repeated breaches of local or international law, or violations of SVZ's Code of Conduct, Sustainability Policy or any other policies or processes, we reserve the right to temporarily or permanently terminate supplier relationship. Our requirements from our business partners are based on the level of incident and frequency of cases:

a. Single Minor incident

- Written and/or photographic evidence of remedial actions within timeline specified by SVZ

b. Single Critical or Major incident

- Written and/or photographic evidence of remedial actions within timeline specified by SVZ.
- SVZ may invoke temporary suspension of supply until evidence is submitted and approved.

c. Repeated Minor incidents

- Written and/or photographic evidence of remedial actions within timeline specified by SVZ.
- SVZ may invoke temporary suspension of supply until evidence is submitted and approved.

7. Policy Review and Approval

7.1 Policy Review

To ensure the continued validity, accuracy, and relevance of this policy, a review will be carried out on an annual basis by the Contact Officer responsible for this policy. This is to identify and implement any potential updates, specifically with regards to the goals set and whether any new measures have been implemented.

7.2 Approval of Policy

*This **Social Responsibility Policy** was approved by:*

Kati Hermann, SVZ Sustainability Manager

Date: 30/6/2026

Signature:

Kati Hermann

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