

	Stakeholder Engagement Policy		
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I. Purpose

In line with its purpose of building a Better Coffee World, the Mercon Coffee Group is committed to maintaining the highest standards of business conduct and bring mutual benefits and long-term value to its stakeholders. This commitment is promoted through open dialogue and constructive relationships with its stakeholders, based on trust, mutual respect and understanding.

II. Scope

Applicable to: All employees of Mercon group and its stakeholders.

III. Guidelines

Through this policy, the Mercon Coffee Group commits to:

1. Recognize that stakeholders' engagement is an ongoing and mutually beneficial process which provides opportunities to share knowledge and make better informed business decisions.
2. Identify and engage interested and affected stakeholders to understand their perspectives and expectations.
3. Value open and honest communication, and provide, where possible to do so, information disclosure channels to communicate meaningful, accurate and readily understandable information to its stakeholders.
4. Ensure a two-way dialogue with stakeholders on an ongoing basis.
5. Develop and implement an Anonymous Grievance Mechanism to record and report any concern confidentially.
6. Provide awareness campaigns to internal stakeholders, such as employees, about the importance of listening and engaging with stakeholders to improve their skills.
7. Manage the security arrangements and the use of security forces at its facilities by applicable law and best practices, to avoid unlawful or abusive acts against workers and communities.
8. Involve all employees in the continuous improvement of its stakeholders' engagement.
9. Make this policy available in the local language to all employees to ensure they are informed and understand their obligations concerning this policy.

Every employee in the Mercon Coffee Group has the responsibility for the effective implementation of this Policy. This policy is overseen by the Board of Directors and applies to all operations and business units of the Mercon Coffee Group.



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