BUNGE

Complaints handling policy

Purpose

This policy sets out the steps to be taken by Bunge (the Company) in response to ensuring efficient and fair handling of all Complaints.

Scope

This Policy covers feedback received directly via the Company websites as well as communication (written, verbal, or in person (or otherwise) received by the Company.

The Policy does not cover where an Employee or Contractor wishes to make a Complaint regarding a decision, behaviour or action affecting their employment. In these circumstances the Grievance or Complaint Policy should be followed. This policy also does not cover Complaints made under the Whistleblower Policy or Raising Concerns process.

Definitions

Complaint: A Complaint is an expression of dissatisfaction made to the Company, related to its services, products or the complaints handling process itself where a response or a resolution is explicitly or implicitly expected. An expression of dissatisfaction refers to a written or verbal communication that clearly indicates the person is not happy with something and it is obviously a complaint. Often the expression of dissatisfaction is coupled with a request to correct or remedy the issue or situation.

Policy

1. Receiving customer Complaints

When receiving a Complaint, the Company employees should ensure the following:

a) complainants are treated with courtesy;
b) each Complaint is dealt with equitably, objectively and fairly;
c) regard is given to the urgency, timing, complexity, impact, safety implications and the need for immediate action as well as any other relevant factors;
d) where possible, the Company seeks to resolve Complaints at the first point of contact;
e) where appropriate, the customer is asked whether they require any additional assistance whether by way of disability or language assistance and if so, reasonable assistance must be provided by the Company's employees, for example providing time for the customer to obtain an interpreter;
f) for customers who are represented by their authorised representative or advocate, authorisation is established and verified before the Complaint can be made;
g) the customer's name and contact details are obtained including all of the facts in relation to the Complaint, including asking questions where necessary;
h) if the Complaint is received verbally or in writing, the customer's name, contact details and their Complaint is recorded in 'the feedback sections of the Company's record keeping system as soon as the customer's Complaint has been received;
i) customers are informed that their name, contact details and the facts of the Complaint will be collected, held and used by the Company in accordance with its Privacy Policy which is accessible via the Company's website;
j) if the customer requests that a copy of the Privacy Policy is provided in some other form, such as by post or email, this must be facilitated;
k) the customer is informed of the established timeframe for resolving the Complaint and ensure that these timeframes can be met;
l) the customer is informed, if they inquire, that no charges will be imposed for making a Complaint;
m) anonymous complaints or those using a pseudonym are allowed. Customers seeking to deal with the Company in this way acknowledge this will inhibit or prevent the Company's ability to address the Complaint, or to communicate the results of any investigation to the customer;
n) any specific legal requirements relating to a complaint are complied with; and
o) treat information received as confidential and not disclose it unnecessarily, but purely on a 'needs-to-know' basis. Some information may be sensitive and relate to the conduct of an employee, which must not be disclosed to other employees.

2. Timeframes

For verbal Complaints, the Company will acknowledge these at the time the Complaint is made.

For written (i.e. posted, faxed, emailed, sent via an application, or physically delivered) Complaints, the Company must

acknowledge or resolve these within two (2) working days verbally or in writing. However, if the customer requests a particular communication method, every attempt should be made to fulfill this request.

The Company must notify the customer, when a Complaint is made, of the timeframe for resolution of the Complaint, which must be reasonable.

To the extent possible, all Complaints will be resolved within thirty (30) calendar days from the date of the Complaint, or in any event as soon as possible in all circumstances. Where this is not possible, the customer must be advised of the revised timeframe before or at the time that the timeframe expires.

3. Investigation of Complaints

a) Upon receiving a complaint, the nature of the complaint and whether it warrants investigation should be determined.
b) Issues to consider are whether the complaint is serious or trivial, what significance the complaint has for the Company and if the complaint indicated a systemic problem or serious abuse of power.

Serious complaints, including those that may fit the description of a 'reportable concern' under the Whistleblower Policy will be referred to the General Counsel for review. Reasonable efforts must be made to investigate all of the relevant circumstances and information regarding a Complaint. The level of investigation should be commensurate with the seriousness, frequency of occurrence and severity of the Complaint.

4. Roles and responsibilities

Key roles and responsibilities of the Company employees are outlined below:

a) Executive Management

Executive Management will demonstrate a commitment to the efficient and fair resolution of Complaints by providing appropriate resourcing to the Complaints process and addressing any Complaints escalated to them.

b) Managers

Managers will provide support as necessary to employees in their teams who are responsible for resolving complaints and will act in a timely manner when resolving complaints themselves.

c) Employees

Employees who are allocated a role in resolving complaints will act in accordance with this policy and maintain appropriate confidentiality when dealing with Complaints.

5. Remedies

Remedies that may be provided in response to a complaint include (but are not limited to):

- an apology;
- an explanation of why the action complained about occurred;
- providing the service which has not been delivered; and
- undertaking to review the decision or action complained about (with appropriate follow up once the review has been completed).

For changes which have occurred in products, process, policy or procedure which arise from Complaints, the following may be appropriate: refund; cancellation of contracts; referral; or reaching a conciliated or mediated agreement.

It may also be considered whether it is appropriate to offer the same remedy to other customers who may have suffered from the same issue, but did not lodge a formal Complaint, to ensure that customers are treated consistently.

6. Resolution of Complaints

Once a decision has been made, this should be communicated to the complainant and employee as soon as possible.

Once the complainant is satisfied with the outcome, this should be documented and forwarded to the Grower Services Team to record and mark the Complaint as complete. If the complainant is dissatisfied then the escalation procedure should be explained to the customer, with the Complaint escalated as per section 7 of this policy.

7. Escalation process

Complaints that are not able to be resolved by the allocated employee should be escalated to the next level of management for resolution

8. Privacy

The Company has a legal obligation to comply with the Information Privacy Principles contained in the Privacy Act 2020 (New Zealand), and must at all times act in accordance with its Privacy Policy, which can be accessed on the Company websites.

The customer's name, contact details and the Complaint must be recorded in the Company's feedback system. Where a Complaint has been made anonymously or using a pseudonym, an appropriate identifier should be used consistently to refer to the Complaint and track it in the system.

Only objectively necessary information should be recorded.

Customer's personal information that is collected must be treated in accordance with the Company's Privacy Policy, including in relation to the collection, classification, storage, use and disposal of information. Personal information which is or may be sensitive should not be recorded without the customer's clear consent.

References

Whistleblower policy

Privacy policy