

Stakeholder Grievance and Feedback Mechanism

LYRA Chocolate

1. Purpose

This procedure provides a transparent, accessible and confidential process through which employees, suppliers, contractors, customers, community members and other stakeholders can raise grievances regarding the company's activities, unethical conduct and the topics covered by our Ethical Code: human rights, working conditions, environmental impacts, discrimination, harassment, corruption, health and safety, as well as other concerns.

The objectives of this mechanism are to:

- Provide accessible channels through which stakeholders can raise their concerns
- Ensure that grievances are properly investigated and resolved
- Support continuous improvement of the company's practices
- Strengthen trust and accountability towards stakeholders

2. Scope

This mechanism is available to all key stakeholders, including employees, suppliers and business partners, customers, local communities and civil society organisations.

Issues reported may include, among others:

- Workplace conditions and employee well-being
- Suggestions for improvement
- Ethical business conduct
- Environmental impacts
- Product quality or safety
- Human rights concerns

3. Available Communication Channels

- Grievances can be submitted verbally, in writing, by telephone, by e-mail or through a supervisor.
- Through the physical suggestion and complaint box located on the company premises.
- In person at the operator's contact point: Pri parku 1, 951 12 Ivanka pri Nitre;
- Via the customer line: +421 902 117 041,
- By e-mail: objednavky@lyrachocolate.com,
- In writing to the operator's address: LYRA GROUP s.r.o., Pri parku 1, 951 12 Ivanka.

Anonymous submissions are accepted.

4. Grievance Handling Procedure

Upon receiving a submission or grievance, the company follows the process below:

Step 1 – Receipt

The submission is received by e-mail, through the suggestion box or via another communication channel.

Step 2 – Preliminary Assessment

A supervisor or the responsible team reviews the submission and determines its nature and urgency. The supervisor is obliged to thoroughly investigate every submission and address it immediately.

Step 3 – Evaluation and Action

The submission is evaluated and, where necessary, corrective measures are taken.

Step 4 – Response and Follow-up

Where contact details are available, the company informs the stakeholder of the position taken or the measures adopted.

We aim to respond as soon as possible, and in any case no later than 30 days from receipt of your submission.

5. Confidentiality and Protection Against Retaliation

LYRA Chocolate encourages stakeholders to raise their concerns in good faith.

The company commits to:

- Handle grievances confidentially wherever possible
- Enable employees to provide anonymous feedback
- Ensure that no employee or stakeholder faces retaliation for raising legitimate concerns

Retaliation, intimidation, discrimination, harassment, dismissal or any other adverse treatment in connection with a grievance is not permitted and may lead to disciplinary action.

Communication with Complainants

Throughout the process, the company will communicate with the complainant (unless the submission is anonymous), including acknowledgement of receipt, acceptance, investigation status, outcomes, corrective actions and case closure. If a submission is not accepted as a grievance, the reasons will be communicated to the complainant.

6. Monitoring and Continuous Improvement

Grievances and feedback are regularly evaluated in order to identify:

- recurring issues

- opportunities for operational improvements
- potential social or environmental risks

Insights gained through this mechanism contribute to improvements in the following areas:

The company will prepare an annual summary of received, resolved and unresolved grievances, including trends, root causes, corrective actions and opportunities for improvement, which will be made available to all stakeholders.

7. Grievance and Feedback Register Template

The company maintains a simple internal register to track submissions and responses.

Date	Stakeholder type	Subject of submission	Channel	Responsible person	Action taken	Status
	Employee / Customer / Supplier	Description of submission	E-mail / Suggestion box / Website			Open / Closed

This register helps ensure transparency and traceability of stakeholder submissions.

