



HUMAN RIGHTS POLICY

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PURPOSE

This Human Rights Policy ("Policy") describes the commitments of JDE Peet's N.V. and its affiliated companies ("JDE Peet's" or the "Company") in respect of human rights and our related expectations of our employees and suppliers. This Policy is informed by the International Bill of Human Rights (consisting of the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights and the International Covenant on Economic, Social and Cultural Rights) and other internationally recognised conventions, including but not limited to the International Labour Organization's Declaration on Fundamental Principles and Rights at Work. As a signatory to the UN Global Compact, we are committed to the UN Global Compact Principles and the UN Guiding Principles on Business and Human Rights (UNGPs), and we also follow the OECD Guidelines for Multinational Enterprises.

Our purpose – to unleash the possibilities of coffee & tea to create a better future – can only be realised for all stakeholders across our business and supply chain when we commit to high standards of social and environmental responsibility and ethical conduct. These baseline standards of conduct are laid down in our Codes of Conduct, Supplier Code of Conduct, and are aligned with our other relevant responsible sourcing policies including but not limited to our Responsible Coffee Sourcing Principles and Palm Oil Responsible Sourcing Principles.

SCOPE

This Policy applies to the Company and its employees, agents, consultants, temporary workers, and contractors and, where so indicated in this Policy, to other stakeholders in the Company's supply chains, such as workers, farmers, and "at-risk" individuals.

All Company employees are expected to act as a first line of defence for human rights and to raise any possible human rights impact on them or others, or any non-compliance with our policies. Employees' failure to adhere to this Policy may result in disciplinary action, including termination of employment.

Our suppliers are expected to comply with the labour legislation of the countries in which JDE Peet's operates and from which the Company sources, and to respect the human rights recognised in national legislation and applicable international legislation mentioned in this Policy. Our requirements of suppliers are set out in the Supplier Code of Conduct. We further expect our suppliers to support our commitment to this Policy by developing and implementing a similar policy and risk-based due diligence process for their own business operations and supply chain.

We have identified the following priorities in our business and supply chains with respect to human rights impacts:

- **Freely Chosen Employment**
All forms of involuntary labour and any form of modern slavery – including forced, coerced, bonded (including debt bondage), involuntary or exploitative prison, slavery, trafficked or indentured or other forms are prohibited. We believe that every form of labour analogous to slavery is a serious violation of human rights.
- **Child Labour and Young Workers**
The use of child labour is prohibited.

The term "child" refers to any person under the age of 15, or under the minimum age for employment in the relevant country, whichever age is higher.

“Young worker” refers to persons over the compulsory age for schooling in the relevant country and under the age of 18. All employment of young workers, including apprentices or vocational students, must comply with laws and regulations on the minimum working age and the compulsory age for schooling. Young worker protections must be in place (including for the children of smallholder farmers), so that young workers do not experience conditions in relation to their work that are mentally, physically, socially, or morally dangerous or harmful, or that interfere with their schooling.

- **Freedom of Association and Collective Bargaining**

We respect employees' legal rights to freedom of association and collective bargaining.

- **Regular Employment Status**

Work performed should be on the basis of a recognised employment relationship. Obligations owed to employees under labour or social security laws and regulations arising from a regular employment relationship should be respected. There should be no exploitive use of fixed-term employment contracts, sub-contracting or through apprenticeship schemes with no real intent to impart skills or provide regular employment.

- **Wages and Benefits**

We ensure that our employees receive wages and benefits that meet, at a minimum, relevant national legal standards.

- **Working Hours**

Regular and overtime working hours must comply with applicable laws and may not exceed the applicable legal limit under relevant legislation. Rest days shall comply with applicable legal requirements or, in the absence of such a requirement, workers shall be provided at least one day off in seven. This may be amended in unusual or emergency circumstances with the consent of the applicable workers. Overtime must not be coerced, must be voluntary and must be duly paid.

- **Humane Treatment**

All employees are to be treated with respect and dignity. Harsh or inhumane treatment, including any human trafficking, sexual harassment, sexual abuse, corporal punishment, mental or physical coercion or verbal abuse are prohibited, nor will we tolerate the threat of any such treatment.

- **Diversity, Equity & Inclusion**

We aim to create a better future where we authentically serve, reflect, and embrace everyone. Diversity, Equity, and Inclusion (DE&I) is embedded in our values and all that we do as a Company. This means we do not tolerate discrimination on the basis of race, colour, sex, national or social origin, religion, age, disability, sexual orientation, gender identity, marital status, political affiliation, pregnancy status, or past or present union affiliation.

We commit to fostering an inclusive culture where every employee feels safe to be their true selves and where their voices are heard. We do so throughout our organisation by deploying our global DE&I strategy and leveraging our DE&I governance in place.

- **Working conditions**

We aim to provide a safe and healthy working environment in which employees can thrive both mentally and physically. This includes taking adequate steps to prevent accidents and injury in the course of work and providing adequate training for all workers to perform their jobs in a safe manner.

- **Land rights**

We respect the rights of all communities involved in, or impacted by, our operations and supply chain, and aim to contribute to the sustainable development of these communities. We respect the rights and titles to property and land of individuals, indigenous peoples, and local communities, to maintain traditional access to land and resources, including water. Developments, acquisitions and negotiations regarding property and land shall, where applicable, adhere to principles of free, prior and informed consent of affected local communities, including women or indigenous peoples and other marginalised stakeholders, as well as contract transparency and disclosure. This is aligned with all the rights and obligations contained in the UN Declaration on the Rights of Indigenous Peoples. In particular, JDE Peet's aims to strengthen respect for the rights of ethnic minorities and indigenous peoples in the areas from which we source.

- **Data Privacy**

We respect the data privacy rights of our employees, consumers, customers, suppliers, and other stakeholders and ensure this privacy is in accordance with applicable privacy laws as well as internal rules and policies.

ENVIRONMENTAL IMPACTS AND HUMAN RIGHTS

We recognise the link between human rights and possible negative impacts on the environment. This is particularly true in the case of deforestation, which poses fundamental human rights and livelihood risks to local communities. We are committed to pursuing a holistic approach with regards to responsible and ethical practices in our business and supply chains that considers both social and environmental impacts.

STAKEHOLDER ENGAGEMENT

We understand that we cannot solve many of the challenges in our business and supply chains when acting on our own. At JDE Peet's, we believe that continuous improvement in coffee and tea sustainability is driven by collaboration and innovation. We, therefore, engage in industry initiatives and pre-competitive collaboration on long-term sustainable solutions. These include partnerships with sustainability standards such as 4C (The Common Code of the Coffee Community), independent NGO Enveritas, and the Rainforest Alliance. We are a signatory to the International Coffee Organization's London Declaration and are a member of the Coffee Public Private Taskforce, Ethical Tea Partnership, European Coffee Federation, Global Coffee Platform, the ILO Child Labour Platform, Sustainable Coffee Challenge, World Coffee Research and the Coconut and Coconut Oil Roundtable.

We embrace and contribute to the UN Sustainable Development Goals (SDGs). We operate in, and source raw materials from, many developing and emerging markets, and are committed to their socio-economic development as embodied in our [Common Grounds programme](#).

PROCESSES & DUE DILIGENCE PROCEDURES

Our procedures to identify, manage, and prevent adverse human rights impacts are based on a variety of processes and methods. This includes our risk-based due diligence and Common Grounds responsible sourcing programme which is designed to provide transparency on the priority sustainability challenges in the coffee and tea supply chain and to continuously improve the social, economic, and environmental conditions in the origin countries with risk assessments, country scorecards, and supplier self-assessments.

We also have human rights due diligence procedures for our non-coffee and tea suppliers and our own operations, through a risk-based programme including risk assessments and ethical audits, using a third-party platform for sharing site-specific supply chain sustainability and audit data. This programme supports monitoring of compliance with this Policy and continuous improvement in our management of human rights risks.

In addition, we have designed internal controls intended to demonstrate and measure the extent of actual deployment of our codes and policies which include a letter of representation issued on a quarterly basis by local and regional General Managers, relevant functional Directors and Finance Directors. Within this letter, they confirm compliance of their business units or functions (as applicable) with the Company's codes and policies, labour laws and other applicable laws and regulations.

TRAINING & AWARENESS

Training is an important factor in conducting effective human rights due diligence across the business and our supply chain. We conduct training and e-learning courses for our management and employees as part of our onboarding and ongoing compliance training. We also provide targeted training for teams implementing due diligence procedures. We raise awareness of our codes and policies on an ongoing basis and encourage a culture of speaking up and raising concerns. In our supply chain, as part of our Common Grounds programme, we develop and execute multi-year projects with workers, farmers and their communities to raise awareness on human rights as well as setting up Child Labour Monitoring and Remediation Systems (CLMRS) in order to identify, address, and help prevent child labour.

GRIEVANCE MECHANISMS AND REMEDIATION

JDE Peet's encourages a speak up culture. Therefore, we encourage our employees, suppliers and all other stakeholders who detect or suspect possible violations of human rights, whether in our own operations or in our supply chain, to raise their concerns. We will review all the



concerns raised, and where necessary, investigate appropriately. Where breaches are found, JDE Peet's will take appropriate actions.

We have multiple channels to report human rights-related concerns. Anyone who detects or suspects violations of human rights which may be linked with our business may report to their manager or their relevant contact person at JDE Peet's (as applicable), to a local legal and compliance manager or to a central Compliance team (Ethics.compliance@JDEcoffee.com) or through the Speak Up line (<http://speakup.jdepeets.com>).

Our Speak Up line is maintained by an independent third-party provider and is available 24/7 online or by phone. Operators are available in various spoken languages.

We provide protection for whistle-blowers and do not tolerate any form of threat, (attempt of) retaliation or other action against any person or entity who has in good faith spoken up or assisted in the making of a report. All concerns, reporting and related information will be treated as confidential and may only be shared on a strict need to know basis and, if allowed by the laws of the related country, can be done anonymously.

Where we have identified adverse human rights impacts caused by our business activities or in areas to which we have contributed, we are committed to provide for or cooperate in, their fair and equitable remediation including through stakeholder engagement and collaboration. We will only resort to suspending or terminating business relationships as a last resort, weighing in all the relevant circumstances including any possible adverse impact such decision may have.

POLICY REVIEW

We recognise that the prevention and mitigation of possible adverse human rights impacts is complex and requires continuous improvement. To ensure continued effectiveness of our human rights due diligence processes, this Policy will be reviewed and assessed annually. The Human Rights Due Diligence Programme team shall report annual activities related to implementation of this Policy, and, where deemed necessary, present recommendations for amendments to the Human Rights Steering Committee.