

Stakeholder Grievance Mechanism

Tropical Mountains | August 2026

Raise a Concern

Tropical Mountains is committed to responsible, fair and transparent business practices. Customers, suppliers, producers, business partners, community representatives and other external stakeholders may raise concerns about our business practices, products, supplier relationships, human rights, social or environmental impacts, responsible marketing or other matters connected to our activities.

How to Submit a Grievance

Please send your concern through <https://shop.tropicalmountains.com/en/Service/Contact/>. Describe the issue and, where possible, provide relevant dates, parties involved and supporting information. You may request confidential handling. Anonymous concerns will be considered where enough information is provided to assess the matter.

What Happens Next

- We aim to acknowledge receipt within 48 hours.
- We normally complete an initial assessment within 5 business days.
- We will tell you whether the grievance is accepted, referred or declined and, where applicable, explain the next step.
- We aim to resolve grievances within 30 calendar days where reasonably possible. If more time is needed, we will provide status updates.
- Where contact details are available, we will communicate the outcome and closure of the grievance.

No Retaliation

Tropical Mountains prohibits retaliation against anyone who raises a concern in good faith or participates in a grievance review. Concerns are handled confidentially on a need-to-know basis to the extent reasonably possible.

Oversight

The grievance mechanism is overseen by the CEO of Tropical Mountains GmbH and is reviewed as part of the Company's Sustainability Management System.

CH-Zug, 10. August 2026