



Community Relations Corporate Policy

EFFECTIVE DATE: 01.07.2021

**OWNER OF THE POLICY: CHIEF
HUMAN RESOURCES OFFICER**



I. PURPOSE

Building on Firmenich's approach to stakeholder engagement, this policy provides a framework to engage with the communities where Firmenich operates or where we source key raw materials. The policy focuses on local communities, a key stakeholder group that helps us translate corporate commitments into local positive impact.

II. SCOPE

This policy is a Corporate Policy that shall be communicated, understood and applied throughout the Firmenich Group, at all sites globally.

The policy applies to all employees at Group level, business unit level and site level. The General Managers (GMs) of all Firmenich affiliates around the world ultimately bear the responsibility for implementation and adaptation of the policy and for oversight monitoring and reporting. GMs will be supported by their respective staff. The policy applies regardless of the size of the affiliates (e.g. number of employees, turnover, type of facility, etc.).

III. POLICY STATEMENTS

As a leading responsible family company driving an inclusive business model, Firmenich is committed to creating value for all stakeholders, including the communities in which we operate and from which we source. In line with our [ESG Ambitions 2030](#), we aim to deliver products with a measurable improved social and environmental impact. Generating a positive impact requires engaging with local communities to discover and understand their needs along with the issues and challenges they face as a prerequisite to action.

Engagement with the local communities surrounding all our business activities is key to securing our license to operate, maintain the supply of key raw materials and deliver on our Pathways to Positive ambitions. Moreover, engaging with the communities where we source ingredients contributes to their socio-economic development.



IV. POLICY REQUIREMENTS

All affiliates and relevant staff shall seek to directly or indirectly maximize positive socio-economic impact on the local communities surrounding their operations or where we source key raw materials.

GOVERNANCE

- GMs shall approve, oversee community engagement activities of their sites and create enabling conditions for such engagement.
- Member(s) of staff responsible for dealing with community relations shall refer to the Guidelines on Community Relations for implementation of these policy requirements.

ENGAGEMENT WITH COMMUNITIES

Engagement with communities refers to engagement with communities around Firmenich's sites and/or at Firmenich's sourcing locations. While the requirements laid out below apply to both, please refer to our [Responsible Sourcing Policy](#), [Human Rights Policy](#) and our [Naturals Together™](#) program for more information on engagement with communities at Firmenich's sourcing locations. Please also refer to the Guidelines on Community Relations for more information and implementation of the policy requirements.

- All affiliates shall be aware of their **local stakeholders** and communities of interest (e.g., workers, municipalities, associations, universities, etc.).
- All affiliates shall engage either directly or indirectly through a non-governmental organization (NGO) in inclusive and **participative discussions** and consultations with local communities when relevant.
- All affiliates shall engage in a manner that **respects customs and traditions** and shall tailor such community relations programs accordingly.



- All affiliates shall provide the local communities with relevant **information about new activities** or project developments that will have a significant impact on them.
- All evaluations of new sites shall include **consultation with local communities** and integration of their feedback. Please refer to our [Human Rights Policy](#) for respect of land rights.

Affiliates shall ensure the existence of, and communication about, appropriate **grievance mechanism(s) for local communities** to raise concerns or complaints in respect of the activity / project that Firmenich has or is implementing and shall take responsibility for management and remediation of such concerns and complaints if any.

DRIVING POSITIVE IMPACT

- All affiliates shall contribute to local socio-economic activity and growth through **local recruitment** and **local procurement** where possible.
- Affiliates can engage with **The Firmenich Charitable Foundation** to identify funding opportunities for projects that are aligned with local communities' concerns and ultimately approved by the affiliate GM.

REPORTING

All affiliates shall report impact on community engagement and monitor progress on an annual basis including the number of beneficiaries and number of projects while including case studies if relevant.

EXCEPTIONS

None



V. SUPPORTING DOCUMENTS

- [Code of Ethics](#)
- [Human Rights Policy](#)
- [Responsible Sourcing Policy](#)
- Guidelines on Community Relations
- HR Policies
- Local Operational Procedures/Guidelines

VI. APPENDIX

DEFINITIONS

Grievance Mechanism: an operational-level grievance mechanism is a formalized means for affected stakeholders to raise concerns about any impact they believe a company has had on them, in order to seek remedy (source: European Commission).

Local communities: Local communities are the communities in which Firmenich operates and/or from where Firmenich sources key raw materials. All sites and sourcing locations have local communities, which whom Firmenich should engage.

Pathways to Positive: name of our 2030 Environmental, Social and Governance ambitions, also known as our 2030 sustainability strategy. For more information on these ambitions, please consult the [ESG Ambitions 2030](#) guide.