

Grievances about human rights, environmental risks or due diligence violations

Our grievance procedure guarantees a trustworthy and at the same time transparent process in dealing with grievances about violations of human rights or environmental obligations. A grievance can be used to report suspicions of possible risks to human or environment rights or violations of due diligence obligation, such as forced labour, child labour, discrimination or the harmful contamination of soil, water and air, as well as detrimental noise and excessive water consumption which are linked to Journey Latin America and any associated brands, such as Journeyscape, its supply chains or its employees. Grievances can be submitted by employees as well as third parties via the grievance channel by REWE Group – **anonymously**, if requested.

Customer complaints, for example about the quality of our products and services, are not considered grievances about human rights or environmental risks or due diligence violations. For these complaints, please do not hesitate to contact the customer service departments and hotlines.

We expressly encourage employees and external parties to inform us of any suspicion on human rights or environmental risks or due diligence violations. Whistleblowers must not suffer any occupational disadvantages as a result of submitting grievances. The grievance procedure follows a defined process, which is also set out in the [Rules of Procedure](#) and that complies with the German Act on Corporate Due Diligence Obligations in Supply Chains (LkSG) being applicable to the whole REWE Group (including us) due to its German parent company. Impartiality is guaranteed at all times; those involved in the procedure are not bound by instructions and are obliged to maintain confidentiality.

[View full details of our reporting system for human rights or environmental risks](#)

[Report misconduct or violations of the law here](#)