

Jordanes AS

Consumer Remediation Policy

Approved by the Jordanes Board December 2024

Responsible: ESG department

Purpose

The purpose of this Consumer Remediation Policy is to establish a clear framework for addressing and rectifying situations where consumers experience product faults, service issues, or other negative experiences with Jordanes AS ("Jordanes" or the "Company"). This policy aims to ensure fair and timely resolution, thereby maintaining consumer trust and loyalty.

Scope

This policy applies to all consumer interactions across all subsidiaries within Jordanes, including product sales, services, and experiences at our restaurants. It outlines procedures for handling consumer complaints, providing compensation, and implementing corrective actions.

Principles of Consumer Remediation

- Fairness and Transparency:** All complaints and claims will be handled fairly, transparently, and with respect for the consumer's perspective.
- Prompt Resolution:** Jordanes is committed to resolving issues in a timely manner to minimize inconvenience for the consumer.
- Consistency:** The approach to resolving complaints will be consistent across all business units to ensure that every consumer is treated equally.
- Continuous Improvement:** Feedback from consumer complaints will be used to improve products and services, ensuring that similar issues are prevented in the future.

Remediation Process

1. Complaint Reception:

- Consumers can lodge complaints through various channels, including customer service hotlines, online forms, or directly at the point of service (e.g., restaurants).
- All complaints must be recorded in the company's consumer feedback system for tracking and analysis.

2. Assessment and Investigation:

- The relevant department will investigate the complaint to determine its validity and identify the root cause.
- The investigation should be completed within a specified time frame (e.g., 5 business days). If the investigation takes longer than the specified time frame, the consumers will receive a temporary answer.

3. Resolution Options:

Based on the outcome of the investigation, the following remediation actions may be taken:

- **Refunds:** A full or partial refund may be offered for defective products or substandard service. The refund is assessed based on the severity of the complaint.
- **Replacement:** Providing a replacement product or service at no additional cost to the consumer.
- **Compensation:** Offering a discount, voucher, or goodwill gesture (e.g., free product or meal) to address inconvenience caused by the issue.
- **Apology:** A formal apology (formal or directly by telephone depending on the severity) will be provided to the consumer, acknowledging the issue and the steps being taken to rectify it.

4. **Communication:**

- Consumers will be informed of the outcome of their complaint and the steps taken to resolve it.
- Communication should be clear, respectful, and include information on how the resolution was determined.

5. **Follow-Up:**

- Where appropriate, a follow-up contact may be made with the consumer to ensure satisfaction with the resolution and to gather feedback on their experience.

Roles and Responsibilities

- **Customer Service Team:** Responsible for receiving complaints, logging them, and ensuring timely communication with consumers.
- **Relevant Business Units:** Conduct investigations and determine the appropriate remediation actions based on the nature of the complaint.
- **Quality Control Team:** Monitors recurring issues to identify patterns and implement preventive measures.

Policy Review and Updates

This policy will be reviewed every 2-3 years, or as needed due to changes in consumer protection regulations or feedback from consumers, following the Jordanes ESG Policy-Making Procedure. Adjustments will be made to improve the effectiveness of the remediation process.

Approval and Documentation

This Consumer Remediation Policy was drafted in accordance with the Jordanes ESG Policy-Making Procedure and has been approved by the Jordanes Board. The approved version is stored in the organization's policy database and is accessible through Jordanes' consumer communication platforms.

This policy has been developed in accordance with the Jordanes ESG Policy-Making Procedure.

Version control

Valid from	Revision category (new/updated/wording)	Description important changes
December 2024	New	
December 2025	Updated	Changes made in line with changes in Jordanes Group organization