

Dopper External Grievance Mechanism

1 Introduction

Dopper (founded in 2009) exists to solve a problem, not to sell something and its mission is to end bottled water by getting people to drink tap water. Dopper does this by encouraging people to drink tap water, discouraging companies from selling bottled water, and lobbying governments to ban bottled water altogether. Its solutions range from reusable water bottles and accessible water taps to community campaigns and lobbying the government. In everything it does, Dopper raises the bar for sustainable standards and innovative approaches.

The basic principle of Dopper is that all stakeholders should be able to count on fair and equitable treatment and that no one should be negatively affected by the company's activities. This is not only in our DNA, but also laid down in our Code of Conduct.

If you have a complaint or concern about an alleged violation of the Dopper Code of Conduct, you can submit a complaint as an external stakeholder. This document, the Dopper External Grievance Mechanism, applies to external stakeholders and is disclosed on the website of Dopper.

The procedure applies to grievances from external stakeholders. In countries where a mandatory statutory grievance procedure is applicable, this mandatory procedure will take precedence. For internal grievances a separate procedure is in place.

2 The grievance mechanism

Key principles

- The complainant is protected from retribution.
- In order to guarantee the privacy of the complainant and the accused the data used in the grievance is treated as confidential.
- Does not impede or preclude access to judicial or administrative remedies that might be available under law or through existing arbitration procedures.

The external grievance mechanism process includes the following:

Step 1: Registration

Grievances can be submitted via post addressed to 'Grievance – Dopper (confidential)', address: Gonnetstraat 26, 2011 KA, Haarlem, The Netherlands. All grievances are documented anonymously and will be logged.

Step 2: Eligibility assessment

The complaint is assessed to determine if it is part of the grievance mechanism.

Step 3: Response

Communication to the complainant about the response time, the next steps and a contact name. Dopper will respond to the complainant within 15 working days of receipt.

Step 4: Investigation

Dopper will gather information about the complaint, involve relevant persons and if necessary, consult the complainant. The investigation and advice about measures to be taken must be completed within 75 working days of hearing the complaint. If the investigation cannot be completed within this period, the complainant will be notified and will be provided with an update about the status of the investigation and the handling time.

Step 5: The decision

The proposed resolution will be communicated with the complainant.

Step 4: Evaluation and monitoring

After the decision is accepted and implemented, the topic of the grievance, resolution and relevant documentation are recorded.

Individuals who have used the grievance mechanism are asked to give feedback about the procedure and appropriate action will be taken.

The effectiveness of the measures will be monitored and evaluated.

This External Grievance Mechanism will be governed by the laws of The Netherlands.

Haarlem, June 2025