

## Grievance Management: Protection for People and the Environment

### EHI Establishes appellando GmbH

Cologne, 21.03.2024

Appellando is a grievance management platform that shall allow workers in growing and packing facilities to raise complaints about social and environmental issues in their work environments through an independent system. This platform is being tested in supply chains for fruits and vegetables of collaborating major retail companies. The appellando project has been formally turned into a legally registered company today.

Dr. Kristian Möller is responsible for the management. The task of the wholly-owned subsidiary of EHI is to enhance the protection of human rights and the environment. In a multi-stakeholder framework, appellando harmonizes grievance mechanisms worldwide and coordinates the implementation of solutions with partners to better realize human rights and environmental protection in supply chains. All employees and rights holders should be able to access assistance through trustworthy channels.

"We need collaborative action and harmonized standards because it is too cumbersome for retail companies, if not impossible, to deal with the many different systems," explains Kristian Moeller.

The German Supply Chain Due Diligence Act (LkSG) and soon the CSDDD Directive require German and European companies above a certain size to establish complaint mechanisms and provide access to remedy procedures. To ensure successful and effective implementation of these mechanisms, the legislator expressly recommends and welcomes the use of industry-wide solutions instead of company-specific solutions.

appellando pursues a collaborative approach to harmonizing standards to promote effective social dialogues at the workplace level, for technical interoperability, efficient monitoring, neutral investigations, and concerted, sustainable remediation efforts and remedies applicable in local and global supply chains, across companies, goods, industries, sectors, and regions.

More than 35 companies and organizations from various interest groups have become partners or supporters of the alliance in the first year. They have collaborated to create the main aspects of the regulatory framework, which will be tested in Spain starting from April 2024.

#### Contact

Dr. Kristian Möller, Managing Director, Tel.: +49 (0)2 21/5 79 93-567, [info@appellando.org](mailto:info@appellando.org)

Ute Holtmann, Head of Public Relations, EHI, Tel.: +49 (0)2 21/5 79 93-42, Holtmann@ehi.org

**Publisher**

EHI Retail Institute e. V., Spichernstraße 55, 50672 Köln, www.ehi.org

**About EHI**

EHI is a research, training and consultancy institute for the retail industry and its partners. It has some 80 employees. The international EHI network comprises some 850 member companies from the retail, consumer goods and capital goods industries, along with service providers. EHI is also a shareholder of GS1 Germany and FoodPLUS. It is a partner of Messe Düsseldorf and important trade shows like EuroShop. The President of EHI is Markus Tkotz, Managing Director of Markant. The Managing Director of EHI is Michael Gerling.

**About appellando**

appellando develops and operates a platform for the global harmonization of grievance mechanisms in national and international supply chains. The goal is to better protect human rights and the environment in these supply chains. As a multi-stakeholder partnership, appellando's mission is to ensure that all employees and rights holders can access assistance through trustworthy channels, working with various stakeholders and partners. appellando was launched in 2023 as a project of EHI and has been a wholly-owned subsidiary of EHI since March 2024. The Managing Director of appellando GmbH is Dr. Kristian Moeller.