



Verified Sustainable Seal – VSS Midori  
VSS Midori Remediation and Improvement Guidance  
Version: 1

Revision: 10/10/2025

# VSS Midori Remediation and Improvement Guidance



1. Introduction to the Remediation and Improvement guidance ..... 2

2. Remediation and Improvement ..... 2

    2.1 Basic Non-Conformities (Non-Critical Requirements) & Continuous Improvement ..... 2

    2.2 Critical Non-Conformities (Immediate Risks) ..... 3

3. Action Plan ..... 4

4. Exception Handling ..... 5

**1. Introduction to the Remediation and Improvement guidance**

The VSS Midori Remediation and Improvement guidance is designed to uphold the integrity and credibility of the Verified Sustainable Seal by ensuring that all non-conformities identified during audits are addressed in a structured, transparent, and timely manner.

This protocol distinguishes between basic and critical non-conformities, applying appropriate corrective measures based on the severity and potential impact of each issue.

For basic non-conformities, the focus is on continuous improvement through long-term action plans and annual monitoring. For critical non-conformities, immediate investigation and remediation are required, including potential segregation of coffee and reparative actions for affected parties.

The protocol reflects VSS Midori's commitment to sustainability, legal compliance, and human rights, and ensures that producers are supported throughout the remediation process while maintaining accountability and transparency.

**2. Remediation and Improvement**

**2.1 Basic Non-Conformities (Non-Critical Requirements) & Continuous Improvement**

**Definition:**

Issues that do not pose immediate risk to sustainability compliance but require structured improvement over time.

**Remediation Steps:**

**I. Action Plan Development:**

Led by MCTB, Producers must develop an action plan for improvement:

The plan must include:

- o Root cause identification



**Mitsui & Co.**  
COFFEE TRADING  
BRAZIL

## VSS Midori Remediation and Improvement Guidance

- Specific actions to address each non-conformity.
- A timeline of up to **3 years** for full implementation
- Responsible persons and resources needed.

### II. **Annual Monitoring:**

Progress will be verified during annual audits through:

- Field observations.
- Training records.
- Photographic evidence.
- Documentation of implemented practices.

### III. **Technical Support:**

MCTB's sustainability team may assist producers in drafting or reviewing the action plan.

### IV. **Trainings:**

The annual training plan will be developed based on identified needs, and will be conducted in Portuguese, by MCTB members or third-party consultants hired for this purpose, preferably at the producer's farm. Attendance will be recorded through a sign-in sheet to ensure that all workers have access.

### V. **Escalation:**

If progress is insufficient or deadlines are missed:

- The issue may be reclassified as **critical** .
- Additional support or sanctions may be applied.

## 2.2 Critical Non-Conformities (Immediate Risks)

### **Definition:**

Violations that pose serious risks to human rights, environmental integrity, or legal compliance (eg, child labor, illegal deforestation, use of banned pesticides).

### **Remediation Steps:**

#### I. **Immediate Investigation:**

- Complaints are investigated within **24 hours** .
- Unannounced audits may be conducted.

#### II. **Remediation Plan:**

- Led by MCTB, producers must submit a remediation plan before any exclusion decision.



## VSS Midori Remediation and Improvement Guidance

- MCTB may provide technical support to ensure corrective actions are feasible and effective.

### III. Coffee Segregation:

- Coffee from affected farms is segregated and cannot be sold as VSS Midori verified until resolution.
- Specific handling policies apply to coffee in stock or transit.

### IV. Monitoring and Verification:

- The Midori team monitors implementation and effectiveness of corrective actions.
- Follow-up audits confirm resolution.

### V. Trainings:

The annual training plan will be developed based on identified needs, and will be conducted in Portuguese, by MCTB members or third-party consultants hired for this purpose, preferably at the producer's farm. Attendance will be recorded through a sign-in sheet to ensure that all workers have access.

### VI. Repair of Affected Parties:

- Remediation must include reparative actions (eg, school enrollment for children, payment of owed wages, environmental restoration).

### VII. Final Decision:

- The VSS Midori Committee evaluates the case and decides whether the producer remains in the protocol or is excluded.

## 3. Action Plan

The action plan template is available in the "ACTION PLAN" tab of the VSS Midori checklist, which will be presented to the producer and includes the following items:

- I. All non-conformities, whether basic or critical
- II. 5W2H (Why, What, When, Where, Who, How, How much)
- III. Root cause identification
- IV. Immediate or long-term corrective actions
- V. Resources and timelines required for improvement and/or remediation



Mitsui & Co. COFFEE TRADING BRAZIL																
VERIFIED SUSTAINABLE SEAL - VSS MIDORI ACTION PLAN																
Farmer	Farm	State	Audit	Audit Date	Item	Description	Status	Compliance/Non-compliance text	Weight	What?	Why?	Where?	When?	How?	How much?	Training Calendar
							Non-Conforming		BASIC							
							Non-Conforming		BASIC							
							Non-Conforming		CRITICAL							
							Non-Conforming		CRITICAL							
							Non-Conforming		BASIC							
							Non-Conforming		BASIC							

Signature of the Responsible Person  
I hereby declare, for all due purposes, that I will comply with the action plan determined herein.

#### 4. Exception Handling

In extraordinary circumstances where a producer is temporarily unable to meet specific sustainability requirements—such as during sanitary restrictions, pest emergencies, or natural disasters—exceptions may be granted.

These exceptions must be:

- Formally requested by the producer or technical team.
- Evaluated and approved by the VSS Midori Committee, with justification and a defined timeframe.
- Documented in official meeting minutes and tracked internally.
- Reassessed during the next audit to confirm validity and ensure corrective actions have been taken.




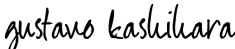

Exceptions are not permanent and must be resolved within the agreed timeframe to maintain verification eligibility.

#### REVISION HISTORY

VERSION	DATE	PREPARATION	DESCRIPTION
1	October 10, 2025	Research/Trading	Initial version of VSS Midori Remediation and Improvement Guidance

	<h2>VSS Midori Remediation and Improvement Guidance</h2>
---	--

### APPROVALS

<p>President</p>	<p>DocuSigned by:    <small>424C8573C9154A8...</small></p>
<p>Vice President</p>	<p>Signed by:    <small>5AFC5F218FC443C...</small></p>
<p>Financial Director</p>	<p>DocuSigned by:    <small>D62CFECB7B7B4DC...</small></p>
<p>Trading Department</p>	<p>Assinado por:    <small>42A8A0E233BB4DF...</small></p>
<p>Research Department</p>	<p>DocuSigned by:    <small>359D52FB7FB6411...</small></p>
<p>Legal and Compliance</p>	<p>DocuSigned by:    <small>9ABC8AAA6F5042F...</small></p>