



Unilever

PALM OIL GRIEVANCE PROCEDURE

GRIEVANCE RAISER

UNILEVER

SUPPLIER

INDEPENDENT VERIFICATION

ACKNOWLEDGEMENT
OF GRIEVANCE &
PRELIMINARY
REVIEW

GRIEVANCE REPORTED
TO UNILEVER

ACCEPT OR REJECT ISSUE
AS A GRIEVANCE WITHIN 5
DAYS OF RECEIPT

NOTIFIED OF GRIEVANCE



GRIEVANCE
INVESTIGATION
& IN-DEPTH
REVIEW

INVITED TO
PARTICIPATE AS AND
WHEN APPROPRIATE

INVESTIGATE GRIEVANCE
WITHIN A MAXIMUM OF
8 WEEKS
(ENGAGE WITH RELEVANT PARTIES AND SHARE
FINDINGS AND/OR AN UPDATE PENDING
FURTHER INTERNAL INVESTIGATION)

SHARE MORE
INFORMATION WITH
UNILEVER

NOTIFIED OF GRIEVANCE



DETERMINE APPROACH TO RESOLVING GRIEVANCE
(OPTIONAL SITE INVESTIGATIONS)

RECOMMEND ACTION
PLAN WITH UNILEVER
AND SUPPLIER

PREPARE TIME-BOUND REMEDIATION AND
ACTION PLAN TO RESOLVE GRIEVANCE

VERIFICATION

IMPLEMENTATION
& MONITORING

NOTIFIED OF
OUTCOME

IMPLEMENT AND MONITOR UNTIL GRIEVANCE IS RESOLVED
REGULAR UPDATES TO EXTERNAL STAKEHOLDERS

MONITORING

- Where a supplier refuses to remediate a breach, Unilever will take appropriate steps to address this in a manner that upholds commitment to our Five Principles.
- Unilever will initiate a key incident process aligned with the Responsible Sourcing Policy for the most serious issues, such as immediate threat to life, which immediately escalates the grievance internally to allow quick planning and remediation.