

# PALM OIL GRIEVANCE **MANAGEMENT**

MDLZ uses this grievance procedure to process, manage and respond to the grievance cases raised to us. Appropriate actions are taken to address valid issues in a manner that it upholds the commitment to our palm oil sourcing principles.



REPORT CASE

TO MDLZ

**REVIEW CASE** 

EXPOSURE, TYPE OF GRIEVANCE, ANALYSE WITH INDEPENDENT PARTNER

**T1 SUPPLIER SEEK FURTHER** INFORMATION EVIDENCE

>T2 SUPPLIER **REQUEST T1 SUPPLIER** TO SEEK FURTHER INFORMATION AND SUPPORTING EVIDENCE

### **RESOLUTION AGREEMENT**

**VERIFIED CASE** AGREE ON CLEAR, MEBOUND ACTION PLAI F DEFORESTATION THEN SUSPEND & ENGAGE OTHERS - MONITOR & DETERMINE CONSEQUENCE

NON-VERIFIED OR RESOLVED CASE CLOSE THE **GRIEVANCE CASE** 

## **NOTIFY AND ENGAGE SUPPLIER**

SUPPLIER



**RESPOND TO SUPPLIER** 

# **RESPOND TO GRIEVANCE RAISER**

GOVERNANCE: CONTINUOUS PRO-ACTIVE ENGAGEMENT ON CASES WITH ALL T1 SUPPLIERS REGULAR REVIEW OF PRIORITY CASES













MDLZ

**INVESTIGATE GRIEVANCE** 

AND SUPPORTING