

EXTERNAL DESCRIPTION

GRIEVANCE PROCESS FOR CARGILL'S PALM SUSTAINABILITY POLICY –

1. BACKGROUND

In its Sustainable Palm Policy ("Policy"), Cargill committed to provide a transparent & open process for stakeholders to raise a grievance related to the implementation of Cargill's Sustainable Palm Oil Policy. Cargill is committed to an open and transparent process where all grievances will be dealt with fairly and in a timely manner. The results of this process will be publicly disclosed.

Cargill acknowledges that the Roundtable on Sustainable Palm Oil has an established grievance procedure, and will follow the RSPO process for grievances raised within the RSPO's own grievance framework. However, in some cases Cargill's Policy may warrant a more specific and transparent approach to stakeholder concerns.

Cargill will consult with stakeholders and review the grievance procedure on a regular basis. If necessary, the procedure may be adapted to ensure effectiveness.

Implementing an effective grievance mechanism is a part of being a responsible global citizen, in line with [Cargill's Guiding Principles](#). Cargill has a long standing Ethics Open Line, accessible through the web and by telephone. [Cargill's Ethics Open Line](#) is hosted by Navex Global using their hotline system known as EthicsPoint, a secure site **not** operated as part of Cargill's website or intranet.

2. OBJECTIVES

Cargill's Palm Grievance Procedure serves as a guide to review, address, and monitor the outcome of any grievance from any external parties concerning the implementation of the Policy across Cargill's palm supply chain. The Procedure aims to provide a transparent, open, and predictable process for dealing with grievances. Cargill recognizes that feedback and input from stakeholders is valuable because it helps to enhance transparency and continuous improvement of our supply chain.

3. SCOPE

A grievance is a complaint or concern, associated with the implementation of Cargill's Sustainable Palm Policy, which an individual or a group seeks to address with Cargill. A grievance must be raised in writing, by email, online or by phone via Cargill's Ethics Open Line system.

This process is deployed by Cargill to handle any grievance from internal or external parties, including individuals, employees, contractors, suppliers, and civil society organizations concerning the implementation of the Policy. This includes recording grievances, verifying claims, rectifying confirmed issues, reporting the verification results and actions, delivering the response to stakeholders and managing and monitoring follow-up actions.

Cargill's Palm Policy and Grievance Procedure applies to Cargill's plantations, processing and trading operations, and all third-party suppliers.

When a complaint against a third-party supplier is submitted to Cargill, Cargill will engage the Grievance Raiser (Grievance Raiser refers to the individual or group submitting a concern or grievance to the Ethics Open Line) and the said supplier to discuss the issues raised in accordance with this procedure, with the end-objective of resolving the issues where they have been confirmed.

In the event that the supplier does not want to engage in the process towards resolution and compliance with the Grievance Raiser's concern, Cargill may choose to review its relationship with that supplier.

Grievances related to Cargill plantations may be addressed through a local, culturally appropriate grievance procedure, unless a community or their representative has opted to follow this mechanism.

4. REFERENCES

This procedure is developed as a part of our Palm Policy, July 2014 and is based on the following guidelines:

- a) Cargill Sustainable Palm Policy
- b) Cargill Guiding Principles
- c) UN Principles on Business and Human Rights
- d) CAO Guide to Designing and Implementing Grievance Mechanisms for Development Projects

5. PROCEDURE

a) Grievances can be expressed via any of the following channels:

Via internet to [Cargill Ethics Open Line](#)

By telephone to [specific phone number for your country](#)

By fax to +65 6393 8520 ATTN: Supply Chain Sustainability Manager

In writing to Supply Chain Sustainability Manager
C/O Cargill International Trading Pte Ltd
138 Market Street
#17-01, Capita Green
Singapore 048946

b) Grievances should include provision of the following information:

- Full Name
- Name of Organization (if any)
- Job Title
- Address
- Phone No./Fax No./Email Address (at least one contact point)
- Description of the grievance in detail
- Evidences to support the grievance

Contact details are required to seek further clarification on the grievance. The party reporting the grievance (Grievance Raiser) may request that their identity remain confidential. Any party may appoint a third-party to submit their grievances provided that the third-party follows the procedure.

In addition to grievances submitted through the official channels above, issues raised through unofficial channels, such as the media and the internet, may be recorded as grievances.

GRIEVANCE PROCEDURE PROCESS FLOW

