

General Mills

Grievance list

Last Updated: April 2022

Organisation	Date	Exposure	Complainant	Issues raised	Actions Taken	Status
AgroPalma	May-19	Direct	General Mills Investor	Grievance questions related to a historical land rights case and employee working conditions legal case.	Grievances investigated. No further action on land rights case taken as case already subject to an RSPO CP grievance process. No further evidence identified regarding working conditions legal case.	CLOSED
	Apr-22	Direct	CRR newsletter	Conflict with local communities related to historical land rights case.	General Mills has engaged directly with Agropalma and understands that historical and conflicting legal decisions surrounding ownership of the land have continued to generate issues. There is now a new and ongoing legal process which will define ownership of the land and is expected to take some time to conclude. General Mills expects its tier one supplier to comply with the law and to support the outcomes of this legal process. The previous RSPO CP process was closed in 2021.	MONITOR
Astra Agro Lestari	Apr-22	Indirect	FoE/Walhi	Historical grievance concerning environmental, human rights, and governance violations	General Mills has identified 8/10 suppliers linkages to AAL. General Mills is linked to Nusa Abadi, Tani Teladan, Pasang kayu, and Letawa, via 4 suppliers. General Mills is reaching out to its suppliers for investigation. (Apr 22)	Investigate
PT. Bumi Daya Agrotamas & PT. Muara Jambi Sawit Lestari (PT MJSL)	Oct-19	Indirect	RAN	PT. Bumi Daya Agrotamas, alleged to be buying from PT Laot Bangko via agents/dealers. Musim Mas buying from PT BDA. General Mills buying from mill owned by parent, Bima Golden Powerindo, which also owns PT Laot Bangko.	Investigation conducted. Confirmed that PT BDA ceased sourcing from PT Laot Bangko in August and therefore not in the General Mills supply chain. Musim Mas working with BDA on a traceability action plan. General Mills requires supplier assurance on BDA action plan and progress before sourcing resumes. MJSL links investigated. MJSL confirmed not in the supply chain for 7/8 suppliers. For 8th supplier, MJSL purchase was spot buy only. Group association connections between PT MJSL and Bima Golden Powerindo challenged by General Mills' suppliers (noncontrolling stake by shared owner).	CLOSED
PT. Global Sawit Semest & PT Samudera Sawit Nabati	Sep-19	Indirect	RAN	Two mills highlighted in RAN report (Sept/19) accused of buying oil from deforested areas within the Rawa Singkil Wildlife Reserve. GAR purchasing from both mills and entering General Mills supply chain.	Investigation conducted. GAR public response issued confirming that the supplier mills identified are not sourcing from the deforested areas. Musim Mas has instructed supplying mills not to source from either plantation company and has entered the mills into its grievance procedure here – see public response here.	CLOSED
Samling Group, Mulia Sawit Group	Apr-20	Indirect	Mighty Earth	Alleged ongoing deforestation, within Samling Group's Marudi and Batu Belah concession, plus Mulia Sawit's PT Persada Era Agro Kencana concession.	Investigated: no longer in the General Mills' supply chain.	CLOSED
Six concessions and producer companies operating in Leuser, Aceh.	May-19	Indirect	RAN	Deforestation totalling 606ha in new (undeveloped) concessions in north east lowlands of Leuser ecosystem. Oil not currently in supply chain. More detail here: 5 demands made of General Mills.	Reviewed General Mills exposure to six producer companies accused of deforesting to open up new concessions for oil palm planting: PT Nia Yulided, PT Putra Kurnia, PT Tualang Raya, PT Indo Alam, PT Tegas Nusantara. No linkages to General Mills; plantations not supplying oil to the market. General Mills met with RAN in May. Raised to General Mills Grievance Committee. Two further communications with RAN. General Mills communicated nobuy position to tier one suppliers in early October.	CLOSED
Tunas Baru Lampung / Sungai Budi & Mulia Sawit Agro Lestari	Sep-19	Indirect	Chain Reaction Research	Highlighted within CRR list of Top 10 Deforesters, January-June 2019. Alleged peat and peat forest clearing with supply chain linkages to a 6 FMCGs, including General Mills	Investigated and confirmed that all tier one suppliers are no longer sourcing from either producer group.	CLOSED
Wilmar	Nov-18	Indirect	Greenpeace By Email	Further escalation of Greenpeace campaign against Wilmar. Demands on publication of maps and to suspend Wilmar.	Superseded by Wilmar announcement in December 2018, committing to stepped up palm efforts including 'suspend then engage' position for grievances, and group level concession mapping. Greenpeace campaign called off to allow for Wilmar implementation. No further correspondence received from Greenpeace. Wilmar implementing new commitments.	CLOSED
Energy & Palma/La Fabril Group	Dec-21	Indirect	NGO Signatories	Open letter from civil society to consumer goods companies re: concerns over Strategic Lawsuit Against Public Participation by palm oil company in Ecuador	Following internal due diligence, there is confirmation that Energy & Palma appears in General Mills supply chain through historic purchasing from a single tier one supplier. As of Q1/Q2 2022 purchasing, this supplier is no longer in the General Mills supply chain. General Mills will follow up with its tier one supplier to confirm future buy/nobuy position.	Closed
FGV	Jan-19	Indirect	Greenpeace RAN	See May 2018 For FELDA: historic labour rights abuses/issues. RSPO CP investigation leads to RSPO membership suspension for 1 mill (Kilang Sawit Seriting) + 4 FRB plantations. Requirement for corrective action plan by RSPO CP.	Communication issued to all tier one palm suppliers in January setting out 'Policy Expectations' and continued transparency and monitoring on FGV and Greenpeace 26. FELDA labour rights action plan submitted to RSPO end March 2019, subsequently published on website here - Case documented on RSPO grievance tracker - Raised to General Mills Grievance Committee. RSPO suspension on FGV certificate for Seriting complex lifted (Aug 19). FGV commits to third-party verification by NGO groups (Sept 19). RSPO re-imposes partial suspension in response to verification findings (Jan 20) FGV develops action plan to address findings in collaboration with Fair Labor Association (FLA) (April 20) - US Customs and Border Patrol (CBP) issues a Withhold Release Order on palm oil from FGV Holdings (Sept 20) GM instructing relevant suppliers to issue a no buy order for palm originating from this company to our direct suppliers (Oct 20)	Suspended and monitor
IndoGunta Capitol Group	Aug-20	Indirect	CRR newsletter	IndoGunta: clearance of 709 ha of forest and peatland during the first half of 2020 & alleged ownership connections with Salim Group. Capitol Group: 554 ha of deforestation in the group's concessions from January to June 2020	General Mills is following up with suppliers to confirm supply base exposure and to verify the grievance. Update (12/10/20): General Mills has confirmed no exposure to Indogunta. General Mills maintains a nobuy position on Salim Group Companies and will take appropriate action as required. General Mills is exposed to PT Medco Papua Hijau Selaras (Capitol Group) by two suppliers. Both suppliers have ongoing grievance cases investigating Capitol Group.	Suspended and Monitor
Liguria mill: East New Britain Resources Group Narangit mill: East New Britain Resources Group Mamusu mill: Rimbunan Hijau	Jul-21	Indirect	Global Witness	Deforestation, failure to conduct FPIC and worker health and safety violations, among others.	General Mills is following up with direct suppliers to confirm supply base exposure and to understand actions being taken. Update (October 21): General Mills has confirmed no exposure to East New Britain Resources Group and Mamusu mill. General Mills will monitor supply chain to ensure that East New Britain Resources Group and Mamusu mill does not reenter their supply chain.	No longer in supply chain
List of 26 producer groups as identified in Greenpeace May 2018 letter to FMCGs.	May-18	Indirect	Greenpeace: Moment of Truth	Multiple current and historic grievances raised.	Follow up with tier one suppliers to confirm and/or investigate General Mills linkages to the producer groups named in the report. Confirmed that for all 8 tier one suppliers, all producers are either a) suspended or not in the supply chain, b) covered by an active grievance procedure, c) resolved through a grievance process. General Mills will continue to monitor for resolution of any active grievance cases.	CLOSED
PT Indo Sawit Perkasa & PT Indo Alam	May-20	Indirect	RAN	Continued deforestation in the Leuser Ecosystem – request for General Mills to issue nobuy notice.	For PT Indo Alam, see May 2019 grievance entry. For PT Indo Sawit Perkasa, General Mills maintains expectation that all upstream supply puts in place credible TTP and purchasing safeguards to ensure noncompliant FFB does not enter the supply chain.	Suspended/ No longer in supply chain
PT SPS II	May-18	Indirect	Rainforest Action Network (RAN) SPS II Case Study	NDPE violations, including ongoing forest clearance on peatland.	Confirmed linkage via Bunge Lodens Crokiaan (BLC). Raised request for independent mediation of the case. BLC buying indirect via GAR. BLC provided copy of GAR's latest grievance tracker with update on SPS II process. General Mills satisfied that case subject to grievance process and engagement programme through GAR. GAR has deemed SPS II to be noncompliant and has not sourced from SPS II since 2018.	CLOSED
PT SPS II	Oct-18	Indirect	Rainforest Action Network (RAN) SPS II Case Study	Continued forest clearance	Follow up communication received from RAN. Further tier one investigation indicated that final two buyers Wilmar and GAR are no longer buying from SPS II and therefore oil is no longer in the General Mills supply chain. Followed up to confirm with RAN in November.	CLOSED
PT's Agra Bumi Niaga & Mopoli Raya	Mar-20	Indirect	RAN	RAN request for supply chain reentry for both PTs due to stepped up NDPE commitments. E21	Confirmed that PT ABN is no longer in the supply chain and General Mills expects continued monitoring via tier one suppliers. Confirmed that PT Mopoli Raya has already reentered the supply chain via indirect supplier.	CLOSED

PTPN I Blang Tualang, PT SPS II PT Lao Bangko, PT Agra Bumi Niaga, PT Dua Perkasa Lestari, PT Kallista Alam	May-19	Indirect	RAN	Multiple past and ongoing cases of alleged land clearance and deforestation within Leuser ecosystem.	See May 2018 for PT SPS II. PT Lao Bangko, PT Agra Bumi Niaga, PT Dua Perkasa Lestari, PT Kallista Alam investigated and confirmed not in the General Mills supply chain. PTPN I Blang Tualang confirmed to be in the General Mills supply chain. General Mills has investigated and confirmed that a number of its tier one suppliers, who are buying indirectly through trade partners, have entered PTPN 1 into their public grievance trackers and that investigations are ongoing to verify RAN's claims (Nov 19).	Closed
Sime Darby Plantation Berhad	Jan-21	Indirect	Liberty Shared / US Customs and Border Protection	Labour rights abuses/issues, CBP and RSPO CP investigation forthcoming.	Communication issued to all tier one palm suppliers setting out; a) expectations for compliance with the US CBP WRO, b) removal of oil originating from Sime Darby Malaysia from the General Mills' US supply chain, c) grievance tracking and continued transparency and monitoring on CBP/WRO findings.	Suspended and Monitor
Wilmar	Oct-18	Indirect	Greenpeace Moment of Truth	Adequacy of Wilmar Action Plan, including: Specificity around application of baseline cutoff date Publication of supplier maps Group level deforestation monitoring	Reviewed Wilmar Action Plan and identified areas for improvement. Responded to Greenpeace on October 12th, setting out General Mills position on action plan. Wilmar announced the cutoff date and approach to group level deforestation monitoring.	CLOSED
Brasil Biofuels (BBR)	May-22	Indirect	Global Witness	Potential risk of violent escalation of long running land rights conflict in Para State.	General Mills has identified a potential indirect linkage via one of its tier one suppliers who's own tier one supplier may have a direct buying relationship with BBR. General Mills will follow up with its tier one supplier to request they raise the issue with their tier one supplier.	Investigate