

PALM OIL GRIEVANCE MANAGEMENT

Overview

General Mills remains committed to sourcing 100% of our palm oil from sustainable sources and we expect all actors within our supply chain to align with the elements set out within our NDPE policy (2022).

In order to ensure the effective handling of alleged cases of non-compliance against our policy and commitments, we have established an internal grievance management procedure. The procedure sets out the steps we will take to register, investigate, confirm and pursue address or remedy cases of non-compliance in our palm supply chain.

As a downstream buyer, General Mills is typically indirectly exposed or linked to grievances associated with our upstream supply chain and production. A substantial part of our grievance handling therefore involves working through our direct suppliers both to ensure that they have in place adequate systems and process for managing grievances, and to ensure that remedial actions are taken further up the supply chain.

As a member of the CGF FPC Palm Oil Working Group, we support the recent development and introduction of the Monitoring and Response Framework (MRF) – an effort to streamline responses to cases of deforestation non-compliance in the palm supply chain. Over time, we will be looking at how best to engage our suppliers on the MRF as one of our forward-looking policy requirements.

Governance

Our grievance procedure is overseen by our internal Grievance Management Committee, which is made up of key position holders drawn from General Mills procurement and global impact (sustainability) teams, working with the support of an external technical services provider. Severe or egregious cases of policy non-compliance – social or environmental – are elevated to our Global Impact Governance Committee which is led by our Chairman and CEO and consists of officers of the company.

Process

