

Addressing Grievances

Grievance Mechanism: Our publicly available grievance mechanism covers our entire operations, including our sourced palm oil volumes. A grievance committee (the ESG Steering Committee) with diverse stakeholder representation manages the process, with a single point of contact (Procurement) for ultimate accountability. We plan to involve a credible third party for future independent reviews. We maintain a publicly accessible grievance log on our website, where we report on progress and resolution of grievances, including those deemed out of scope. To date, no grievances have been reported. Multiple channels exist for reporting noncompliance, including a website form and email address. We are exploring additional tools like satellite monitoring and worker voice programs. Stakeholders (suppliers, workers, communities) are informed about the grievance mechanism through our Forest Policy, Supplier Code of Conduct, and Kensing Code of Conduct.

Grievance Log

The Kensing Grievance Log is maintained in the Kensing HR SharePoint system. It is maintained in the HR SharePoint system location and updated every month with a record of reported grievances or review which reports no grievances for that period.

Kensing Grievance Log and Case Summary

Supplier Index

A. Direct Suppliers with Grievances		
	Supplier	Case Reference
1		
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3		
4		
5		
6		
7		
8		
9		
10		

B. Indirect ² and suppliers with no known link to Kensing's supply chain with grievances		
	Supplier	Case Reference
1		
2		
3		
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10		

1 - Direct suppliers have/had a contract with Kensing and directly supply/supplied Kensing's palm/palm kernel derivatives at the time grievance was raised.

2 - Indirect/third-party suppliers do/did not have a contract with Kensing, but Kensing direct suppliers are currently sourcing from or had previously declared sourcing palm/palm kernel oil from them (up to a mill level).

Kensing Grievance Log and Case Summary

A. Grievances Against Direct Suppliers

[illegible]

Case Status: Closed, Monitoring, Ineligible or Out of Supply Chain

Kensing Grievance Log and Case Summary

B. Grievances Against Third-Party/Indirect Suppliers

[illegible]

Case Status: Closed, Monitoring, Investigating, Ineligible, Suspended or Out of Supply Chain

Grievance Procurement Process Flow

