

Roles and Responsibilities Matrix (RACI Chart)

Palm Oil Grievance Process

Created On	19-Oct-20
Revised	8-May-24

Major Actions from Grievance Process	Internal Grievance Team						Direct Supplier	Company involved in grievance	Service Level Agreement for "R" (working days)
	Grievance Lead	Sustainability Lead	Procurement Lead	Comms Lead	Sales Lead	Grievance Committee			
Identify non-compliance (possibly break out by how made known)	I	I	I						
Acknowledgement of grievance	R	A	I						1
Confirm link to supply chain	R	A	C			I			3
Enter grievance in internal log - manage all updates	R								1
Contact made with direct supplier (agree on next steps)	C	A	R						10
Investigation of grievance	R	A	C	I	I	A	C		5 - 20
Summary report of investigation	R	A	C	I	I	A	I		5
Decision to suspend/engage	C	C	C	I	I	R/A	C		5
Communicate invest. results and decision to suspend/engage to supply chain	I	I	R	I	I	A	I	I	5
Communicate with issue raiser if sent direct to member (concurrent with above)	R If other party	I	I	I	R If customer	A	I		3
Time bound plan created if decision to engage (concurrent with 2 previous)	R	R	C	I	I	A	C	R	5 - 30
Monitor plan against milestones	R	A	C			A	I	C	20 - 120 (1-6 mo)
Decision to lift/suspend	R	A	C	I	I	A	C	I	5

R = Responsible - Those who do the work to complete the action/task.

A = Accountable - Person ultimately answerable for the correct and thorough completion of the task or who takes responsibility for making the decision.

C = Consulted - Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication.

I = Informed - Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.

Grievance Committee: Composed of a senior level representative from Sourcing, Sustainability, Sales and Communications.