



## VVF Palm Oil Grievance Procedure

### **Context**

VVF is committed to sustainable and responsible sourcing of palm oil and its derivatives. This commitment is reflected in our Supplier Code of Conduct and further specified in our Sustainable Palm Oil Sourcing Policy.

Meanwhile, we also strive for open and constructive stakeholder engagement, as stipulated in our Stakeholder Engagement Policy. Given the scale and complexity of palm oil supply chains, we welcome stakeholders to raise any concerns regarding activities not in line with the standards and expectations set forth in our policies.

Grievance management is considered an effective tool towards more sustainable and responsible palm oil production and sourcing.

### **Objective**

VVF's Palm Oil Grievance Procedure outlines our process to register, address and monitor the resolution of grievances within our upstream supplier operations. It allows us to:

- Manage supply chain grievances systematically
- Identify suppliers with direct or indirect linkage to raised grievances
- Engage with above suppliers effectively and provide guidance on our expectations on grievance resolution

## **Procedure Scope**

In context of this procedure, grievances are alleged practices in oil palm production process that do not comply with VVF's Supplier Code of Conduct or Sustainable Palm Oil Sourcing Policy. The procedure applies to all groups owning oil palm plantations, mills and refineries that directly or indirectly supply palm oil or derivatives to VVF and its suppliers.

The procedure is managed by our internal grievance management team, who are the first point of contact with our suppliers, Operations Department and the Sustainability Department.

## **Grievance submission**

Grievances related to palm oil sourcing can be expressed through following channels:

By phone: Local phone numbers +91 022 - 4028 2000

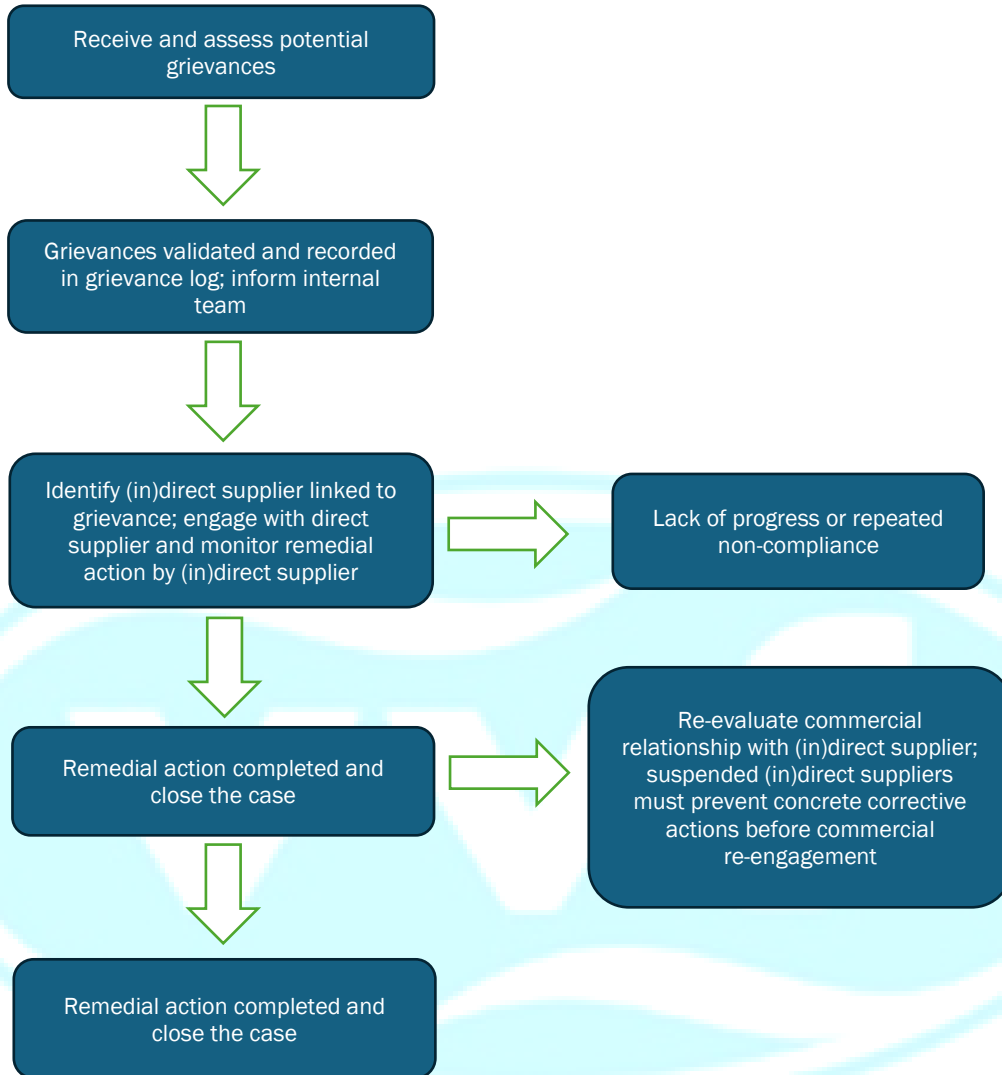
By email: [palmgrievance@vfvtd.com](mailto:palmgrievance@vfvtd.com)

Grievance shall include provision of the following information:

- Full Name
- Name of the Organization
- Job Title
- Address
- Phone No. / Fax No. / Email Address (at least one contact point)
- Description of the grievance in detail
- Evidence to support the grievance
- Any requests for confidentiality

Contact details are required to seek further clarification on the grievance. We will reach you within two working days after receiving the complaint.

## Grievance procedure flowchart



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