



-GRIEVANCE PROCEDURE IN LIPSA PALM OIL SUPPLY CHAIN-

OBJECTIVE

LIPIDOS SANTIGA, S.A. (LIPSA) is committed in the implementation of its Palm Oil Policy and in building a transparent and trustful Palm Oil supply chain. LIPSA has established this Grievance Procedure in order to define the process of handling grievances from external parties, organizations and third party suppliers concerning the implementation of LIPSA Sustainable Palm Oil Policy.

LIPSA has defined a clear decision tree in order to handle different kind of grievances and engage with third-party suppliers in an open and inclusive dialogue. The decision tree and grievance procedure will be revised and adapted over time and specially when facing grievances.

SCOPE

This procedure applies to all LIPSA palm oil and its derivatives commercial operations and all suppliers from LIPSA has a trading relationship.

RESPONSIBILITIES

Its LIPSA's Sustainability Department:

- responsible to develop, review and update the present procedure and communicate it to all relevant stakeholders inside and outside the organisation.
- responsible for managing all complaints from suppliers, customers, NGO's. Ensure that grievances are properly addressed, processed and the resolution is communicated

It's LIPSA's Procurement Department:

- To commit with the present procedure and act according to what is defined on it.

PROCEDURE

1.1. SUBMISION OF GRIEVANCE.

The grievances may be expressed by:

Ctra. B-141. Km 4,3

08130 – Santa Perpetua de Mogoda (Barcelona) – Spain.

Tlf. (+34) 935443110 Fax: (+34) 935743296

Email: sustainability@lipsa.es

The grievances should include the following information:

- *Full Name.*
- *Name of Organization (if any).*
- *Contact Details (Name, Job title, email, phone).*
- *Description of the grievance in detail.*
- *Evidence to support the grievance.*

Contact details are required to seek further clarification on the grievance, however the party reporting the grievance may request that their identity remain confidential.

1.2. GRIEVANCE PROCEDURE PROCESS FLOW

Once a grievance is received, LIPSA has established two decision trees:

- Decision Tree for Non-Compliance Deforestation cases.
- Decision Tree for Non-Compliance Labour Social issues.

These decision trees may be updated when facing a grievance. A period not longer than 3 months is considered in order to reach a resolution. However, where circumstances required, the procedure could be revised, and the period of resolution could be longer.

Once a grievance is received it will be updated in the grievance tracker of our website non later than a week.

Glossary on the decision trees:

Suppliers: supply chain actor between plantation company and LIPSA.

Stakeholders: LIPSA will work in consultation with NGOs, unions, workers representatives, their own suppliers, relevant government agencies, local communities, industry bodies.

ANNEX

- Decision Tree for Non-Compliance Deforestation cases.
- Decision Tree for Non-Compliance Labour Social issues