

GLOBAL PALM OIL SOURCING POLICY: GRIEVANCE PROCEDURE

Bunge believes stakeholders play important and constructive roles in the implementation of its Policy. As such Bunge has established this Grievance Procedure to ensure timely and transparent responses to stakeholder concerns.

This procedure is a reference for management and staff of Bunge to handle grievances from any external parties, including individuals, government organizations and non-governmental organizations concerning the implementation of the Policy. Bunge recognises that feedback and input from stakeholders is valuable because it helps to enhance transparency in our supply chain and provides a means to gauge progress on the implementation of the Policy. In this respect, the Grievance Procedure favours open and inclusive dialogues with stakeholders. Bunge will adapt the procedure as it is operationalized in order to build a stronger Grievance Procedure over time.

Bunge's Policy and this Grievance Procedure apply to all worldwide operations and all third-party suppliers. When a complaint against a supplier is submitted to Bunge the Group will engage with the said third-party supplier to discuss the issues raised in accordance with this procedure, with the end-objective of resolving the issues. In the event that the supplier does not want to engage in the process towards resolution and compliance with the Group's Policy, Bunge will review its relationship with that supplier and may cease the relationship.

Grievances can be expressed via any of the following channels:

Via web form submission: ethics hotline [website](#)

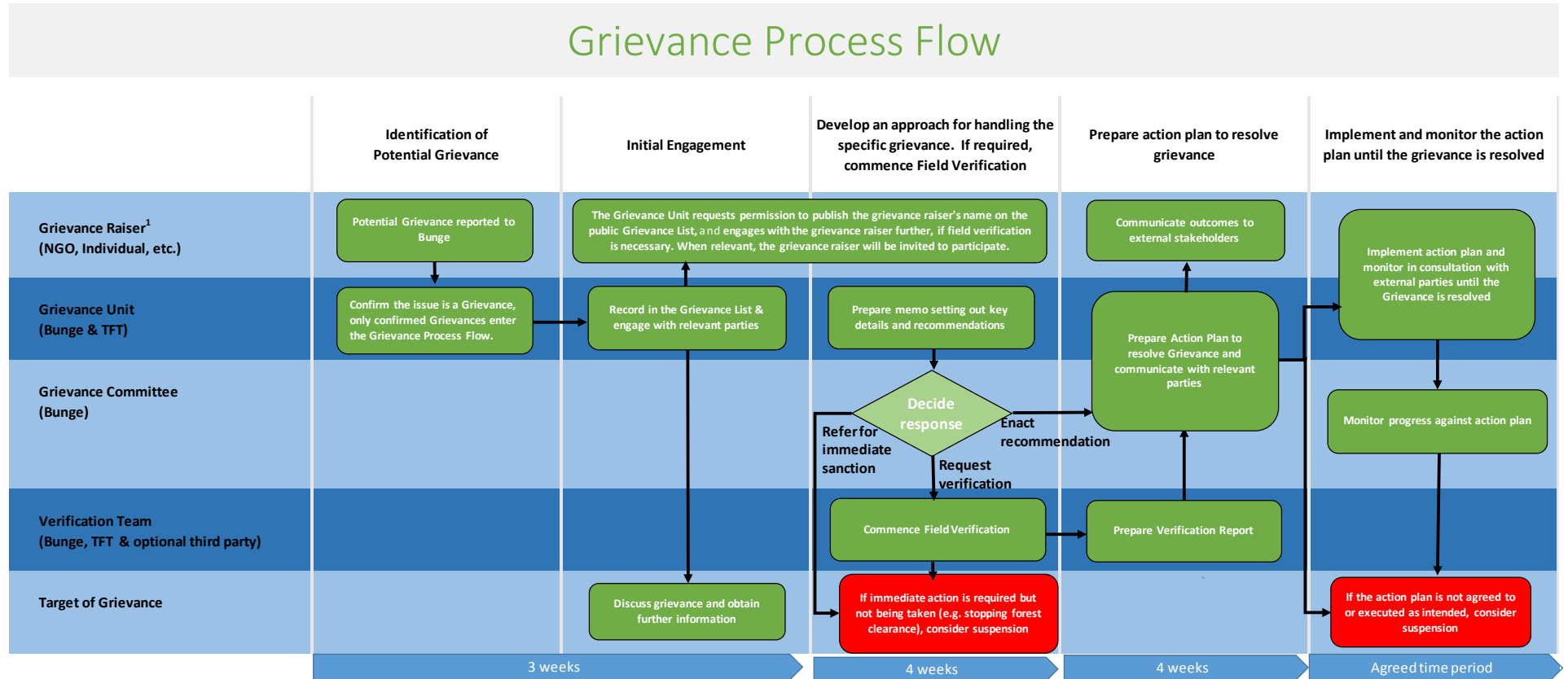
By phone: (1-888-691-0773)

We recommend that grievances include provision of the following information:

- Full Name
- Name of Organization (if any)
- 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

Contact details are required to seek further clarification on the grievance. The party reporting the grievance (Grievance Raiser) may request that their identity remain confidential. Any party may appoint a third-party to submit their grievances provided that the third-party follows the procedure.

GRIEVANCE PROCEDURE PROCESS FLOW



1. The Grievance Raiser may nominate a third party to act on their behalf.

2. Action plans will work to agreed timelines of no more than three months to reach resolution. However, where circumstances prevent resolution within that time - for example, where legal proceedings are involved - progress at three months will be reviewed to assess whether there is clear evidence of a resolution process being actively implemented.

FREQUENTLY ASKED QUESTIONS - GRIEVANCE PROCEDURE

Who can submit a concern to Bunge?

Any external parties, including individuals, government organizations and non-governmental organizations can submit a concern.

How can I submit a concern to Bunge?

Concern can be expressed either by [web form submission](#) or by phone (1-888-691-0773).

What information should be included in my submission?

We recommend that concerns include provision of the following information:

- Full Name
- Name of Organization (if any)
- Job title
- Address
- Phone No./Fax No./Email Address (at least one contact point)
- Description of the concern in detail
- Evidence to support the concern

Can I submit a concern without giving my name/anonymously?

Yes, the party reporting the concern can remain anonymous, however we do recommend that this party provides contact details so we can seek further clarification on the concern. Any party may appoint a third-party to submit their concern provided that the third-party follows the procedure.

What type of concerns can be submitted?

Any issue concerning the implementation of the Bunge's Palm Oil Policy. Bunge's Policy and this Grievance Procedure apply to all worldwide operations and all third-party suppliers. When a concern against a supplier is submitted to Bunge, the Group will engage with the supplier in accordance with this procedure, with the end-objective of resolving the issue.

What happens after I submit a concern?

The concern will be evaluated and, if appropriate, will be logged under the Grievance Procedure and dealt with in a timely manner. All grievance investigations and findings will be reported transparently.

Detailed information about stakeholders, actions, and timelines of the Grievance Procedure can be found on the Grievance Procedure Process Flow.

Where do I find Bunge's Palm Oil Policy?

Bunge's Palm Oil Policy can be found at <http://www.bunge.com/citizenship/bunge-palm-oil-sourcing-policy.pdf>