**APPROVE: COMMUNICATION ON MDLZ PALM OIL GRIEVANCE MANAGEMENT**

**GRIEVANCE RAISER**
- Report case to MDLZ

**MONDELEZ**
- Review case
  - Exposure
  - Type of Grievance
  - Analyse with independent partner

**SUPPLIER**
- Notify and engage supplier

**INVESTIGATE GRIEVANCE**
- T1 Supplier: Seek further information and supporting evidence
- >T2 Supplier: Request T1 supplier to seek further information and supporting evidence

**AGREE GRIEVANCE RESOLUTION**
- **VERIFIED CASE**
  - Agree on clear, timebound action plan
  - If Deforestation then suspend & engage
  - Others – monitor & determine consequence
- **NON-VERIFIED OR RESOLVED CASE**
  - Close the grievance case

**GOVERNANCE**
- Continuous pro-active engagement on cases with all T1 suppliers
- Regular review of top 20 priority cases