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BASF Palm Grievance Procedure

Version 1.2 from October 2020

BASF Palm Grievance Procedure shall apply to BASF's palm sourcing supply chain from direct and third-party suppliers of palm based raw materials (i.e. direct oils like crude and refined Palm Oil and Palm kernel Oil and subsequent derivatives out of these oils, e.g. Fatty Alcohol, Fatty Acids, Methylene, Stearines & Oleines ...). The BASF Palm Grievance Procedure is specifically related to violations and/or non-compliances against BASF's palm commitment, BASF's responsible palm sourcing policy, Sustainability Policy, Supplier Code of Conduct and BASF Group Position on Human rights in BASF's palm supply chain.

<https://www.basf.com/global/en/who-we-are/sustainability/we-source-responsibly/palm-dialog.html>

BASF Palm Grievance Procedure

- is aligned with the United Nation's Guiding Principles (UNGP's) on Business and Human Rights: legitimacy, accessibility, predictability, equitability, transparency, rights-compatible, a source of continuous learning, and based on engagement and dialogue.
- is aligned with all relevant RSPO policies and with RSPO's complaints procedure, honouring the outcomes from this mechanism, but also allowing for parallel investigation and additional requirements or sanctions.
- is aligned with the RSPO principle of no tolerance for retaliation against grievance raisers and whistle-blowers.
- complements other existing BASF policies e.g. BASF Group Position on Human rights <https://www.basf.com/be/en/who-we-are/Organization/management/code-of-conduct.html>.

Note: grievances related to usage of BASF products (in oil palm plantations or production of other commodities) fall outside the scope of the palm grievance procedure and should be addressed by other [grievance mechanism \(basf.com\)](#).

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Grievances related to BASF Palm Grievance can be expressed via any of the following channels:

Via email: palmgrievance@basf.com

Grievances shall 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
- Any requests for confidentiality

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 and BASF will respect the request. Any party may appoint a third-party to submit their grievances provided that the third-party follows the procedure.

Any palm grievance will be handled according to the below grievance handling flow.

