Palm Grievance Protocol – managing a direct supplier*



Identification & evaluation	Dialogue & development of action plan	Implementation & monitoring of action plan
 If grievance / controversy is raised by an external stakeholder relating to LDC supply chain: LDC to assess validity of Grievance; if there is clearance, issue a stop-work order, which should be in place until the grievance is resolved Assess: Is it is direct contravention of the LDC policy? Is the grievance raised from a reputable source? Has the allegation been corroborated by other sources? What evidence has been produced?** Are other market players implicated? 	 If identified as a valid grievance & where appropriate: Engage with Target of Grievance (ToG) to understand context & current response Engage external stakeholders relevant to the case as needed Develop set of action plan recommendations including: time-bound objectives criteria and evidence for considering that the issue is "resolved" Communicate approach to relevant internal / external parties 	 If action plan has been agreed, review evidence of results*** Assess the outcomes as per the agreed time line Assess commercial relationship and approved supplier purchase list Review internal/external procedures as part of continuous improvement Provide update on published grievance list
3-4 weeks	6-8 weeks	Quarterly / as required

*Where the grievance is relating to an indirect supplier, LDC would request the direct supplier to follow this or a similar process in their handling of the grievance ** For example: a good quality time-stamped map with GPS coordinates could be considered evidence

*** Examples of evidence may include: a published concession map against which forest cover loss can be assessed, proof of HCV/HCS assessments etc.