

Godrej Industries Limited- Chemical Division (GIL Chemicals)

Palm Grievance Procedure

Version 1.0

Godrej Industries Limited; Chemicals (GIL), is one of India's leading manufacturers of oleo chemicals and surfactants (fatty acids, fatty alcohol, glycerine, speciality chemicals) which act as feed stock to various industries such as personal care, rubber, polymer and pharmaceuticals, etc.

Palm Grievance Procedure will be applicable to our own operations - GIL Chemicals as well as our palm oil and its derivatives suppliers. The policy covers 100% of the palm oil and derivatives procured including crude palm oil, palm kernel oil, palm kernel cake and the derivatives of them as well as the processing operations in house and at the supplier's end. The procedure is specifically related to violations and/or non-compliances against GIL's sustainable palm oil policy, GIL's palm commitment and GIL's Human Right Policy. <https://www.godrejindustries.com/chemicals/policies-compliance.aspx>

Grievances related to GIL Palm Grievance can be expressed via email:

Email: [palmgrievance@godrejinds.com](mailto:palmgrievance@godrejinds.com)

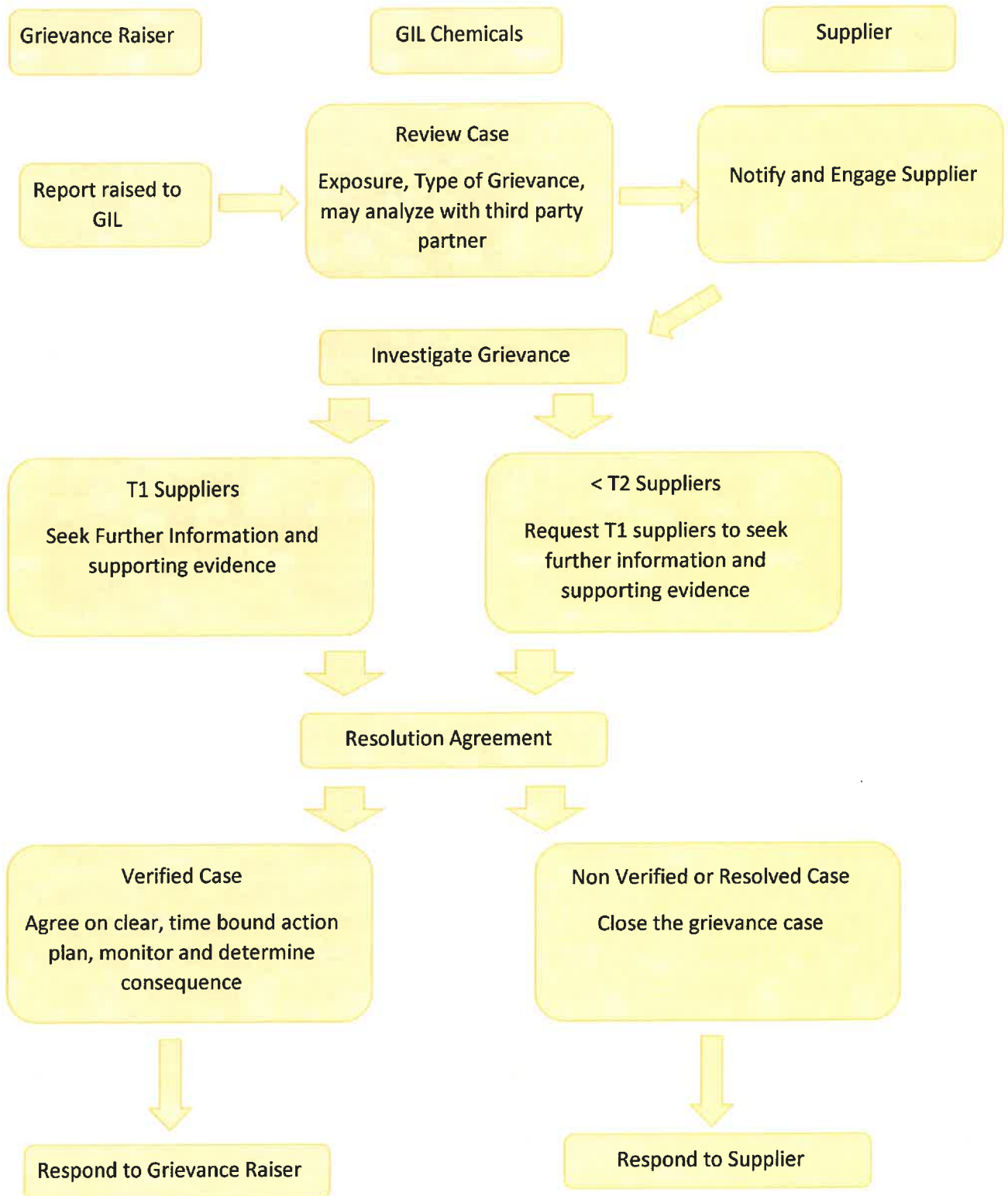
Grievances shall include provision of the following information:

- 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 GIL 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.





**Godrej Industries Ltd.**  
Regd. Office : Pirojshanagar,  
Eastern Express Highway,  
Vikhroli (E), Mumbai 400 079, India  
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Fax: +91-22-2518 8068/8063/8074  
Website : [www.godrejinds.com](http://www.godrejinds.com)  
CIN : L24241MH1988PLC097781

Governance: Continuous Proactive engagement on cases with all T1 supplier's, regular reviews of priority cases.

We believe discontinuing producers/suppliers isn't a high yielding first step and we prefer to prioritize engagement to drive long-term competency and compliance improvements. When a supplier is unable or unwilling to make progress within the agreed upon timeframe, or has repeated non-compliances, we might take action to remove them from our supply chain.

For Godrej Industries Ltd.  
  
Authorised Signatory

