



Unilever

UNILEVER PEOPLE AND NATURE GRIEVANCE MECHANISM

ACKNOWLEDGEMENT OF GRIEVANCE & PRELIMINARY REVIEW

GRIEVANCE RAISER

Grievance reported to Unilever

UNILEVER

Acknowledge receipt of grievance & check eligibility

SUPPLIER

Notified of grievance

EXTERNAL VERIFICATION



WITHIN 10 BUSINESS DAYS

GRIEVANCE INVESTIGATION & IN-DEPTH REVIEW

Invited to participate as and when appropriate



Investigate grievance
(Engage with relevant parties and share findings and/or an update pending further internal investigation)

Share more information with Unilever
(Supplier[s] to activate their own grievance mechanisms if applicable)

Independent second-party or third-party verifier notified of grievance

WITHIN 12 WEEKS*

Determine approach to resolving grievance
(Optional site investigation)

Verify grievance and recommend action plan

3 - 6 MONTHS

Prepare time-bound remediation and action plan to resolve grievance

Support in monitoring

IMPLEMENTATION & MONITORING

Notified of outcome

Implement and monitor until grievance is resolved
Regular updates to external stakeholder(s)

Support in outcome verification

CONTINGENT ON AGREED ACTION PLAN

* We recognize that grievances may vary widely in complexity, especially in cases involving land and human rights (including labour rights). In these cases, investigation may require a longer timeframe, throughout which we will strive to maintain an open communication on progress with all parties involved.

- ❖ Unilever take seriously any verified breaches to our [People and Nature Policy \(2020\)](#) and [Responsible Partner Policy \(2022\)](#) and will work with our business partners to address, remediate, and mitigate them. When a supplier refuses to engage or take steps towards remediation, Unilever will take actions to address this in a manner that is consistent with these Policies. In some cases, this may lead to a suspension of the supplier.
- ❖ Unilever will initiate a key incident process aligned with the RPP for the most serious issues, such as immediate threat to life, which immediately escalates the grievance internally to allow quick planning and remediation.