

General Mills - Palm Grievance List

Last Updated: October 2024

| Organisation | Date of update | Exposure | District/Province | Country | Complainant | Issues raised | Actions Taken | Status |
|------------------------------------|----------------|----------|--------------------------------|-----------|----------------------------|---|---|---------------|
| First Resources Group | 08/10/24 | Indirect | Silug Ngurain, East Kalimantan | Indonesia | Confidential | Alleged deforestation caused by First Resources operating through FAP Agri as their "shadow company". Despite no legal links between the two, allegations that First Resources has ownership, control and influence over FAP Agri. FAP Agri also grievance holder in land rights conflict with LC Dayak Agabag. | <p>January 2024: Allegations of common management control denied by First Resources, now being investigated by RSPO against their management control criteria. Objections were raised by both parties to the investigator proposed by RSPO to conduct the investigation, which has resulted in further delay to the RSPO's handling of this complaint.</p> <p>March 2024: First Resources appoints Robertsbridge as independent advisor to support them manage the allegations made by the Gecko Project. Robertsbridge has a long track record of working on similar issues in the palm oil sector and facilitating dialogue between civil society and corporations.</p> <p>May 2024: First Resources issues a letter denying any connection to the Ciliandry Anky Abadi (CAA) and New Borneo Agri (NBA)/Sulaidy Group. In the same letter, First Resources mentions that FAP Agri (FAPA) is a supplier and that they will be giving regular updates to all the interested parties.</p> <p>August 2024: Draft Report by independent investigator hired by RSPO is under factual verification process by the Complaints Panel</p> | In progress |
| PT Sarana Esa Cita/PT Agrowiratama | 08/10/24 | Indirect | West Kalimantan | Indonesia | LemBAH & Community Leaders | Complaint expressing the strong opposition against the imposed HCV areas in the community's territory. Community mentions that this HCV declaration came without an FPIC process. | <p>May 2024: The grievance starts with a letter from the community to PT SEC/Musim Mas. It demands to review HGU in local community areas, proper HCV assessment and stopping the conversion of HCV into Palm oil (without FPIC). 286 ha first designated as HCV by PT Agrowiratama are converted into Palm by PT SEC. It demanded labor for local communities and respect for environmental and social practices.</p> <p>In between the May 2024 initial grievance raiser and the September 2024 response, there may be a response to the initial grievance letter from PT SEC/Musim Mas. GMI, currently, don't have visibility of this response.</p> <p>September 2024: The communities say PT Agrowiratama did not do proper FPIC and that there is no documentation to prove. An area that first was classified as HCV by PT Agrowiratama was then converted to Palm by PT SEC. In a nutshell, the community believes PT SEC has not played fairly. FPIC was never done. HCV were unilaterally determined. PT SEC delink from PT agrowiratama processes and policies.</p> <p>September 2024: PT SEC/Musim Mas replied to the communities saying that while there is an ongoing legal process they are not going to interrupt the investigation, and they will respect the outcome of it. They also said that all the documentation is available in POIG and RSPO audits, and that they hold the legal right to that land in their HGU. Thus, FPIC was done under RSPO criteria.</p> | Investigation |
| Royal Golden Eagle/Asian Agri | 08/10/2024 | Indirect | Jambi, Riau | Indonesia | RAN | Continuous deforestation inside concession IUP. Over 1,475 hectares of forest was lost across the RGE/ Asian Agri concessions from 2016-23. 448 ha natural forests were cleared in Asian Agri concessions after December 2020 (EUDR) | <p>RGE responded to RAN that:</p> <ul style="list-style-type: none"> - For PT. Mitra Unggul Pusaka and PT. Rigunas Agri Utama "was occupied and cleared by the local communities. This was declared in the RSPO audit report" - For Inti Indosawit Subur and PT. Dasa Anugerah Sejati. Both claimed that the natural forest loss identified below took place outside of their concession boundaries. RAN's analysis used boundaries from public dataset provided to the Roundtable on Responsible Palm Oil (RSPO) and included in company's Plantation Business Licenses (IUP). <p>Nonetheless, RAN claimed that no evidence was provided.</p> | Investigation |

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| PT Kalimantan Hampan Sawit | 17/06/2024 | Indirect | Central Kalimantan | Indonesia | Mighty Earth | Ongoing tree cover loss in the concession between the periods 01/2019 to 12/2023 (11,630 ha) and 12/2023 to 04/2024 (113 ha of integrated Deforestation alerts.) | GMI is working along its technical partner to understand how to address the issue. | Investigation |
| Astra Agro Lestari | 09/05/24 | Indirect | Riau Province, South Kalimantan, East Kalimantan, Central Kalimantan, West Sulawesi and Central Sulawesi. | Indonesia | Genesis Bengkulu | Deforestation linked to palm plantation development in areas still covered by protected area designation: protected forests, limited and permanent production forest. | March 2024: Genesis Bengkulu conducted analysis on the overlap between PT AAL plantation concessions and legally designated forest areas: Indonesia's forest estate. Their analysis indicates overlap between the forest estate of Indonesia and 19 plantation concessions. The analysis suggests 4,353ha of forest land, across 14 of these concessions, had been converted to oil palm plantation in the period up to 2015. Since 2015 the report claims a further 554 ha for forest land in 11 PT AAL plantations has been converted to oil palm plantation. | Investigation |
| PT Kusuma Alam Sari | 01/02/24 | Indirect | Indonesia | Indonesia | Mighty Earth | Different plantations owned by the Alas Kusuma involved in peatland development for different commodities. | GMI is working along its technical partner to understand how to address the issue. | Investigation |
| PT Mitra Abadimas Sejahtera | 01/07/23 | Indirect | Sambas District, West Kalimantan | Indonesia | Aliansi Masyarakat Adat Nusantara (AMAN Kabupaten Bengkayang & Singkawang) | Land dispute: Concession overlaps with community land with no FPIC for development. No adequate compensation negotiated. Failure to developed agreed plasma scheme. Intimidation, threats and harassment towards workers and affected communities. Failure to respect workers rights. Plantation operations causing water pollution. | October 2023: After PT MAS refuted allegations by providing clarifications on their operation's legality and the plasma obligations, T1 supplier and their direct supplier consider the original case is closed. January 2024: It has been alleged that PT MAS mill sourced from PT LAIK, a plantation where there has been extensive recent peatland deforestation. PT MAS is not currently in the General Mills' supply base. However, a list of other mills situated within a 50 km radius to PT LAIK have been identified. Of these, three further mills have been identified in General Mills' H1 2023 mill list (Rana WastuKencana, Sebawi and Sarana Esa Cita.) This indicates there is a possibility these mills could be sourcing FFB from PT LAIK. Further investigation will take place. | Monitor and follow up with T1 suppliers |

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| AgroPalma | 23/05/23 | Direct | Acará River in northern Pará state | Brazil | CRR newsletter | Conflict with local communities related to historical land rights case. | <p>General Mills has engaged directly with Agropalma and understands that historical and conflicting legal decisions surrounding ownership of the land have continued to generate issues. There is now a new and ongoing legal process which will define ownership of the land and is expected to take some time to conclude. General Mills expects its tier one supplier to comply with the law and to support the outcomes of this legal process. The previous RSPO CP process was closed in 2021. (April 22)</p> <p>There is an ongoing legal case to resolve ownership of the disputed land. An interim agreement is in place by which Agropalma would take care of the land in question (which is the legal forest reserve of their farm) while allowing access for named members of the community to visit their cemetery and travel to community lands on the other side of the forest reserve. It appears this accord is being respected by both parties at present. (Feb 23)</p> <p>An RSPO audit late 2022 uncovered non-compliances which resulted in suspension of certification for Agropalma's palm plantations in Feb. Agropalma put in a place an action plan and implementation underway. Agropalma expect to complete process by September, after which Agropalma expect to commission a fresh certification audit will be conducted. (Jun 23)</p> <p>October 23: Still on-going official mediation led by government but the pace of these processes is rather slow. Agropalma's RSPO suspension is now lifted. Earthworm is supporting Agropalma directly to build relationships with communities, and seeking to arrive at the informed consent of communities for Agropalma's ongoing operations, and thereby, avoid future conflict.</p> <p>Jan 24: Situation remains unchanged</p> | Monitor |
| Astra Agro Lestari | 23/05/23 | Indirect | Morowali, Sulawesi Tengah, Sulawesi Tenggara, Mamuju Utara, Sulawesi Barat | Indonesia | FoE/Walhi | Historical grievance concerning environmental, human rights, and governance violations | <p>General Mills has identified 8/10 suppliers linked to AAL. General Mills is linked to Nusa Abadi, Tani Teladan, Pasang kayu, and Letawa, via 4 suppliers. General Mills is reaching out to its suppliers for investigation. (Apr 22)</p> <p>General Mills will monitor Wilmar's and P&G's grievance log quarterly for updates to the case and await outcome of independent assessment by Landesa/EcoNusantara (June 22)</p> <p>Summary conclusions of the Landesa/EcoNusantara assessment were published by P&G Aug 22, following which several buyers are reported to have suspended sourcing from the AAL subsidiaries involved</p> <p>AAL have committed publicly to appoint an independent third party to review the allegations, define terms of reference in consultation with stakeholders, publish the findings of this review and set out any necessary actions to address them (Dec 22)</p> <p>EcoNusantara review work is ongoing (June 23). They are giving updates every two weeks and plan to report at end of process.</p> <p>October 23: A report is expected to be shared with limited stakeholder group by end of October 2023. There is an understanding that there will be remedial actions required if there is alignment within AAL. General Mills understand a few key communities have not been included in the engagement process so any recommendations in the report may not comprehensively address all of the outstanding issues.</p> <p>January 2024: EcoNusantara report commissioned by AAL was completed and published by the company, but faced criticism by Friends of the Earth (FoE) and WAHLI due to the lack of FPIC in the Terms of Reference for the investigation. FoE and WAHLI argue the problem lies in the lack of informed consent prior to the establishment of concession by the government authorities. FoE published new allegations of intimidation to which AAL replied with an intention to carry out further investigation.</p> | Monitor |
| Brasil Biofuels (BBF) | 23/05/23 | Indirect | Acará River in northern Pará state | Brazil | Global Witness | Potential risk of violent escalation of long running land rights conflict. | <p>General Mills has identified a potential indirect linkage via one of its tier one suppliers to both mills owned by BBF (Biopalma Da Amazônia 1 and Biopalma Acara) and will follow up with that tier one supplier to request they raise the matter with their tier one who holds the direct buying relationship. (May 22)</p> <p>General Mills discussed the BBF action plan with the tier one supplier with the direct buying relationship. The tier one supplier conducts site visits per quarter for verification against action plan. The action plan will include de-escalation training to the BBF workforce and security team, to better respond to escalation with the nearby communities. The tier one supplier will share the progress against action plan with General Mills each quarter. (June 22)</p> <p>Further allegations of forcible eviction of indigenous communities, following a court decision in favour of the company (Dec 22)</p> <p>Fresh escalation reported with allegations of violence by BBF's security contractors in April '23. (May 23)</p> | Suspended/ No longer in supply chain |

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| Felda Global Ventures Holding Bhd (FGV) | 23/05/23 | Indirect | All FGV operations, across Peninsular Malaysia and Sabah | Malaysia | Greenpeace RAN | See May 2018 For FELDA: historic labour rights abuses/issues. RSPO CP investigation leads to RSPO membership suspension for 1 mill (Kilang Sawit Seriting) + 4 FFB plantations. Requirement for corrective action plan by RSPO CP. | Communication issued to all tier one palm suppliers in January setting out 'Policy Expectations' and continued transparency and monitoring on FGV and Greenpeace 26. FELDA labour rights action plan submitted to RSPO end March 2019, subsequently published on website here - Case documented on RSPO grievance tracker - Raised to General Mills Grievance Committee. RSPO suspension on FGV certificate for Seriting complex lifted (Aug 19). FGV commits to third-party verification by NGO groups (Sept 19). RSPO re-imposes partial suspension in response to verification findings (Jan 20) FGV develops action plan to address failings in collaboration with Fair Labor Association (FLA) (April 20) - US Customs and Border Patrol (CBP) issues a Withhold Release Order on palm oil from FGV Holdings (Sept 20) GMI instructing relevant suppliers to issue a no buy order for palm originating from this company to our direct suppliers (Oct 20) WRO remains in place and latest CP directive issued 7/22 remains unresolved, pending confirmation that there is no evidence of systemic/systematic labour violations (May 23) | Suspended and monitor |
| PT. Global Sawit Semest & PT Samudera Sawit Nabati | 23/05/23 | Indirect | Singkil-Bengung, Aceh | Indonesia | RAN | Two mills highlighted in RAN report (Sept/19) accused of buying oil from deforested areas within the Rawa Singkil Wildlife Reserve. GAR purchasing from both mills and entering General Mills supply chain. | Investigation conducted. GAR public response issued confirming that the supplier mills identified are not sourcing from the deforested areas. Musim Mas has instructed supplying mills not to source from either plantation company and has entered the mills into its grievance procedure here – see public response here. (September 19) Fresh uptick in deforestation in Rawa Singkil Reserve reported in September 22. Not much of this has yet been attributed to palm oil expansion yet. However, Musim Mas, Wilmar and GAR confirmed some of their indirect suppliers, local businessmen, had established illegal plantations within Rawa Singkil Wildlife Reserve in 2022. (Feb 23) These two mills, along with 10 others, are located in the Singkil landscape so could be provide a future market for any new palm plantations established in the Reserve. October 23: Tier 1 supplier indicates that both mills (GSS and SSN) have been verified through site visits and one of them has been enrolled on the supplier's TTP mapping programme too, with validation from third party. Both site visits show the disconnection between the smallholder plantations inside the RW Protected area and direct sourcing from these suppliers. Though there is no link with GSS and SSN, RAN & Mongabay have declared that there is still deforestation in that area from the mills in that location. January 2024: Deforestation continues to occur in the northern part of the Rawa Singkil Reserve. Technical partners in the industry are taking initiatives to explore potential partnerships to address risks in this critical area which has both high conservation value and high carbon stock. | Monitor and follow up with T1 suppliers |
| PT Sawit Sukses Sejati | 23/05/23 | Indirect | South Tapanuli, North Sumatra | Indonesia | Mighty Earth | Satellite imagery (see below) shows that between April 2021 and March 2022 a total of ~340 hectares of forest (indicative HCS) was cleared in the PT Sawit Sukses Sejati concessions. This company is allegedly linked to through common ownership with 3 mills in GMI supply chain - PT Teguhkarsa Wanalestari, PT Asia Sawit Lestari and PT Prima Mas Lestari | October 2023: Tier 1 supplier informed General Mills that PT Teguhkarsa Wanalestari stated that they have no connection to PT SSS. | CLOSED |
| Sime Darby Plantation Berhad | 23/05/23 | Indirect | All company operations, across Peninsular Malaysia and Sabah | Malaysia | Liberty Shared / US Customs and Border Protection | Labour rights abuses/issues, CBP and RSPO CP investigation | Communication issued to all tier one palm suppliers setting out; a) expectations for compliance with the US CBP WRO, b) removal of oil originating from Sime Darby Malaysia from the General Mills' US supply chain, c) grievance tracking and continued transparency and monitoring on CBP/WRO findings. US CBP modified their finding, based on satisfactory evidence that Sime Darby no longer produce palm oil and its derivative products using forced labor. Consequently shipments containing Sime Darby-produced palm oil and derivatives will now be allowed to enter the U.S. (Feb 23) The RSPO complaint remained open in May '23. Sime Darby's set deadlines for action on non-conformities at the end of this month. They are expected to share information on progress on outstanding issues in the near future. (May 23) | Monitor |
| Energy & Palma/La Fabril Group | 01/12/21 | Indirect | San Lorenzo canton, Esmeraldas province | Ecuador | NGO Signatories | Open letter from civil society to consumer goods companies re: concerns over Strategic Lawsuit Against Public Participation by palm oil company in Ecuador | Following internal due diligence, there is confirmation that Energy & Palma appears in General Mills supply chain through historic purchasing from a single tier one supplier. As of Q1/Q2 2021 purchasing, this supplier is no longer in the General Mills supply chain. General Mills will follow up with its tier one supplier to confirm future buy/nobuy position. | CLOSED |
| Liguria mill: East New Britain Resources Group Narangit mill: East New Britain Resources Group Mamusi mill: Rimbunan Hijau | 01/07/21 | Indirect | Bairiman, East New Britain | Papua New Guinea | Global Witness | Deforestation, failure to conduct FPIC and worker health and safety violations, among others. | General Mills is following up with direct suppliers to confirm supply base exposure and to understand actions being taken. Update (October 21): General Mills has confirmed no exposure to East New Britain Resources Group and Mamusi mill. General Mills will monitor supply chain to ensure that East New Britain Resources Group and Mamusi mill does not reenter their supply chain. | No longer in supply chain |
| IndoGunta Capitol Group | 01/08/20 | Indirect | Manokwari, Papua barat | Indonesia | CRR newsletter | IndoGunta: clearance of 709 ha of forest and peatland during the first half of 2020 & alleged ownership connections with Salim Group. Capitol Group: 554 ha of deforestation in the group's concessions from January to June 2020 | General Mills is following up with suppliers to confirm supply base exposure and to verify the grievance. Update (12/10/20): General Mills has confirmed no exposure to Indogunta. General Mills maintains a nobuy position on Salim Group Companies and will take appropriate action as required. General Mills is exposed to PT Medco Papua Hijau Selaras (Capitol Group) by two suppliers. Both suppliers have ongoing grievance cases investigating Capitol Group. | Suspended and Monitor |
| PT Indo Sawit Perkasa & PT Indo Alam | 01/05/20 | Indirect | Subulussalam, in Aceh | Indonesia | RAN | Continued deforestation in the Leuser Ecosystem - request for General Mills to issue nobuy notice. | For PT Indo Alam, see May 2019 grievance entry. For PT Indo Sawit Perkasa, General Mills maintains expectation that all upstream supply puts in place credible TTP and purchasing safeguards to ensure noncompliant FFB does not enter the supply chain. | Suspended/ No longer in supply chain |

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| Samling Group, Mulia Sawit Group | 01/04/20 | Indirect | Sarawak | Malaysia | Mighty Earth | Alleged ongoing deforestation, within Samling Group's Marudi and Batu Belah concession, plus Mulia Sawit's PT Persada Era Agro Kencana concession. | Investigated: no longer in the General Mills' supply chain. (April 20) | CLOSED |
| PT's Agra Bumi Niaga & Mopoli Raya | 01/03/20 | Indirect | Aceh Timur | Indonesia | RAN | RAN request for supply chain reentry for both PTs due to stepped up NDPE commitments. E21 | Confirmed that PT ABN is no longer in the supply chain and General Mills expects continued monitoring via tier one suppliers. Confirmed that PT Mopoli Raya has already reentered the supply chain via indirect supplier. (March 20) | CLOSED |
| PT. Bumi Daya Agrotamas & PT. Muara Jambi Sawit Lestari (PT MJSL) | 01/10/19 | Indirect | Subulussalam, Aceh; Tanjung Jabung T, Jambi | Indonesia | RAN | PT. Bumi Daya Agrotamas, alleged to be buying from PT Laot Bangko via agents/dealers. Musim Mas buying from PT BDA.General Mills buying from mill owned by parent, Bima Golden Powerindo, which also owns PT Laot Bangko. | Investigation conducted. Confirmed that PT BDA ceased sourcing from PT Laot Bangko in August and therefore not in the General Mills supply chain. Musim Mas working with BDA on a traceability action plan. General Mills requires supplier assurance on BDA action plan and progress before sourcing resumes. MJSL links investigated. MJSL confirmed not in the supply chain for 7/8 suppliers. For 8th supplier, MJSL purchase was spot buy only. Group association connections between PT MJSL and Bima Golden Powerindo challenged by General Mills' suppliers (noncontrolling stake by shared owner). | CLOSED |
| Tunas Baru Lampung / Sungai Budi & Muli Sawit Agro Lestari | 01/09/19 | Indirect | Banyu Asin, Sumatera Selatan; | Indonesia | Chain Reaction Research | Highlighted within CRR list of Top 10 Deforesters, January/June 2019. Alleged peat and peat forest clearing with supply chain linkages to a 6 FMCGs, including General Mills | Investigated and confirmed that all tier one suppliers are no longer sourcing from either producer group. (September 19) | CLOSED |
| AgroPalma | 01/05/19 | Direct | Acará River in northern Pará state | Brazil | General Mills Investor | Grievance questions related to a historical land rights case and employee working conditions legal case. | Grievances investigated. No further action on land rights case taken as case already subject to an RSPO CP grievance process. No further evidence identified regarding working conditions legal case. (May 19) | CLOSED |
| PTPN 1 Blang Tualang, PT SPS II PT Laot Bangko, PT Agra Bumi Niaga, PT Dua Perkasa Lestari, PT Kallista Alam | 01/05/19 | Indirect | Aceh Timur | Indonesia | RAN | Multiple past and ongoing cases of alleged land clearance and deforestation within Leuser ecosystem. | See May 2018 for PTPN II. PT Laot Bangko, PT Agra Bumi Niaga, PT Dua Perkasa Lestari, PT Kallista Alam investigated and confirmed not in the General Mills supply chain. PTPN 1 Blang Tualang confirmed to be in the General Mills supply chain. General Mills has investigated and confirmed that a number of its tier one suppliers, who are buying indirectly through trade partners, have entered PTPN 1 into their public grievance trackers and that investigations are ongoing to verify RAN's claims (Nov 19). | CLOSED |
| Six concessions and producer companies operating in Leuser, Aceh. | 01/05/19 | Indirect | Leuser, Aceh | Indonesia | RAN | Deforestation totalling 606ha in new (undeveloped) concessions in north east lowlands of Leuser ecosystem. Oil not currently in supply chain. More detail here 5 demands made of General Mills. | Reviewed General Mills exposure to six producer companies accused of deforesting to open up new concessions for oil palm planting; PT Nia Yulided, PT Putra Kurnia, PT Tualang Raya, PT Indo Alam, PT Tegas Nusantara. No linkages to General Mills; plantations not supplying oil to the market. General Mills met with RAN in May. Raised to General Mills Grievance Committee. Two further communications with RAN. General Mills communicated nobuy position to tier one suppliers in early October. (October 2019) | CLOSED |
| Wilmar | 01/11/18 | Indirect | | | Greenpeace By Email | Further escalation of Greenpeace campaign against Wilmar. Demands on publication of maps and to suspend Wilmar. | Superseded by Wilmar announcement in December 2018, committing to stepped up palm efforts including 'suspend then engage' position for grievances, and grouplevel concession mapping. Greenpeace campaign called off to allow for Wilmar implementation. No further correspondence received from Greenpeace. Wilmar implementing new commitments. | CLOSED |
| PT SPS II | 01/10/18 | Indirect | Nagan Raya, Aceh | Indonesia | Rainforest Action Network (RAN) SPS II Case Study | Continued forest clearance | Follow up communication received from RAN. Further tier one investigation indicated that final two buyers Wilmar and GAR, are no longer buying from SPS II and therefore oil is no longer in the General Mills supply chain. Followed up to confirm with RAN in November. | CLOSED |
| Wilmar | 01/10/18 | Indirect | | | Greenpeace Moment of Truth | Adequacy of Wilmar Action Plan, including: Specificity around application of baseline cutoff date Publication of supplier maps Group level deforestation monitoring | Reviewed Wilmar Action Plan and identified areas for improvement. Responded to Greenpeace on October 12th, setting out General Mills position on action plan. Wilmar announced the cutoff date and approach to group level deforestation monitoring. | CLOSED |

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| List of 26 producer groups as identified in Greenpeace May 2018 letter to FMCGs. | 01/05/18 | Indirect | Papua | Indonesia | Greenpeace: Moment of Truth | Multiple current and historic grievances raised. | Follow up with tier one suppliers to confirm and/or investigate General Mills linkages to the producer groups named in the report. Confirmed that for all 8 tier one suppliers, all producers are either a) suspended or not in the supply chain, b) covered by an active grievance procedure, c) resolved through a grievance process. General Mills will continue to monitor for resolution of any active grievance cases. | CLOSED |
| PT SPS II | 01/05/18 | Indirect | Nagan Raya, Aceh | Indonesia | Rainforest Action Network (RAN) SPS II Case Study | NDPE violations, including ongoing forest clearance on peatland. | Confirmed linkage via Tier 1 supplier. Raised request for independent mediation of the case. Tier 1 supplier buying indirect via GAR. Tier 1 supplier provided copy of GAR's latest grievance tracker with update on SPS II process. General Mills satisfied that case subject to grievance process and engagement programme through GAR. GAR has deemed SPS II to be noncompliant and has not sourced from SPS II since 2018. | CLOSED |