**PALM ALERT PROCEDURE**

**L’OREAL PALM DERIVATIVES SUPPLY CHAIN**

**VERSION JULY 2018**

1. **COMPLAINT RECEPTION OR IDENTIFICATION**
   - Acknowledgment of receipt to complainant
   - Complaint registered in palm alert database
   - 2 days

2. **COMPLAINT ANALYSIS**
   - Confirm potential breach of policy
   - Desk research to collect information on complaint status (including RSPO Case Tracker)
   - Consultation of L’Oréal’s supply chain database
   - 1 week

3. **IMPLEMENTATION OF AN ACTION PLAN FOR REMEDIATION**
   - Case 1: Target company/facility is a RSPO member
     - Follow-up of the action plan implemented by RSPO for complaint resolution (including potential contacts with RSPO)
     - 2 weeks
   - Case 2: Target company/facility is not a RSPO member
     - Definition of a case-by-case action plan depending on nature/gravity of complaint (new, repeated), gap with policy, business relationship model, etc.

4. **PALM ALERT MONITORING AND RESOLUTION**
   - Adjustment of the strategy and action plan in respect with the defined deadlines for feedback & remediation (ad hoc meeting)
   - 3-6 months

   - Target facility/plantation/area are identified in database
   - Classification as MAJOR grievance
   - Only target parent company is identified in database (no links to facility/plantation/area)
   - Classification as MINOR grievance
   - Target facility/plantation or suppliers involved are not identified in database OR no breach of policy
   - Complaint is closed

   - Desk research to collect information on complaint status (including RSPO Case Tracker)

   - Business alert 1 month before suspension
   - Business suspension 6 months before disengagement
   - Business disengagement (direct or call to via suppliers)

   - Requirements and deadlines met, no efforts to resolve the grievance
   - Requirements and deadlines met, efforts to resolve the grievance
   - Grievance solved and closed
   - Palm alert database update

   - Launch of collective or individual supplier calls to action including expected actions (e.g. suspension), conditions for remediation, specific deadlines (feedback, disengagement)
   - Notification to complainant

   - Palm alert database update

   - Acknowledgment of receipt to complainant

   - Business alert 1 month before suspension
   - Business suspension 6 months before disengagement
   - Business disengagement (direct or call to via suppliers)

   - Requirements and deadlines met, no efforts to resolve the grievance
   - Requirements and deadlines met, efforts to resolve the grievance
   - Grievance solved and closed
   - Palm alert database update

   - Notification to complainant