

General Mills - Grievance List

Last Updated: May 2024

Organisation	Date of update	Exposure	District/Province	Country	Complainant	Issues raised	Actions Taken	Status
First Resources Group	01/16/2024	Indirect	Siliq Ngaurin, 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.	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 complainant.	In progress
PT Mitra Abadimas Sejahtera	7/1/2023	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, Cargill 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 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 other mills have been identified in General Mills' H3 2023 mill list (Rana Wastufencana, 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
Agropalma	5/23/2023	Direct	Acará River in northern Pará state	Brazil	CBR newsletter	Conflict with local communities related to historical land rights case.	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) 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) An RSPO audit late 2022 uncovered non-compliances which resulted in suspension of certification for Agropalma's palm plantation in Feb. Agropalma put in 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) 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. Jan 24: Situation remains unchanged	Monitor
Astra Agro Lestari	5/9/2024	Indirect	Morowali, Sulawesi Tengah, Donggala, Sulawesi Tengah, Mamuju Utara, Sulawesi Barat	Indonesia	FoE/Walhi	Historical grievance concerning environmental, human rights, and governance violations	General Mills has identified 8/20 suppliers linked to AAL. General Mills is linked to Nusa Abadi, Tali Telandi, Pasang kayu, and letawa, via 4 suppliers. General Mills is reaching out to suppliers for investigation. (Apr 22) 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) 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. 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) EcoNusantara review work is ongoing (June 23). They are giving updates every two weeks and plan to report at end of process. 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. January 2024: EcoNusantara report commissioned by AAL was completed and published by the company, but faced criticism by Friends of the Earth (FoE) and Walhi due to the lack of FPIC in the Terms of Reference for the investigation. FoE and Walhi 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. May 2024: Regarding the land claims, AAL appointed EcoNusantara as the implementation partner of their action plan in February. The report from EcoNusantara also mentions that the dispute on land claims has already been resolved, compensated and confirmed by the Secretary of the Landesa Village for the period of 2002-2012. GM will engage with the T1 suppliers to monitor the current progress of the implementation of the action plan. On the deforestation grievance that has been raised by Bengkulu Genesis Foundation, GM will act accordingly with the Consumer's Good Forum Monitoring and Response Framework guidance to manage this environmental issue.	Monitor
Astra Agro Lestari	5/9/2024	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
Brazil Biofuels (BBF)	5/23/2023	Indirect	Acará River in northern Pará state	Brazil	Global Witness	Potential risk of violent escalation of long running land rights conflict.	General Mills has identified a potential indirect linkage via one of its tier one suppliers to both mills owned by BBF (Biopalma Da Amazonia 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) 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 escalating with the nearby communities. The tier	Suspended/ No longer in supply chain
Felda Global Ventures Holding Bhd (FGV)	5/23/2023	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 2 mill (Klang Sawit, Serling) + 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 and 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 Serling 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) WRD remains in place and latest CP directive issued 7/22 remains unresolved, pending confirmation that there is no evidence of systemic/systemic labour violations (May 23)	Suspended and monitor
PT. Global Sawit Semest & PT Samudera Sawit Nabati	5/23/2023	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: Cargill 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 RWJ 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.	Monitor and follow up with T1 suppliers
PT Sawit Sukses Sejahtera	5/23/2023	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 Sejahtera 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	January 2024: Deforestation continues to occur in the northern part of the Rawa Singkil Reserve. Technical partners in the region are working to identify the cause of the deforestation. October 2023: Cargill informed General Mills that PT Teguhkarsa Wanalestari stated that they have no connection to PT SSS.	CLOSED
Sime Darby Plantation Berhad	5/23/2023	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 forthcoming.	Communication issued to all tier one palm suppliers setting out: a) expectations for compliance with the US CBP WRD, 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/WRD 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	12/1/2021	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/no-buy position.	CLOSED

Liguria mill: East New Britain Resources Group Narangit mill: East New Britain Resources Group Mamusu mill: Rimbunan Hijau	7/1/2021	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 Mamusu mill. General Mills will monitor supply chain to ensure that East New Britain Resources Group and Mamusu mill does not reenter their supply chain.	No longer in supply chain
IndoGunta Capitol Group	8/1/2020	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 Salm 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 no-buy position on Salm 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 Perkasia & PT Indo Alam	5/1/2020	Indirect	Subulussalam, in Aceh	Indonesia	RAN	Continued deforestation in the Leuser Ecosystem – request for General Mills to issue no-buy notice.	For PT Indo Alam, see May 2019 grievance entry. For PT Indo Sawit Perkasia, General Mills maintains expectation that all upstream supply puts in place credible TPP and purchasing safeguards to ensure noncompliant FFB does not enter the supply chain.	Suspended/ No longer in supply chain
Saming Group, Mulia Sawit Group	4/1/2020	Indirect	Sarawak	Malaysia	Mighty Earth	Alleged ongoing deforestation, within Saming Group's Maruli 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	3/1/2020	Indirect	Aceh Timur	Indonesia	RAN	RAN request for supply chain entry 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 MSL)	10/1/2019	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. MSL links investigated. MSL confirmed not in the supply chain for 7/8 suppliers. For 8th supplier, MSL purchase was spot buy only. Group association connections between PT MSL and Bima Golden Powerindo challenged by General Mills' suppliers (noncontrolling stake by shared owner).	CLOSED
Tunas Baru Lampung / Sungai Budi & Mulli Sawit Agro Lestari	9/1/2019	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	5/1/2019	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 Perkasia Lestari, PT Kallista Alam	5/1/2019	Indirect	Aceh Timur	Indonesia	RAN	Multiple past and ongoing cases of alleged land clearance and deforestation within Leuser ecosystem.	See May 2018 for PT SPS II, PT Laot Bangko, PT Agra Bumi Niaga, PT Dua Perkasia 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 PTPN 1 status. (May 2019)	CLOSED
Six concessions and producer companies operating in Leuser, Aceh.	5/1/2019	Indirect	Leuser, Aceh	Indonesia	RAN	Deforestation totaling 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 Yudied, PT Putra Kurnia, PT Tualang Raya, PT Indo Alam, PT Tegus 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 no-buy position to tier one suppliers in early October. (October 2019)	CLOSED
Wilmar	11/1/2018	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 group-level 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	10/1/2018	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	10/1/2018	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
List of 26 producer groups as identified in Greenpeace May 2018 letter to FMCGs.	5/1/2018	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	5/1/2018	Indirect	Nagan Raya, Aceh	Indonesia	Rainforest Action Network (RAN) SPS II Case Study	NDPE violations, including ongoing forest clearance on peatland.	Confirmed linkage via Bunge Loders Crolkaan (BLC). Raised request for independent mediation of the case. BLC buying indirect via GAR. BLC 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
PT Kusuma Alam Sari	2/1/2024	Indirect	Indonesia	Indonesia	Mighty Earth	Different plantations owned by the Alas Kusuma involved in peatland development for different commodities. Linkages to this grievance are through AAK, Bunge and Cargill		
PJ Plantations & Agriculture SB	2/1/2024	Indirect	Ladang Nilam	Malaysia	Mighty Earth	State of prior owning a plantation involved in deforestation. Linkages to this grievance is through AAK, Bunge and Cargill.		