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BASF Palm Grievance Procedure

Version 1.3 from May 2025

BASF Palm Grievance Procedure shall apply to BASF's palm sourcing supply chain from direct and third-party suppliers of palm based raw materials (direct oils like crude and refined Palm Oil and Palm kernel Oil and subsequent derivatives out of these oils like Fatty Alcohol, Fatty Acids, Methylene, Stearines & Oleines ...). The BASF Palm Grievance Procedure is specifically related to violations and/or non-compliances against BASF's palm commitment, BASF's responsible palm sourcing policy, Sustainability Policy, Supplier Code of Conduct and BASF Group Position on Human rights in BASF's palm supply chain.

[Sustainable Palm Oil](#)

BASF Palm Grievance Procedure ...

- ... is aligned with the United Nation's Guiding Principles (UNGPs) on Business and Human Rights: legitimacy, accessibility, predictability, equitability, transparency, rights-compatible, a source of continuous learning, and based on engagement and dialogue;
- ... is aligned with all relevant RSPO policies and with RSPO's complaints procedure, honouring the outcomes from this mechanism, but also allowing for parallel investigation and additional requirements or sanctions;
- ... is aligned with the RSPO principle of no tolerance for retaliation against grievance raisers and whistle-blowers
- ... complements other existing BASF procedures, policies and mechanisms, thus internal coordination may be required when initially receiving and managing grievances.

Grievances can be expressed via email: palmgrievance@basf.com

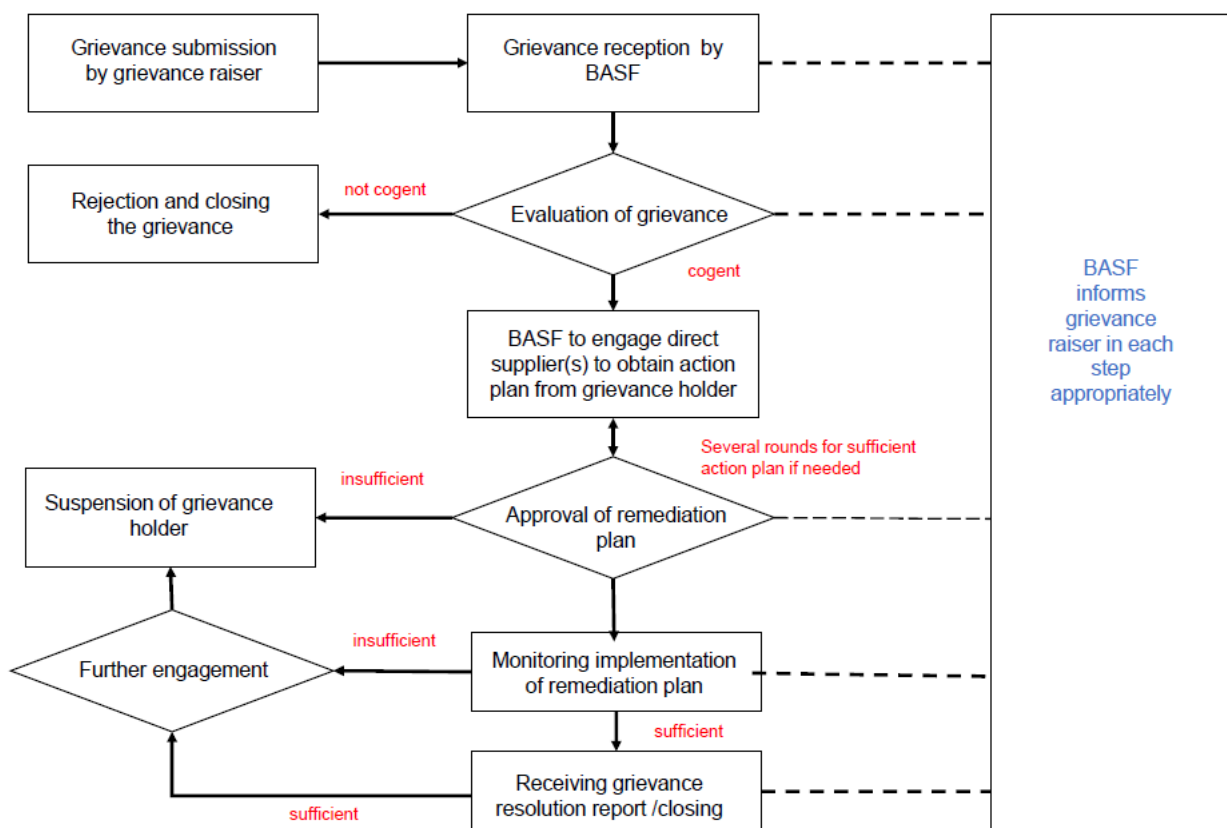
Note: grievances related to usage of BASF products (in oil palm plantations or production of other commodities) are outside the scope and should be addressed by BASF [Ethics](#) Point

Grievances should include provision of the following information:

- The issues of concern
- The grievance holder's name and other supply chain actors linked to it
- Time frame when the infringements took place
- Where did it happen (if available geolocation-data with KML file etc.)
- Description of the grievance in detail
- Evidence to support the grievance
- Any requests for confidentiality

The party reporting the grievance (Grievance Raiser) may request that their identity remain confidential and BASF 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.



The investigation teams work as efficiently as possible to track down and solve problems. Every investigation is different and therefore the time required may vary. BASF endeavors to process all requests quickly, i.e. within weeks rather than months, and to provide feedback on the status of the investigation after 3 months at the latest. You will receive feedback once the investigation has been completed.