



21 September 2020

Thank you for giving Unilever the opportunity to respond to the Zero Tolerance Initiative article "*Human rights defenders call on Consumer Goods Forum companies to prevent violence and killings in their supply chains*", 4 September 2020.

We can confirm that Ocho Sur P. is not a [direct supplier of Unilever](#) and that we do not have direct relationships with Alicorp, OLPESA, OLAMSA, Rossel or Palm Oleo.

We have a public palm oil grievance procedure in place whereby any issues can be highlighted to us. Transparency is vital to drive the wholesale transformation of global supply chains and we keep track of the raised grievances through our public [Palm Oil Grievance Tracker](#).

We have also recently introduced a public [list of suspended suppliers](#). Through publishing information about both the palm oil suppliers and the mills that process the products we buy and about suspended suppliers, we openly share information with our partners and the wider industry about who we are working with. We continue to engage with our suppliers, as well as monitoring the resolution of grievance allegations on the Roundtable on Sustainable Palm Oil (RSPO) platform.

Our Responsible Sourcing Policy is clear relating to our requirement that land rights of communities, including indigenous people, are respected and promoted, notably through the application of the Free, Prior and Informed Consent (FPIC) principles, and articulates a zero-tolerance policy for land grabbing.

We recognise the vulnerability of Human Rights Defenders (HRDD's) and the increasing pressure they are under. We do not tolerate threats, intimidation, physical or legal attacks against human rights defenders in relation to our operations and are a signatory to the B-Team [Statement](#) in support of Civic Freedoms, Human Rights Defenders and the rule of law.

As mentioned, we recognise the importance of the 3rd Pillar of the UN Guiding Principles on Business and Human Rights and the responsibility of businesses to establish or participate in effective operational-level grievance mechanisms. We therefore have processes in place for individuals and communities to raise concerns with us directly, without fear of retaliation, and in strict confidence (or anonymously if they prefer). An externally hosted confidential Code Support Line (a 'whistle-blowing line') can also be used via the telephone or internet.

We acknowledge the need to collaborate more actively on these issues as they require the mobilization of a broad range of stakeholders including companies, CSOs and governments. As such, we have initiated discussions around the need to support HRDD's collectively within The Consumer Goods Forum, including by involving key stakeholders in a dialogue to collaboratively define suitable and effective support mechanisms.