



June 28, 2021

Thank you for the opportunity to respond to this open letter.

Unilever confirms that it has no direct business with REPSA. However, two REPSA mills and one mill from Grupo Hame-Olmeca potentially enter Unilever's indirect supply chain through trade with two suppliers in 2020. We are engaging these suppliers regarding this case.

Our direct palm oil sourcing in Latin America, which is used in Unilever factories based in Latin America, is intended for consumption in this region and is certified by the Roundtable for Sustainable Palm Oil (RSPO).

Unilever remains firmly committed to respecting and promoting human rights in our supply chain. In order to do business with us, our suppliers must adhere to our [Responsible Sourcing Policy](#) (RSP). If non-conformances to the Mandatory Requirements of the RSP are identified, suppliers must develop and deliver a corrective action plan to remediate the issue within a set time period.

We also expect all of our palm oil suppliers to adhere to our [People and Nature Policy](#) which sets out 4 principles, including principle 2 - Respecting and promoting human rights. Under this principle, suppliers are required to comply with our mandatory requirements, expectations and commitments for conducting business with integrity, openness, and respect for universal human rights, including the eight International Labour Organization (ILO) fundamental conventions and other core labour standards, and to cascade these principles up their supply chain, and independently verify the compliance of their third-party suppliers.

We want individuals and communities to raise any concerns with us so they can be addressed, which is why we have the [Palm Oil Grievance Procedure](#). Through our public [Palm Oil Grievance Tracker](#), we monitor progress against grievances and post regular updates online. For grievances involving our direct suppliers, we investigate and discuss findings with our suppliers. We work with both the grievance raiser and the supplier to determine the best approach to resolve the grievance and review the progress report issued by the supplier and/or an independent verification body.

We also publicly disclose the list of our palm oil direct suppliers, refinery and mills, and have 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.

For more information on our work to advance human rights, please visit: <https://www.unilever.com/planet-and-society/respect-human-rights/>