

# Grupo Bimbo's Grievance Mechanism

Grupo Bimbo has committed itself to work on responsible sourcing through a number of different policies, including its [Global Palm oil policy](#), published in 2015 and its [Global Agriculture Policy](#), in 2017. Grupo Bimbo also aligns itself with the commitments required as a member of the [Consumer Goods Forum](#), where strategies to eliminate deforestation and non-exploitation are developed at industry level. Likewise, Grupo Bimbo is a member of the [Roundtable on Sustainable Palm Oil](#) (RSPO), and participates in the North American (NASPON) and Latin America (GCAL) working groups.

Since the launch of the Global Palm oil policy in 2015, Grupo Bimbo has carried out work throughout its palm oil supply chain via supplier engagement, where it has established dialogues and actions aimed at responding to the environmental and social challenges identified. Likewise, in 2021, Grupo Bimbo began to monitor deforestation in the global palm oil supply chain. Grupo Bimbo has been able to verify deforestation through an alert system by using Starlight, a satellite monitoring program. Grupo Bimbo began replicating PALM OIL WORK model with other commodities, such as soybean in 2019; and in 2021 began its work within its sugar supply chain.

Grupo Bimbo has partnered with [Earthworm Foundation](#) in the development of responsible sourcing strategies that have a direct impact on the ground level. Grupo Bimbo's transformation projects address challenges in human rights, exploitation, and deforestation of supply chains. Currently, these are focused on the palm oil supply chain in Mexico and Guatemala, addressing social and human rights challenges. In the case of soy, Grupo Bimbo is supporting social challenges in Brazil.

Grupo Bimbo understands that transparency and communication with its stakeholders is key to establishing a space for dialogue and feedback regarding its commitments and the progress achieved. In addition to the publication of action plans and progress reports in each of the established lines, Grupo Bimbo shares its Grievance Mechanism below. In order to review the action and progress plans, we invite you to access this [link](#).

The grievance mechanism is the process through which Grupo Bimbo makes itself available to its stakeholders to engage under a structured process and to deal with non-complaints in its supply chain. Likewise, this mechanism includes a process for non-compliant suppliers through which Grupo Bimbo articulates a response with roles, assigned responsibilities, times and specific decisions trees to work together with the supplier in a resolution of the event that occurred.

