



General Mills - Grievance List
Last Updated: April 2025

Organisation	Subsidiaries and suppliers	Grievance Log date	Complainant	Exposure	Country	Issues raised	Actions Taken	Status	Most Recent Updated
Alas Kusuma	PT Kusuma Alam Sari	01/02/24	Mighty Earth	Indirect	Indonesia	Different plantations owned by the Alas Kusuma involved in peatland development for different commodities.	Mills linked with the grievance holder have declared either that they are not sourcing from Alas Kusuma plantation or that they have stopped sourcing.	Closed	24/02/2025
Musim Mas	PT Sarana Esa Cita (PO1000007673) PT Agrowiratama (PO1000000092)	29/05/24	LemBAH & Community Leaders	Indirect	Indonesia	Complaint expressing strong opposition against the imposed HCV areas in the community's territory. Community mentions that this HCV declaration came without an FPIC process. 286 ha first designated as HCV by PT Agrowiratama are converted into Palm by PT SEC. It demanded labor for local communities and respect for environmental and social practices.	The communities and PT SEC are in an ongoing discussion because communities say PT Agrowiratama did not do proper FPIC and that there is no documentation to prove. An area that first was classified as HCV by PT Agrowiratama was then converted to Palm by PT SEC. In a nutshell, the community believes PT SEC has not played fairly, FPIC was never done and HCV areas were unilaterally determined. PT SEC delink from PT Agrowiratama processes and policies. PT SEC/Musim Mas replied to the communities saying that while there is an ongoing legal process they are not going to negotiate as it interrupts the investigation, and they will respect the outcome of it. They also said that the all documentation is available in POCG and RSPO audits, and that they hold the legal right to that land in their HGU. Thus, FPIC was done under RSPO criteria. GMI will continue monitoring the situation with its T1s and other stakeholders.	Monitor	24/02/2025
PT Kalimantan Hamparan Sawit	Abdi Budi Mulia 1 & 2 (PO1000008154 & PO1000004269) Sumber Tani Agung (PO1000004483)	17/06/24	Mighty Earth	Indirect	Indonesia	Ongoing tree cover loss in the concession between the periods 01/2019 to 12/2023 (11,630 ha) and 12/2023 to 04/2024 (113 ha of integrated Deforestation alerts.)	PT Kalimantan Hamparan Sawit (PT KHS) alleged that deforestation alleged in the Rapid Response 44 (113ha) is the result of local government pressure to establish plasma plantation for local communities. PT KHS has committed to stop any deforestation and conduct respective HCV/HCSA assessments before continuing with the plasma development.	Investigation	24/02/2025
PT Sawit Sukses Sejati	N/A	23/05/23	Mighty Earth	Indirect	Indonesia	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 Sejati 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 PT Prima Mas Lestari	PT Teguhkarsa Wanalestari stated to our direct supplier that they have no connection to PT SSS.	Closed	20/02/2025
SAMSUNG/GAMA (S & G BIOFUEL)	Inecda (PO1000004128)	09/12/24	Local community to RSPO	Indirect	Indonesia	FPIC process did not comply with RSPO standards	2020: PT Inecda applied for a renewal of their HGU April 2021: Indonesian Authorities approved renewal of HGU July 2021: The Talang Parik community submitted a complain to the RSPO alleging that PT Inecda (1) is operating in an area owned by the Luak Talang Parik Customary Community without obtaining FPIC, (2) did not develop the plasma plantation for the community, and (3) did not have an internal grievance mechanism that stakeholders can access PT Inecda replied to these allegations saying that the land where they operate is not legally recognize by the Indonesian government as customary land of Luak Talang Parik Community, and that the community is not registered as a valid customary law community PT Inecda and the community couldn't reach an agreement September 2024: following an independent investigation Report, the RSPO Complaints Panel found that PT Inecda did not comply with the FPIC when renewing the HGU. Now Pt Inecda has (1) 90 days to share a plan to conduct participatory mapping with the complainant to discover which areas of the HGU overlap with the customary land of the indigenous people, (2) 90 days to review the grievance mechanism with relevant stakeholders, and (3) After the mapping (1), it has 30 days to share a plan with the affected community for remedy. October 2024: the Complaints Panel allowed a request by PT Inecda for a 'stay' of 60 days, to allow them time to lodge an appeal. PT Inecda appealed. November 2024: GMI reached out to its T1, T1 is monitoring RSPO Complaints Panel final ruling, and as a RSPO member respecting the rule of RSPO. March 2025: RSPO's Appeals Panel dismissed and closed PT Inecda appeal, and the Complaints Panel final determination of September 2024 stays.	Monitor	4/1/2025
AgroPalma	Amapalma (PO1000008811) CPA (PO1000000017) CNA-AGROPALM (PO1000000407) Agropalma (PO10000000408) Parapalma (PO1000004955)	23/05/23	CRR newsletter	Direct	Brazil	Conflict with local communities related to historical land rights case.	April 2022: 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. February 2023: 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. June 2023: An RSPO audit late 2022 uncovered non-compliances which resulted in suspension of certification for Agropalma's palm plantations in Feb. Agropalma put in a 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. October 2023: 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. January 2024: Situation remains unchanged January 2025: GMI continues its communication with Agropalma to monitor Agropalma's plan to redress the situation and regain RSPO certification	Monitor	2/24/2025
Tunas Baru Lampung - part of Sungai Budi Group	10 Palm oil plantations and 2 refineries from Tunas Baru Lampung LTK	01/09/19	Chain Reaction Research	Indirect	Indonesia	Highlighted within CRR list of Top 10 Deforesters, January-June 2019. Alleged peat and peat forest clearing.	All Tier 1 suppliers have adopted a no-buy position for Tunas Baru Lampung. In March 2024, Bunge decided to suspend Sungai Budi group.	Closed	2/6/2025
Duta Marga Group	PT Samudera Sawit Nabati (PO1000004242)	20/10/19	RAN	Indirect	Indonesia	Mill accused of buying oil from deforested areas within the Rawa Singkil Wildlife Reserve.	September 2019: General Mills reached out to direct supplier. Direct suppliers informed that one of its suppliers confirmed that mills is not sourcing from deforested areas. October 2019: Indirect supplier is working with SSN on an implementation plan to achieve 100% TTP April-July 2021: Indirect supplier consider the grievance closed as SSN achieved 100% TTP. 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. February 2023: 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.	Closed	2/6/2025
PT Global Sawit Semesta	Global Sawit Semesta (PO1000007646)	20/10/19	RAN	Indirect	Indonesia	Mill accused of buying oil from deforested areas within the Rawa Singkil Wildlife Reserve.	September 2019: General Mills was informed that indirect suppliers started engagement with GSS October 2019: It was confirmed that GSS was exposed to illegal FFB. GSS stopped sourcing from CV Buana Indah, and committed to work on a time-bound action plan. September 2022: New reports on deforestation in Rawa Singkil Reserve. RAN report alleged that illegal FFB was delivered to GSS via CV Natama Prima. GSS is working with suppliers to improve FFB Traceability SOP. October 2023: GSS have been verified, by General Mills T1. Site visits show the disconnection between the smallholder plantations inside the RW Protected area and direct sourcing from these suppliers. Though there is no link with GSS, RAN & Mongabay have declared that there is still deforestation in that area from the mills in that location. January 2024: Deforestation continues to occur in the northern part of the Rawa Singkil Reserve. Technical partners in the industry are taking initiatives to explore potential partnerships to address risks in this critical area which has both high conservation value and high carbon stock October 2024: New RAN report alleging: illegal FFB produced inside protected areas entering GSS supply chain December 2024: GSS is suspended by our direct suppliers	Monitor	2/6/2025
Samling Group - part of Glenealy Plantations SDN BHD group	Marudi & Batu Belah Concessions	01/04/20	Mighty Earth	Indirect	Malaysia	Alleged ongoing deforestation, within Samling Group's Marudi and Batu Belah Concession	No longer in the General Mills' supply chain. (April 20)	Closed	2/6/2025

Capitol Group	PT Medco Papua Hijau Selaras (P01000007449)	01/08/20	CRR newsletter	Indirect	Indonesia	554 ha of deforestation in the group's concessions from January to June 2020	October 2020: General Mills is exposed to PT Medco Papua Hijau Selaras (Capitol Group) by two suppliers. Both suppliers have ongoing grievance cases investigating Capitol Group. November 2020: PT MPHs did a HCV/HCV assessments and action plan August 2022: Capitol Group is in the no-buy list of some suppliers, others have readmit it. General Mills maintains its suspension to PT MPHs	Suspended	2/6/2025
East New Britain Resources Group	Liguria Oil Mill (P01000011169) Narangi (P01000011916)	01/07/21	Global Witness	Indirect	Papua New Guinea	Deforestation, failure to conduct FPIC and worker health and safety violations, among others.	General Mills has confirmed no exposure to East New Britain Resources Group. General Mills will monitor supply chain to ensure that East New Britain Resources Group does not reenter their supply chain.	No longer in supply chain	2/6/2025
Oleofores	EXTRACTORA MARIA LA BAJA S.A. (P01000007502)	09/12/24	Forest People	Indirect	Colombia	The complaint contains a diverse set of grievances (territorial expropriation, land grabbing, deforestation, water dispossession and the illegal privatisation of communal resources and community rights of way) submitted in response to years of human rights abuses and environmental damages by this palm oil conglomerate and local growers in its supply chain.	In January 2025, RSPO complaints panel accepted the complaint.	Investigation	2/6/2025
Astra Agro Lestari	Agro Nusa Abadi (P01000004093) Lestari Tani Teladan (P01000008218) Letawa (P01000004109) Pasang Kayu (P01000004113) Mamuang Capira Agro Nusantara Surya Indah Nusantara Pagi Agro Menara Rachmat: Gunung Sejahtera Ibu Pertiwi Ibuadra Cemerlang Cakung Permata Nusa	23/04/22	FoE/Wahli	Indirect	Indonesia	Historical grievance concerning environmental, human rights, and governance violations	April 2022: General Mills has identified by its suppliers linked to AAL. General Mills is linked to Nusa Abadi, Tani Teladan, Pasang Kayu, and Letawa, via 4 suppliers. General Mills is reaching out to its suppliers for investigation. June 2022: 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. August 2022: Summary conclusions of the Landesa/EcoNusantara assessment were published by P&G, following which several buyers are reported to have suspended sourcing from the AAL subsidiaries involved December 2022: 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 June 2023: EcoNusantara review work is ongoing. 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. 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 WAHLI due to the lack of FPIC in the Terms of Reference for the investigation. FoE and WAHLI 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.	Monitor	1/10/2025
Astra Agro Lestari	Surya Indah Nusantara Pagi (P01000005203) Gunung Sejahtera Ibu Pertiwi (P01000004165)	09/05/24	Genesis Bengkulu	Indirect	Indonesia	Deforestation linked to palm plantation development in areas still covered by protected area designation: protected forests, limited and permanent production forest.	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	9/5/2024
Royal Golden Eagle/Asian Agri	MITRA UNGGUL PUSAKA (P01000004157 and P01000008155) INTI INDOSAWIT SUBUR DASA ANUGERAH SEJATI (P01000002143) RIGUNAS AGRI UTAMA (P01000002063 and P01000002093)	01/08/24	RAN	Indirect	Indonesia	Continuous deforestation inside concession IUP. Over 1,475 hectares of forest was lost across the RGE/Asian Agri concessions from 2016-23. 448 ha natural forests were cleared in Asian Agri concessions after December 2020 (EJOR)	The response of RGE to the grievance raiser were: - For PT. Mitra Unggul Pusaka and PT. Rigunas Agri Utama "was occupied and cleared by the local communities. This was declared in the RSPO audit report" - PT. Mitra Unggul Pusaka and PT. Rigunas Agri Utama both Claimed to RAN that the forest loss highlighted "was occupied and cleared by the local communities. This was declared in the RSPO audit report".	Investigation	8/1/2024
Felda Global Ventures Holding Bhd (FGV)	All FGV operations, across Peninsular Malaysia and Sabah	23/05/23	Greenpeace RAN	Indirect	Malaysia	Historic labour rights abuses/issues. RSPO CP investigation leads to RSPO membership suspension for 1 mill (Klang Sawit Serting) + 4 FFB plantations. Requirement for corrective action plan by RSPO CP.	January 2023: Communication issued to all tier one palm suppliers in January setting out 'Policy Expectations' and continued transparency and monitoring on FGV and Greenpeace 26. March 2019: FELDA labour rights action plan submitted to RSPO, subsequently published on website here - Case documented on RSPO grievance tracker - Raised to General Mills Grievance Committee. August 2019: RSPO suspension on FGV certificate for Serting complex lifted. September 2019: FGV commits to third-party verification by NGO groups January 2020: RSPO re-imposes partial suspension in response to verification findings April 2020: FGV develops action plan to address failings in collaboration with Fair Labor Association (FLA) September 2020: US Customs and Border Patrol (CBP) issues a Withhold Release Order on palm oil from FGV Holdings October 2020: GMI instructing relevant suppliers to issue a no buy order for palm originating from this company to our direct suppliers May 2023: WRD remains in place and latest CP directive issued 7/22 remains unresolved, pending confirmation that there is no evidence of systemic/systematic labour violations September 2024: FGV requested to the US CBP to modify the WRD	Suspended	2/24/2024
Rimbunan Hijau Group	Mamusu (P01000011914)	01/07/21	Global Witness	Indirect	Papua New Guinea	Deforestation, failure to conduct FPIC and worker health and safety violations, among others.	General Mills has confirmed no exposure to Mamusi mill. General Mills will monitor supply chain to ensure that Mamusi mill does not reenter their supply chain.	No longer in supply chain	2/6/2024
First Resources Group	FAP Agri Cilandray Anky Abadi New Borneo Agri Sulidny Group	16/01/24	Confidential	Indirect	Indonesia	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 complaint. March 2024: First Resources appoints Robertbridge as independent advisor to support them manage the allegations made by the Gecko Project. Robertbridge has a long track record of working on similar issues in the palm oil sector and facilitating dialogue between civil society and corporations. May 2024: First Resources issues a letter denying any connection to the Cilandray Anky Abadi (CAA) and New Borneo Agri (NBA)/Sulidny Group. In the same letter, First Resources mentions that FAP Agri (FAPA) is a supplier and that they will be giving regular updates to all the interested parties. August 2024: Draft Report by independent investigator hired by RSPO is under factual verification process by the Complaints Panel	In Progress	1/9/2024
PT Mitra Abadimas Sejahtera	PT Mitra Abadimas Sejahtera (P01000007462)	01/07/23	Human Rights Watch (HRW)	Indirect	Indonesia	Landra response: concession overlaps with community land with no FPIC for development. No adequate compensation negotiated. Failure to develop	October 2022: HRW did a review of the allegations of providing community with their operation's legitimacy and the plasma obligations, their direct supplier consider the original case is closed. May 2022: HRW did a review of the allegations of providing community with their operation's legitimacy and the plasma obligations, their direct supplier consider the original case is closed.	Monitor	1/2/2024
Brasil Biofuels (BBF)	Biopalma Da Amazonia 1 (P01000006224) Biopalma Da Amazonia 2 (P01000006218)	20/05/22	Global Witness	Indirect	Brazil	Potential risk of violent escalation of long running land rights conflict.	May 2022: BBF did a review of the allegations of providing community with their operation's legitimacy and the plasma obligations, their direct supplier consider the original case is closed. June 2022: 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	No longer in supply chain	5/23/2023

Sime Darby Plantation Berhad	All Subsidiaries, joint ventures and affiliates	23/05/23	Liberty Shared / US Customs and Border Protection	Indirect	Malaysia	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 WRO, 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/WRO findings. February 2023: 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. Direct supplier lifted the suspension. May 2023: The RSPO complaint remained open. 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.	Closed	5/5/2023
AgroPalma	Amapalma (PO1000008811) CPA (PO1000000017) CRAI-AGROPAR (PO1000000407) Agropalma (PO1000000408) Perapalma (PO1000004955)	01/05/19	General Mills Investor	Direct	Brazil	Grievance questions related to a historical land rights case and employee working conditions legal case.	May 2019: 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. February 2021: RSPO CP process is closed	Closed	3/6/2021
IndoGunta - linked to the Salim Group	Gunta Samba Jaya (PO1000006346)	01/08/20	CRR newsletter	Indirect	Indonesia	Clearance of 709 ha of forest and peatland during the first half of 2020 & alleged ownership connections with Salim Group.	General Mills has confirmed no exposure to IndoGunta. General Mills maintains a no-buy position on Salim Group Companies and will take appropriate action as required.	Suspended	8/1/2020
PT. Bumi Daya Agrotamas & PT. Muara Jambi Sawit Lestari (PT MJSL)	PT Bumi Daya Agrotamas (PO1000008583) PT Muara Jambi Sawit Lestari (PO1000008221)	01/10/19	RAN	Indirect	Indonesia	PT. Bumi Daya Agrotamas, alleged to be buying from PT Laot Bangko via agents/dealers. Muslim 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. Muslim Mas working with BDA on a traceability action plan. General Mills requires supplier assurance on BDA action plan and progress before sourcing resumes. MJSL links investigated. MJSL confirmed not in the supply chain for 7/8 suppliers. For 8th supplier, MJSL purchase was spot buy only. Group association connections between PT MJSL and Bima Golden Powerindo challenged by General Mills' suppliers (noncontrolling stake by shared owner).	Closed	10/1/2019
PTPN 1 Blang Tualang, PT SP5 II PT Laot Bangko, PT Agra Bumi Niaga, PT Dua Perkasa Lestari, PT Kallista Alam	N/A	01/05/19	RAN	Indirect	Indonesia	Multiple past and ongoing cases of alleged land clearance and deforestation within Leuser ecosystem.	PT Laot Bangko, PT Agra Bumi Niaga, PT Dua Perkasa 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 RAN's claims	Closed	5/1/2019