



Grievances and Resolutions - Background

On May 7, 2015 ADM announced its Commitment to No-Deforestation and to building traceable and transparent agricultural supply chains that protect forests worldwide. Since that time, ADM has been working diligently on implementing the commitment globally. In March 2021, we published an updated and expanded [Policy to Protect Forests, Biodiversity and Communities](#). The commitment includes provisions related to no deforestation, protection of biodiversity hotspots and support and defense of human rights and includes additional specific requirements for our palm and soy supply chains. The policy is aligned with and complementary to ADM's [Human Rights Policy](#), which is aimed at ensuring that our colleagues, our suppliers and their contractors respect workers' rights and comply with all applicable local, national and international laws governing working conditions. Both commitments include strict prohibitions against the use of child labor, forced labor and bonded labor, and include several other guidelines to protect workers and communities from exploitation. ADM is working hard to develop supply chains that meet our commitments. To that end, we invite stakeholders who have issues or concerns related to the implementation of our policies to share these with us through this portal.

Grievances and Resolutions - Procedure

We welcome correspondence from any external parties, including individuals, government organizations and non-governmental organizations, regarding the implementation of and compliance with our Commitment to No-Deforestation and our Human Rights Policy. Please send any concerns to responsibility@adm.com. When making an inquiry and/or raising a grievance, please make sure to provide us with the following information:

- 1) Your full name (optional)
- 2) The name of your organization (if applicable)
- 3) Mailing address / email address
- 4) Phone, fax or email
- 5) Detailed description of the concern
- 6) Evidences to support the issue

We will respond as quickly as possible once we have received your communication. Please see the Issues and Resolutions workflow on the next page.



Grievances and Resolutions Workflow

