

Grupo Bimbo's Grievance Mechanism

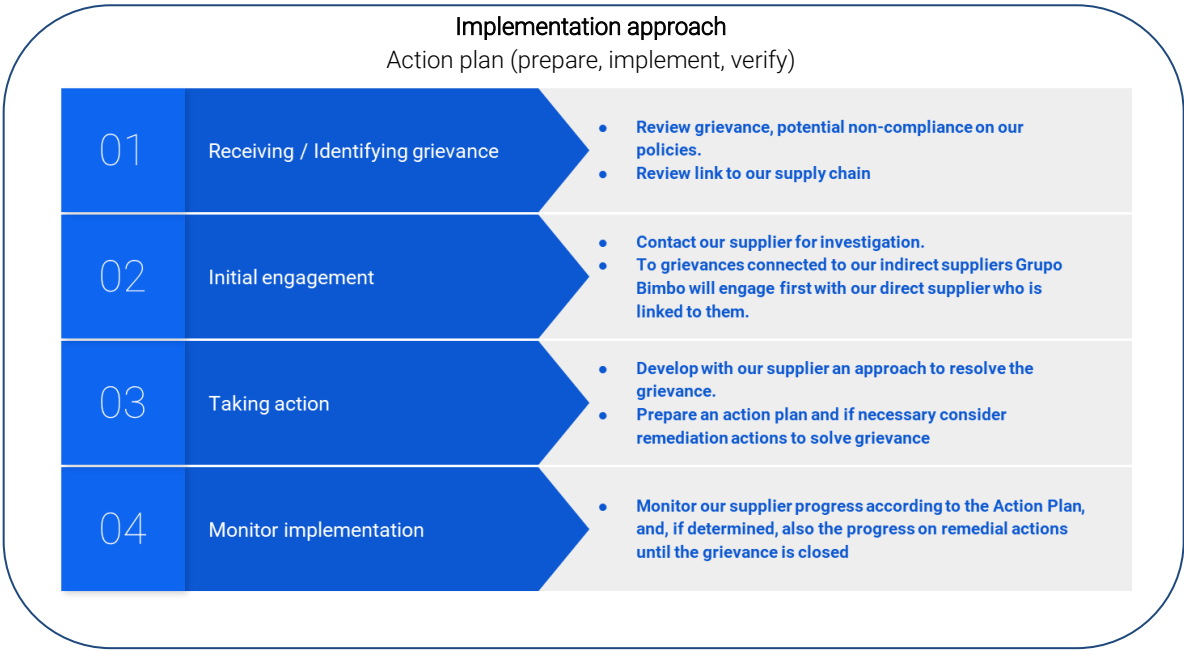
At Grupo Bimbo we are committed, through our different policies, to working on responsible sourcing. These commitments and expectations are embodied in the [Global Palm Oil Policy](#) and the [Global Agriculture Policy](#), which cover our global agricultural supply chain.

We also develop strategies that strengthen our sourcing of agricultural raw materials in a sustainable manner, through continuous engagement with suppliers and investment in transformation projects that address the human rights and deforestation challenges associated with supply chains. Externally, we are members of the [Consumer Goods Forum](#), [Roundtable on Sustainable Palm Oil](#) (RSPO), and participate in the North American (NASPON) and Latin American (GCAL) working groups.

In addition to these actions, we have a grievance mechanism available to our external stakeholders to report potential non-compliance by our suppliers with our Global Palm Oil Policy, Global Agriculture Policy and/or the Code of Conduct for Grupo Bimbo suppliers. Reports can be made through the e-mail account sustainable.sourcing@grupobimbo.com.

The grievance mechanism is how Grupo Bimbo makes available to our stakeholders a structured process for addressing potential non-compliance with our policies that may be occurring in our supply chains. This mechanism also includes a non-compliant supplier process where Grupo Bimbo monitors potential non-compliance with its policy and can begin to work with our suppliers in resolving the case that has occurred.

Some examples of grievances within the scope of this mechanism are those associated with deforestation, rights of local and indigenous communities, human and labor rights, among others. The general process we follow at Grupo Bimbo to address complaints is as follows:



Approach development for engagement

Action plan (prepare, implement & verify)

Regional Category Manager

Grievance reported to Grupo Bimbo

Send supplier's information to grievance lead

Engagement with suppliers

No issue Closed Grievance

Global Category Manager

Grievance lead

Analyze information

Does this require grievance evaluation?

No

Yes

Committee analyzes information

Makes a decision: Engagement

Communicates decision to relationship owner and grievance lead

Monitor Action Plan

Verify Action Plan

Grievance Committee

Review/Agree Action Plan

Suppliers

End of Process