

Due to the sensitivity of the renewable chain, specifically the palm chain, the company is committed with transparency and action on identified deviations in environmental and social matters. Therefore, listed below are the complaints monitored today in our suppliers chain and list of mills.

This document was prepared by IOD as a member of RSPO.

#	Group	Reported Company	Summary of case	Source	Date	Status	Grievance report source
1	Golden Agri Resources	Ramajaya Pramukti	A complaint was lodged in the RSPO by Bahtera Alam, Sawit Watch, Lembaga Adat Kenejeran Petapahan. The complaint outlined 7 allegations on various topics.	Bahtera Alam, Sawit Watch, Lembaga Adat Kenejeran Petapahan https://store.co/3AZ23aO	16/02/2022	Investigating	https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/
2	None	1. Estate in Aceh Tamiang region (allegedly owned by Mr. Bukhari) 2. Estate in the Singkil Bengkulu Trumon region and the Rawa Singkil Wildlife Reserve (allegedly owned by another local elite)	RAN published an investigation report that mentioned a problem of deforestation beyond, or outside, known concessions was occurring within the district of Aceh Tamiang and in the priority landscape of the Singkil Bengkulu Trumon region and the Rawa Singkil Wildlife Reserve.	Rainforest Action Network https://bit.ly/3Gp9pTM	25/04/2022	Non compliant	https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/
3	Astra Agro Lestari	1. Mamuang 2. Lestari Tani Teladan 3. Agro Nusa Abadi	A list of allegations against PT Mamuang, PT Lestari Tani Teladan, and PT Agro Nusa Abadi was raised by Friends Of The Earth and Wahli. The allegations are issues in relation to governance, human right, and environmental risks and impacts.	Friends Of The Earth and Wahli: https://bit.ly/3Q2pOX	29/04/2022	Investigating	https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/
4	Rimbunan Hijau	LPF 026	In Jun 2021, Rapid Response Report No.34 reported that between the period June/Aug 2020 and April 2021, ~014 hectares of forest were logged/cleared within the Rimbunan Hijau LPF 0026 concession.	Mighty Earth https://bit.ly/3KsRv1q	05/05/2022	Monitoring	https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/
5	Teguhkarna Wanalestari	Sawit Sukses Sejati, Usaha Sawit Unggul	Mighty Earth Rapid Response Report 39 reported that between April 2021 and March 2022 a total of approx. 340 hectares of forest (indicative HCS) were cleared in the PT Sawit Sukses Sejati concession and a total of ~390 hectares of forest (indicative HCS) was cleared in the PT Usaha Sawit Unggul concession. Both companies are said to be affiliated with PT Teguhkarna Wanalestari.	Mighty Earth https://bit.ly/3Ks6eJk	16/05/2022	Non compliant	https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/
6	Cemerlang Abadi	Cemerlang Abadi	In May 2022, RAN reported that satellite evidence shows that PT. Cemerlang Abadi has resumed clearance of forests and peatland areas since September of last year (2021). Deforestation persisted until at least February 2022, with over 24 acres of secondary forests being cleared to make way for a palm oil plantation. According to the report, a significant area of the land cleared appears to be secondary and young regenerating forests (regrowth forests). Over 24 acres of secondary forests have been cleared, as well as a further 740 acres of young regenerating forests. In Aug 2022, RAN also published another report against PT CA on social issues/conflict.	RAN https://bit.ly/3d1tMMI http://bit.ly/3ho2U00	25/05/2022	Non compliant	https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/
7	Runding Putra Persada	Runding Putra Persada	On Sep 19th 2022, RAN published a report titled "Carbon Bomb Scandals: Big Brands Lining Climate Disaster for Palm Oil". According to the report, a new investigation exposes consumer goods companies still buying illegal palm oil from protected wildlife reserve in Sumatra's Leuser.	Rainforest Action Network: https://bit.ly/3R1yCpx	20/09/2022	Monitoring	https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/
8	Sawang Sejati Lufur	Allegedly linked to Sawit Rokan Semesta	In late Sep 2022, RAN published a report titled "Big Ten Deforestation Cases & 100 Hectares on Oil Palm Concessions During H 2022: A Significant Increase Versus 2021". The report mentioned that PT Sawit Rokan Semesta cleared 600 ha of forest during the first half of 2022 in Riau, Sumatra.	Chain Reaction Research: https://bit.ly/3LQ1WHT	27/09/2022	Closed	https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/
9	Erasaki Wira Forestama	Erasaki Wira Forestama	On Nov 23rd 2022, GAR received a grievance report from a customer about CASH's investigation / allegedly re-visit labor and safety issues and safety breaches against PT Erasaki Wira Forestama in Muaro Jambi (the publication / video was published in Oct 2022)	CASH Investigation http://bit.ly/3YpQ6J3	23/11/2022	Closed	https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/
10	Bumi Sama Ganda	Bumi Sama Ganda (for sourcing from PT Nya Yulid Berasaudara via UD Makmur Jaya)	On 8 December 2022, RAN published a report titled "Notorious Rainforest Destroyer Caught Taking Palm Oil to Global Market Supply chains of major brands found to be tainted with Conflict Palm Oil Again". RAN reported that FFB from PT Nya Yulid Berasaudara that was allegedly carrying out deforestation had entered PT Bumi Sama Ganda supply chain through UD Makmur Jaya.	RAN: https://bit.ly/3G4p4P	12/12/2022	Monitoring	https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/
11	Golden Veroleum Liberia	Golden Veroleum Liberia	Letter received from Milieudefensie and SDI alleging that GVL, accompanied by police, used violence when they raided a site processing what was claimed to be oil palm fruits stolen from GVL plantation.	Milieudefensie (Friends of the Earth Netherlands) https://bit.ly/3Xq8EVi	3/01/2023	Investigating	https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/
12	Harita/Roda Mas Group	Kemakmuran Berkah Timber, Roda Mas Tar Kalimantan	RAN reported that Harita Group had failed to respect the rights of the Long Irun community to say 'no' to two proposed logging operations on their customary lands in the Mahakam Ulu district, in East Kalimantan, Indonesia. According to RAN, Harita Group has controlling shares in both palm oil (called Bumiama Agri Limited) and timber companies (called the Roda Mas Group). Bumiama is a supplier to GAR.	RAN https://bit.ly/3Xlq4SR	15/02/2023	No in Supply Chain	https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/
13	Anugerah Langkah Makmur	Anugerah Langkah Makmur	Deforestation	https://channeactionresearch.com/the-chain-deforestation-driven-by-oil-palm-falls-fall-a-four-year-low/	08/03/2022	Inactive	https://www.muslimmas.com/sustainability/grievances/grievance-case/
14	Ajuna Utama Sawit	Ajuna Utama Sawit (ARJ)	Allegedly linked to PT Khatulistiwa Agro Abadi and PT Borneo International Anugerah	https://www.mightyearth.org/wp-content/uploads/RR-Report-40_draft_vers-3.pdf	01/07/2022	Active	https://www.muslimmas.com/sustainability/grievances/grievance-case/
15	Astra Agro Lestari (AAL)	Astra Agro Lestari (AAL)	Allegedly responsible for numerous environmental, human rights, and governance violations	https://theica.wprgriepowered.com/wp-content/uploads/2022/03/Astra_Agro_Lestari_Report_v4.pdf	01/03/2022	Active	https://www.muslimmas.com/sustainability/grievances/grievance-case/
16	Astra Agro Lestari (AAL)	Astra Agro Lestari (AAL)	Allegedly responsible for numerous environmental, human rights, and governance violations	https://www.wahli.co.id/index.php/open-letter-from-indigenous-peoples-and-civil-society-organisations-to-consumer-goods-companies-re-ongoing-criminalization-human-rights-abuses-and-not-embedding-the-wahli-into-a-legal-and-substantive	01/09/2022	Active	https://www.muslimmas.com/sustainability/grievances/grievance-case/
17	Astra Agro Lestari (AAL)	Astra Agro Lestari (AAL)	Allegedly responsible for numerous environmental, human rights, and governance violations	https://www.wahli.co.id/index.php/open-letter-from-indigenous-peoples-and-civil-society-organisations-to-consumer-goods-companies-re-ongoing-criminalization-human-rights-abuses-and-not-embedding-the-wahli-into-a-legal-and-substantive	01/09/2022	Active	https://www.muslimmas.com/sustainability/grievances/grievance-case/
18	Bangun Sempurna Lestari (BSL)	Bangun Sempurna Lestari (BSL)	Sourcing FFB from Ibu Nasti (via Alpani)	http://nan.org/publications/LeuserCarbonBombScandals?_ga=2.235.23542.23550184.168570220.1384152387.1685915369	19/09/2022	Inactive	https://www.muslimmas.com/sustainability/grievances/grievance-case/
19	Bumi Sama Ganda (BSG)	Bumi Sama Ganda (BSG)	Sourcing FFB from PT Nya Yulid Berasaudara	https://www.ran.org/leuser-watch/notorious-rainforest-destroyer-caught-taking-palm-oil-to-global-market/	08/12/2022	Inactive	https://www.muslimmas.com/sustainability/grievances/grievance-case/
20	Global Sawit Semesta (GSS)	Global Sawit Semesta (GSS)	Sourcing FFB from Mr. Mahmudin (via Natama Prima)	https://www.ran.org/leuser-watch/carbon-bomb-scandals-big-brands-dining-climate-disaster-for-palm-oil/	19/09/2022	Inactive	https://www.muslimmas.com/sustainability/grievances/grievance-case/
21	Group companies held by Mr Chow Chuan Hai and Sultan of Jabot	PT 1815	Deforestation	https://www.mightyearth.org/wp-content/uploads/RR-Report-38_final_vers-3.pdf	15/02/2022	Active	https://www.muslimmas.com/sustainability/grievances/grievance-case/
22	PT Runding Putra Persada	PT Runding Putra Persada	Sourcing FFB from Mr. Mahmudin (via Buana Indah)	https://www.ran.org/wp-content/uploads/2022/09/Rainforest-Action-Network-Executive-Summary-FINAL-WEB.pdf	19/09/2022	Active	https://www.muslimmas.com/sustainability/grievances/grievance-case/
23	Sumber Tani Agung (STA)	Sumber Tani Agung (STA)	Sourcing FFB from PT Sawit Sukses Sejati	https://www.mightyearth.org/wp-content/uploads/RR-Report-39_final_vers-3.pdf	01/05/2022	Inactive	https://www.muslimmas.com/sustainability/grievances/grievance-case/
24	Handayani Plantation Group / Cipita Maritaya (CCM Group)	Sekubi Insi Plantation	Alleged Deforestation	https://www.mightyearth.org/wp-content/uploads/RR-Report-41_final_a.pdf	01/02/2023	Active	https://www.muslimmas.com/sustainability/grievances/grievance-case/
25	Agropalma AS	Agropalma AS	While performing supply chain monitoring, Cargill identified an incident involving Agropalma and Quilombola communities located at the Acara River, near plantations managed by the said Company. This issue was also raised in other articles and included general allegations related to human rights and labor issues. Since 2021, Cargill has engaged Agropalma to support its transformation through the ART Program, an initiative to help palm oil mills in Cargill's supply chain achieve alignment with NDPE criteria.	Grievance Source: Media	01/02/2022	Investigating	https://www.cargill.com/sustainability/palm-oil/managing-grievances
26	Astra Agro Lestari	PT Mamuang	Cargill received a report by Friends of the Earth (FoE) raising allegations related to Astra Agro Lestari's operations. In October 2022, we also received a summary report from our consultant titled: PT Astra Agro Lestari Grievance Case - Field Verification Executive Summary dated 19 August 2022. The issues related to PT Mamuang are summarized as follows: PT Mamuang and the local community are both claiming overlapping 50ha of land. Alleged criminalization of farmers linked to reports from employees of PT Mamuang	Grievance Source: Media	01/04/2022	Developing action plan	https://www.cargill.com/sustainability/palm-oil/managing-grievances
27	Astra Agro Lestari	PT Lestari Tani Teladan	Cargill received a report by Friends of the Earth (FoE) raising allegations related to Astra Agro Lestari's operations. In October 2022, we also received a summary report from our consultant titled: PT Astra Agro Lestari Grievance Case - Field Verification Executive Summary dated 19 August 2022. The issues related to PT Lestari Tani Teladan (PT LTT) are summarized as follows: PT Lestari Tani Teladan has claimed approximately 100ha allegedly from farmers in the villages of Rio Mukti and Tawi. The company also allegedly implements an outsourcing system, allegedly mismatches working hours and fails to follow a wage system in accordance with Indonesian labor law, whereby the price of palm oil fruits produced by the farmers are allegedly determined by the company alone.	Grievance Source: Media	01/04/2022	Developing action plan	https://www.cargill.com/sustainability/palm-oil/managing-grievances
28	Astra Agro Lestari	PT Agro Nusa Abadi	Cargill received a report by Friends of the Earth (FoE) raising allegations related to Astra Agro Lestari's operations. In October 2022, we also received a summary report from our consultant titled: PT Astra Agro Lestari Grievance Case - Field Verification Executive Summary dated 19 August 2022. The issues related to PT Agro Nusa Abadi (PT ANA) are summarized as follows: PT Agro Nusa Abadi has claimed 5,000ha of land allegedly belonging to farmers of Madiso Village, Bungurimbe Village, Tompia Village and Buana Village, and is operating without a land use permit (HGU). The company is allegedly to have only location permits, thus being in violation of local laws concerning taxation and regional income.	Grievance Source: Media	01/04/2022	Developing action plan	https://www.cargill.com/sustainability/palm-oil/managing-grievances
29	Global Sawit Semesta	Global Sawit Semesta	Mr. Mahmudin and Ibu Nasti is allegedly responsible for operating illegal plantations inside the boundaries of the Rawa Singkil Wildlife Reserve.	Rainforest Action Network	19/09/2022	Monitoring	https://www.apicalgroup.com/sustainability/grievance-tracker/
30	PT Cemerlang Abadi	PT Cemerlang Abadi	PT. Cemerlang Abadi is alleged to be involved in the intimidation of the Pante Cermin community in Tiga Peatland region.	Rainforest Action Network	01/09/2022	Monitoring	https://www.apicalgroup.com/sustainability/grievances/grievance-tracker/
31	PT Teguh Karna Warna Lestari	PT Teguh Karna Warna Lestari	PT Teguh Karna Warna Lestari (PT TKN) was allegedly linked to PT Sawit Sukses Sejati (PT SSS) which being implicated clearing land inside the concession.	Mighty Earth	16/05/2022	Monitoring	https://www.apicalgroup.com/sustainability/grievances/grievance-tracker/
32	Bukhary and a plantation in Rawa Singkil	Bukhary and a plantation in Rawa Singkil	Mr Bukhary was allegedly responsible for deforestation inside the boundaries of the Gunung	RAN	25/04/2022	Monitoring	https://www.apicalgroup.com/sustainability/grievances/grievance-tracker/
33	PT Astra Agro Lestari	PT Astra Agro Lestari	Three subsidiaries of AAL - PT Agro Nusa Abadi, PT Lestari Tani Teladan, and PT Mamuang - was allegedly conducted various violations of the environment, human rights, and governance.	FoE / Wahli	29/04/2022	Monitoring	https://www.apicalgroup.com/sustainability/grievances/grievance-tracker/