

Grievance List								
Last updated: 10 Nov 2017								
No.	Means of delivery	Date Received	Subject	Scope	Stakeholder	Progress	Status	Verification Report
G01	Letter to RSPO	10/14/2014	FPP complaint to RSPO alleging breaches of the RSPO Principles and Criteria by GAR including HCV, FPIC, smallholder schemes, and Indonesian law. In PT Kartika Prima Cipta (PT KPC) , West Kalimantan	New planting, HCV assessments, and FPIC	Forest Peoples Program (FPP)	<ul style="list-style-type: none"> October 2014: FPP submitted a complaint against GAR alleging a breach of the RSPO Principles and Criteria. July 2015: GAR and FPP agreed on a joint action plan to resolve the issues raised. 24/8/15: The RSPO Complaints Panel ruled that GAR could resume plasma development. This would also allow GAR to fulfill its social obligations to the local community. September 2015: FPP and GAR met the RSPO to discuss their joint action plan. The RSPO indicated that as FPP and GAR have entered into bilateral negotiations, the next step is to show clear progress in addressing the issues which will enable RSPO to move towards closing the case. October 2015: GAR held public consultations with the local community in PT KPC to address concerns related to land tenure. A second meeting involving the wider community and local authorities on this issue is planned for Q1 2016. December 2015: GAR notified the FPP and the RSPO of its intention to submit New Planting Procedure (NPP) documents for plasma development in PT Paramitra Internusa Pratama (PT PIP) following public consultations. February 2016: RSPO informed GAR that plasma development in PT PIP can proceed. GAR continues active dialogue with FPP. All grievances submitted to the RSPO are being addressed in accordance with the RSPO grievance process. Updates can be found at the RSPO website. (http://www.rspo.org/members/complaints/status-of-complaints/view/75) 	Ongoing	N/A
G02	Direct email to GAR	11/10/2014	Grievances related to land agreements, smallholder schemes, reduction of environmental values and social conflicts in PTs AMNL, BNM, CNG, KGP.	Land & Social Conflict, Smallholders	Friends of Borneo	<ul style="list-style-type: none"> December 2014-April 2015: GAR completed an internal verification of the listed grievances. January 2015: A joint agreement between PT AMNL and the local community was reached. A report was submitted to Friends of Borneo. 17/9/15: The National Stakeholder Engagement division in GAR would oversee the resolution of the grievances As the grievances raised by FOB are similar to those raised by FPP in PT KPC, GAR would apply a similar approach to resolve the issues. 16/1/16: GAR provided an update directly to Friends of Borneo Refer to the FPP complaint update for more information. 	Ongoing	N/A
G03	Public Report	11/11/2014	Allegations of forest clearance and impact on biodiversity in the Leuser Ecosystem (LE) - from activities of plantations supplying to mills and later, to supplying PT SMART Belawan refineries.	Forest/Peat Clearance And Social Exploitation	Rainforest Action Network (RAN)	<ul style="list-style-type: none"> 9/1/15: GAR contacted RAN about the report. November 2014 to May 2015: GAR engaged 4 suppliers named in the report - PT Surya Panan Subar (SPS), PT Perkebunan Pati Sari (PSari), Ensew Sawita (ES) and PTPN 1. SPS and PSari agreed to work with GAR to develop action plans to achieve compliance with GAR policies GAR and TFT would work with SPS on improving its HCV assessment of unplanted areas within SPS 2 concession. SPS made commitment not to develop any land before HCV study was completed. A site visit was scheduled. SPS issued a peat moratorium. PSari supplied GAR with supply chain data. GAR also studied details of a site assessment carried out by PSari's customer, Musim Mas. GAR continued to engage PSari and support its efforts to address issues. PTPNI indicated that they require FFB suppliers to only source from legal sources. Ensem Sawita initially said they were not in a position to know or tackle sources of FFB but subsequently invited GAR for a site visit. GAR has identified other mills in its supply chain which are in close proximity to boundaries of the Leuser Ecosystem and will engage them to ensure they are compliant with GAR policies. 15/6/15: In meeting with GAR, RAN reported there was recent land clearing in SPS. GAR followed up with SPS and sent a team to visit the site. SPS shared their internal findings which indicated that there was a major encroachment by an unidentified party. SPS said they would file a police report and take legal action. GAR conducted a field verification visit to SPS2 mill, estate and surrounding areas on 7-11 September 2015. 23/9/15: GAR shared findings with RAN. GAR worked with SPS2 to finalize a field verification report which included an action plan to address RAN concerns. 6-9/10/15: GAR and TFT visited ES. A site visit report with an action plan has been developed and shared with ES. 18-22/1/16: GAR and TFT visited PTPN 1 (Cot Girek) and PTPN 2 (Sawit Seberang) mills. 4/2/16: GAR and SPS met to discuss the draft of site visit reports and recommendations and agreed on an action plan. The report was shared with RAN and is available on the Sustainability Dashboard. 4/2/16: GAR met SPS2 to discuss site visit report and action plan 21/4/16: GAR met SPS2 to discuss RAN's new report: http://www.ran.org/for_the_orangutan_capital_of_the_world_stop_the_bulldozers. SPS2 reiterated that the clearance was committed illegally by external parties 18/5/16: GAR met with Ensew Sawita to discuss the site visit report and action plan. 21/7/16: GAR met with SPS to discuss action plan progress and next steps, one of which is a plan to conduct Participatory Mapping. 08/7/16: RAN started reviewing the report and discussing with GAR 23/8/16: GAR, TFT and SPS2 had a meeting to discuss how the Participatory Mapping/Land Tenure Study would be conducted. The study is now ongoing. 06/09/16: SPS2 updated GAR: <ul style="list-style-type: none"> a. SPS2 reported recent forest fire that took place near its concessions to the local government b. Police investigated and visited the area on 04/08/16 c. Environment and Forestry Ministry sent a team to evaluate the peat ecosystem in SPS2 concession d. In July 2016, SPS2 was found not guilty by Banda Aceh High Court for 2012 land burning case 17/10/16: SPS2 sent a team to commence Participatory Mapping/Land Tenure Study at SPS2 concession. 9/12/16: SPS2 LTS report was complete and presented to GAR a) SPS2 sent a letter to the Government Land Authority requesting enforcement of SPS2 HGU b) SPS2 also indicated they would welcome direct communication with RAN to inform them about their actions to address further encroachment of undeveloped areas in their estate. c) GAR would share its Desa Siaga Api programme with SPS2. 21/12/16: GAR shared SPS2 LTS report with RAN and recommended RAN meet with SPS2 management. 20/6/17: GAR launched CFT programme (Collaboration For Transformation) that aims to give intensive support to SPS2 to improve responsible palm oil practices on site. 	Ongoing	
						<ul style="list-style-type: none"> 7/11/16: RAN issued report entitled "Protecting the Leuser Ecosystem" https://www.illegal-logging.info/sites/files/chlogging/RAN_Protecting_The_Leuser_2016.pdf Deforestation was found after Governor of Aceh Circular Letter on June 17th 2016 in 12 palm oil concessions located within the threatened lowland rainforests and peatlands of the Leuser Ecosystem: TN, SPS2, ABN, TR, AT, DPL, PK, and others There are 11 companies identified at risk of sourcing FFB from Singkil-Bengkung biodiversity region: ASN, GSS, PT.Nafasindo, PT.Singkil, PLB, ISP, SSN, Subulussalam, EL, DM PT.ABN, PT.DPL GAR does not procure from ABN. There are 2 GAR suppliers within ABN's 50km radius : PT.EL and PT.BS. EL denied sourcing FFB from ABN while BS's FFB source is 100% from its own estate. PT.DPL: There are 5 GAR suppliers in PT.DPL's 50km radius: PT.UND, PT.SNR, PT.BSP, PT.RM, PT.SPS 11 The 5 companies denied sourcing FFB from PT.DPL Singkil-Bengkung biodiversity region: <ul style="list-style-type: none"> 5 of 11 alleged mills are direct GAR suppliers: PT. Global Sawit Semesta (GSS), PT.Perkebunan Lambah Bhakti (PLB), PT.Samudera Sawit Nabati (SSN), PT.Bangun Sempurna Lestari (BSL), PT.Ensem Lestari (EL) In Feb 2017 GAR met PT.PLB, PT.SSN, PT.BSL & PT.EL. a. PT.PLB, PT.SSN, PT.BSL, PT.EL denied sourcing FFB from Singkil-Bengkung area b. PT.SSN, PT.BSL, PT.EL have engaged with GAR in a traceability to plantation (TTP) project to map their FFB source while PT.PLB is in the process of completing its own TTP project. GAR is planning to conduct Smart Seed workshop in Aug 2017 to raise awareness for 44 suppliers around Leuser of the need of protecting it as stated in the circular letter from Aceh governor. 2/5/17: GAR conducted a FGD with NGOs in Aceh on their views concerning the Leuser Ecosystem (KEL). GAR is using this FGD to prepare for the Smart Seed workshop 3-5/5/17: As part of its supplier development programme, GAR conducted a sustainable palm oil training for its 12 suppliers around Leuser (KEL). A mini FGD with the participants was also held. 		
						<ul style="list-style-type: none"> 31/03/17: RAN issued a report https://www.ran.org/pt_indo_sawit_perkasa_caught_destroing_the_lowland_rainforests_of_singkil_bengkung saying that PT Indo Sawit Perkasa (ISP) caught destroying the lowland rainforest of Singkil-Bengkung. GAR does not have any direct commercial relationship with PT. ISP. GAR has contacted its suppliers within 50 km radius of PT.ISP to check if they have any commercial or other relationship with ISP. GAR is also working with suppliers on improved transparency and traceability of their FFB supply including encouraging its suppliers to publish a list of their suppliers. GAR is investigating if ISP is part of a larger business group. GAR is preparing a multi-stakeholder event involving stakeholders from government, industry, academia and civil society to discuss how to develop responsible palm oil in Aceh. GAR is relaying the RAN report to its suppliers prioritising mills that are located within 50 km of the boundaries of KEL (Leuser Ecosystem). 		

						<ul style="list-style-type: none"> 21/7/17: The Guardian newspaper published report titled "Pepsico, Unilever and Nestle accused of complicity in illegal rainforest destruction" saying that PT. ABN reduced 420 ha of 'protected' forest cover to just 88 ha between June 2014 and April 2017. The palm oil reaches major brands via a twisting supply chain that stretches from the PT Agra Bumi Niaga (ABN) logging company, which delivers to a processing mill owned by PT Ensem Sawitla (ES), which then sells the palm oil on to some of the world's largest traders. https://www.theguardian.com/environment/2017/jul/21/pepsico-unilever-and-nestle-accused-of-complicity-in-illegal-rainforest-destruction. In previous GAR engagement with PT ES prior to the report, PT ES had initially stated they did not buy FFB from PT ABN but later it acknowledged that there had been FFB from PT ABN entering its supply chain 24/8/17: GAR and TFT conducted site visit to PT ES and ABN 13/9/17: GAR and TFT had a meeting with owner of PT ES to discuss site visit report and agree on action plan 		
						<ul style="list-style-type: none"> 14/8/17: RAN published report on PT SPS II: "PT. Surya Panen Subur II failing to stop illegal fires and destruction of Tripa peatland" claiming forest clearance continued inside the PT. SPS II concession in the month leading up to June 9, 2017 (24 ha area) and numerous fire hotspots were identified. https://www.ran.org/pt_surya_panen_subur_ii_forest_loss_medium-social&utm_source=twitter&utm_content=081417 14/8/17: GAR analysed report and asked PT SPS II to investigate 31/8/17: SPS II confirmed there was a new land clearing and burning in the east part of SPS II concession committed by external parties (encroachers) in Jun-Jul 2017. 11-15/9/17: GAR and TFT are currently supporting SPS in a programme called "Collaboration for Transformation (CFT)". This programme helps suppliers address problems in their supply chain such as implementing conflict resolution processes to address land tenure issues between SPS and local communities 		
G04	Forest Peoples Programme (FPP) presentation to GAR	5/5/2015	Allegations of planting along banks of Lake Marsedan by PT Kartika Prima Cipta (PT KPC) in West Kalimantan.	Riparian zones	Forest Peoples Programme	<ul style="list-style-type: none"> May 2015: GAR deployed a team to investigate Initial findings indicated that flooding in the Lake Marsedan catchment area has caused the lake to expand. June 2015: GAR conducted Participatory Mapping (PM) and identified Lake Marsedan's normal boundaries and riparian edges. Following the PM with Lake Marsedan community in May-June 2015, GAR conducted public consultations on options for the management of the riparian zone at Lake Marsedan. As it is defined as protected area, Company will enclose the area and return it to central government (in accordance with Indonesian law) 10/3/16: Following meeting with FPP on 2/2/16, GAR submitted the revised cadastral map to the Ministry of Agrarian and Spatial Planning 	Ongoing	N/A
G05	Public Report	5/2/2015	Allegations of forest clearing by palm oil supplier PT Austindo Nusantara Jaya Agri (PT ANJ), in Sorong, West Papua, Indonesia.	Forest Clearance	Greenomics	<ul style="list-style-type: none"> 27/5/15: GAR met ANJ ANJ did not provide enough information to show compliance with GAR's policies. 29/5/15: GAR encouraged ANJ to take steps to address issues but no action was taken. GAR continues to encourage ANJ to present plans for its Papua development which includes a revised HCV report and land use plans for the Papua estate. 	Ongoing	Being Prepared
G06	Public Report	6/4/2015	Allegations of forest and orang-utan habitat clearance by PT Sawit Sumbermas Sarana (SSS) TBK.	Forest/Peat Clearance	Greenomics	<ul style="list-style-type: none"> 15/6/15: GAR met SSS. GAR suspended new purchases from SSS and its subsidiaries, while continuing talks with GAR's sustainability policy for all of SSS subsidiaries. 5/8/15: GAR's verification team received evidence that indicated active clearance on KSA concession. 6/8/15: GAR sent letter to KSA to suspend all existing contracts. 3/9/16: In meeting with GAR, SSS said that land clearing that had happened since 19th June 2015 was due to an internal miscommunication as well as plasma demand insisted by the local community. 7/10/16: SSS had a meeting with GAR presenting consultants it was commissioning to verify allegations related to KSA. (Daemeter, Remarks Asia, IPB, BOSF). 15/11/16: SSS held a buyer gathering event in Jakarta to give its buyers a sustainability update. 17/11/16: SSS released an official statement in its website claiming KSA had complied with RSPO and government regulation 20/10/16: GAR had a meeting with SSS in Pangkajene Bun to get an update on its sustainability initiatives particularly on KSA: a. SSS management claimed that it had decided to stop land clearing in KSA since November 2015. b. SSS stated it would comply with recent government regulation that prohibits development on peat. c. An independent verification was carried out by Remark Asia dan Daemeter on 4-10 Dec 2015. The report confirmed that a forest and peat clearance had happened in KSA. It also confirmed Desa Kondang residents wanted to have a plasma area in KSA concession. Remark Asia and Daemeter acknowledged studies commissioned by KSA towards sustainable palm oil practices. d. SSS also commissioned other studies/projects in KSA such as Carbon Study (Cerindo), orangutan population survey (BOSP) - MOU is ready to be signed for a two-year biodiversity study (Univ. Mulawarman), and HCV study (Aksenta). e. Other initiatives included Water Management at Batu Kotam, management decree on 26 Sep 2016 about KSA area of which 590 of the total of 1,800 hectares would be conserved for HCV, 1 million mangroves project in Desa Kubu and TWA Tanjung Kalluang and conservation of Owa & Tarsius. In addition to verifications carried out by independent parties, SSS agreed that GAR would conduct its own verification visit to KSA. 5-7/12/16: GAR carried out a site visit at KSA 13/9/17: SSS launched new sustainability policy at a group level which includes identification and protection of HCV and HCS forests: http://www.ssms.co.id/News%20Sustainability%20Policy%20SSMS.pdf 28/9/17: GAR had meeting with SSS to discuss KSA site report and to give recommendations about SSS new sustainability policy 24/10/17: GAR conducted HCS training for SSS team using the latest HSCA toolkit 	Ongoing	Being Prepared
G07	Email to Grievance Department	6/5/2015	Allegations of peatland clearance and social conflict by PT Setia Agrindo Lestari (SAL), which partly owned by First Resources (FR).	Forest/Peat Clearance and Social Exploitation	Forest Heroes	<ul style="list-style-type: none"> 12/5/16: GAR met FR FR clarified that they have a minority stake in SAL and asked SAL to agree to suspend land clearance. 12/6/15: FR adopted Policy on Sustainable Palm Oil. FR has said they will take responsibility for addressing issues related to SAL in line with their policy commitments. 	GAR continues to monitor	
G08	Public Report	6/17/2015	Allegations of HCS clearance in a concession owned by PT Varia Mitra Andalan (VMA), a subsidiary of PT Eagle High Plantation (EH).	Forest clearance	Greenomics	<ul style="list-style-type: none"> 19/6/15: GAR began engaging with EH. EH shared HCV report on VMA and engaged HCS assessors. 23/11/15: EH updated GAR on steps it has been taking to address VMA issues and agreed to share HCS study on VMA. In January 2016 EH launched its new website with a sustainability section and updated its RSPO profile with its commitments: http://www.rspo.org/members/225/PT.-Eagle-High-Plantations-Tbk 22/2/16: Shared draft summary of HCS report on VMA conducted in January 2016. It does not plan to carry out any land clearing in 2016. EH has begun the HCV compensation process with RSPO as part of its effort to get BLP RSPO certification in 2016. EH management will report its progress to GAR on a monthly basis. 5/8/16: GAR and TFT finished reviewing VMA's HCS report. 20/9/16: EHP attended HCSA Steering Committee meeting in Singapore 30/9/16: GAR shared with EHP HCS approach and experience in implementing long-term forest conservation in Kapuas Hulu District. EHP submitted VMA HCS study report to HCSA steering committee for peer review. The peer review is now in progress. http://highcarbonstock.org/registered-hcs-assessments/ 	Ongoing	Being Prepared
G09	Meeting	7/31/2015	HCS and HCV clearance in concession of PT Syaikhah Sejahtera (SS) in Nanggroe Aceh Darussalam.	Forest clearance & encroachment on water catchment area	Greenomics	<ul style="list-style-type: none"> 31/7/15: GAR met Greenomics and PT Syaikhah Sejahtera (SS) An initial action plan was agreed on to address the following items: <ul style="list-style-type: none"> Establish legality of concession; Verify reported land clearance by burning; HCV clearance; Clearance of HCS Forest. Following several meetings with SS and Greenomics conclusive findings could not be obtained. GAR proposed SS agree to a site verification visit. SS has agreed to allow GAR and TFT to conduct a site visit of SS to address Greenomics' concerns. It will also work with GAR on policy implementation. 30/11/2015: Site visit was carried out and a report drafted. This grievance is considered closed as SS has been included in GAR's Aggregator Refinery Transformation Program for monitoring. 	Closed as of 24/5/16	Being Prepared
G10	Email to GAR	9/15/2015	Request for information by Forest Heroes about GAR's action regarding media reports of palm oil companies contributing to the haze crisis: Provident Agro, Temprial Palm Resources and Waymusi Agro Indah.	Forest Fires/ Haze	Forest Heroes	<ul style="list-style-type: none"> 15/9/15: An inquiry by Forest Heroes was filed through our Grievance Process regarding GAR's relationship with three companies alleged to have caused fires: Provident Agro, Temprial Palm Resources and Waymusi Agro Indah Of the three, Provident Agro is a supplier of GAR. GAR contacted Provident Agro to obtain information about their subsidiary, PT. Langgam Inti Hibrido (LIH) whom authorities have alleged is linked to causing fires 18/9/15: GAR met Provident Agro to get further clarification on cause of fires and efforts to prevent, monitor and combat fires. 23/9/15: Due to the Indonesian government's reported suspension of LIH's license to operate, GAR halted purchases from LIH, pending further clarification 9/10/15: GAR received confirmation that PT Langgam Inti Hibrido's business license was suspended by Ministry of Environment and Forestry. Suspension of purchases remained in effect. 25/11/16: LIH's business license was reinstated by the government based on SK Menteri LH dan Kehutanan No SK39/2016.SK 12/5/16: GAR and LIH held a meeting: a) LIH confirmed it had resumed operations and that the suspension of its Environmental Permit was lifted by the government on 21/1/16 b) LIH has disclosed the legal proceedings related to the forest fires in its 2015 annual report: (link: http://www.provident-agro.com/annual/Annual%20Report%202015.pdf) c) LIH shared with GAR documents showing its efforts in anticipating the next dry season and in fire prevention including: <ul style="list-style-type: none"> i) Report and checklist of 100% readiness and availability of firefighting equipment as required by the government (based on DIRJENBUN 2010 and KEPDIRJEN PHPA No.247/kpts-VI/1994) ii) Reports of training of personnel in firefighting and fire prevention by the government's firefighting agency. 9/6/16: The Pelelawan Riau District Court found LIH was not guilty of causing forest fires June 2016: Pelelawan District Attorney filed an appeal to the Supreme Court 	Closed as of 9/6/16	N/A

G11	Media Report	9/17/2015	Local media report on Ketapang District police investigating 4 companies suspected of burning to clear land including PT Cipta Usaha Sejati. Link: http://suarapomred.co.id/polres-ketapang-periksa-4-perusahaan-perkebunan-ketapa-sawit-terkait-dugaan-bakar-lahan/	Forest Fires/ Haze	Media	<ul style="list-style-type: none"> 29/9/15: GAR contacted PT Cipta Usaha Sejati (CUS) and they stated the report was false. 19/10/15: CUS submitted its fire fighting SOP and documents regarding its fire preparedness 10/3/16: GAR met CUS. They reiterated that the fire was started outside its concession by a person from the local community 22/3/16: CUS submitted the police report on the incident which alleged that a person from the local community caused the forest fire at Gunung Badung conservation area which subsequently spread to the CUS concession. 26/4/16: Following the investigation, the local Police Department has stated that the suspect from the local community was arrested in September 2015 with the help of CUS. They also confirmed that PT.CUS had proactively helped the authorities in anticipating, fighting and putting out fires. Based on the latest developments, GAR considers the grievance closed. 	Closed as of 14/7/16	
G12	Media Report	9/18/2015	Media report alleging two companies operating in Jambi carried out burnings and were being investigated by Jambi Provincial Police Department. Link: www.infosawit.com/mobile/index.php/news/detail/dua-perusahaan-sawit-di-jambi-terindikasi-bakar-lahan	Forest Fires/ Haze	Media	<ul style="list-style-type: none"> One of the companies, PT Ricky Kurniawan Kortapersada (RKK) is a GAR supplier. 18/9/15: GAR contacted RKK to clarify the issue 23/9/15: RKK issued a circular to its customers concerning the forest fire and stated that the company has a zero burning policy. The fire had started on 26 August 2015 outside their concession area. It spread into RKK area and was eventually put out by RKK working together with the local fire department. RKK acknowledged they were under police investigation. 30/9/15: GAR requested a meeting with RKK 6/10/15: GAR met RKK management who shared information, documents and photographs on RKK's zero burning policy, firefighting SOPs and fire suppression plans. RKK acknowledged that one of their employees was summoned as a suspect on 7/10/15 and a lawyer has been appointed by the Company. RKK agreed to a site verification visit by GAR and TFT. GAR studied documents submitted and continued to monitor the progress of official investigations. 14-18/11/15: GAR and TFT conducted a site visit April 2016: TFT completed compiling the verification report. GAR and RKK management are planning to meet to discuss findings and recommendations and to agree on action plans. 15/4/16: GAR met RKK to discuss the fire and haze report and action plan 25/4/16: RKK management approved GAR-proposed action plan and began implementation 29/7/16: PT RKK updated GAR on progress. GAR considers this grievance is closed and continues to monitor the action plan progress. 	Closed as of 29/7/16	
G13	Media Report	10/4/2015	Report on website on incident between community and company which resulted in the burning of a company excavator. Link: http://m.okezone.com/read/2015/10/04/340/1225919/Warga-Bakar-Alat-Berat-Perusahaan-Sawit-di-Banyuasin	Social Conflict	Media	<ul style="list-style-type: none"> 7/10/15: PT Campang Tiga (CT) explained to GAR that the incident was related to a land dispute with another company. The incident was reported to the police. A mediation process was also initiated by the South Sumatera Provincial Government. GAR requested further information and documents from CT. GAR also checked other sources to verify the information. 21/1/16: GAR met CT and was told that it is pursuing mediation with the local community. It had also started legal proceedings against the company which is alleged to be involved in the incident. The case is now with the court. Further actions such as a site visit was considered unnecessary due to the ongoing legal process. CT will make a public announcement when the verdict is issued by court. GAR continues to monitor the case and engage with CT. 18-21/10/16 GAR conducted a site visit to CT. 	GAR continues to monitor	
G14	Media Report	9/14/2015	Media article on GAR supplier PT Bahari Gembara Ria (BGR), having high incidents of fires based on Global Forest Watch info. Link: http://www.pressreader.com/indonesia/the-jakarta-post/20150914	Forest Fires/ Haze	Media	<ul style="list-style-type: none"> 9/10/15: GAR contacted BGR and received the following clarification: <ul style="list-style-type: none"> On 3/9/15, fire was detected outside BGR areas. It eventually spread to within 150 metres of BGR's boundary. The fire was put out by BGR and local community. PT BGR teams verified the hotspots and found that they were located outside the areas controlled by BGR. BGR is not replanting or carrying out new plantings. GAR requested further supporting documents from BGR. 12/11/15: GAR met BGR who handed over documents to show that the fires occurred outside BGR concessions. After examining the information provided and as there have been no further media reports referring to BGR, GAR considers this grievance closed. 	Closed as of 12/11/15	
G15	Media Report	10/6/2015	Media report related to fire and haze involving GAR supplier: PT Kayung Agro Lestari (KAL) Link: http://www.smh.com.au/world/company-with-australian-link-investigated-over-indonesian-fires-20151005-nk1hr7zskin-dumb	Forest Fires/Haze	Media	<ul style="list-style-type: none"> 6/10/15: GAR contacted PT Kayung Agro Lestari for clarification KAL is a subsidiary of ANJ Agri which is involved in another matter that is being addressed (see G05) KAL denied reports and stated the fires occurred outside of their concession. GAR continues to engage ANJ Agri on these issues. 	Ongoing	
G16	Direct email to GAR	11/16/2015	Email from Greenpeace alleging that two companies PT Andalana Sukses Makmur (ASMR), a subsidiary of Bumitama and PT Bumi Sawit Sejajiharta (BSS), a subsidiary of IOI are clearing forest peatlands. Bumitama is a supplier of GAR. FOE also released a similar report: http://www.foe.org/projects/oceans-and-forests/forests/up-in-smoke	HCV Clearance	Greenpeace	<ul style="list-style-type: none"> 17/11/15: GAR contacted Bumitama for a meeting. GAR also asked Greenpeace for further details. 19/11/15: GAR received further information from Greenpeace Bumitama met and gave GAR the following information: <ul style="list-style-type: none"> PT ASMR concession's IUP (izin Usaha Perkebunan) was granted by the Government of Indonesia and the peat moratorium revision was also issued by the government. Less than 4,000 hectares will be planted out of the 7,000-hectare concession granted in PT ASMR's IUP. HCV, HCS studies and Participatory Mapping has been conducted for this concession. There is also a land use plan. Bumitama is committed to its sustainability policy and a large part of the ASMR concession area will be conserved. The conservation area consists of peatlands, HCV and HCS forests. (refer also to Bumitama's announcement dated 12/9/14) Bumitama is engaging with local communities on the conservation of areas. It has also prepared nurseries of plants to be used in this conservation effort. The local District Head had asked Bumitama to clear 200 hectares for smallholder plasma development. This area is located in low lying mineral soil and a non-peat area. Areas to the north of the concession are already planted with oil palm trees owned by other companies. Re allegations of fires, the fires started outside PT ASMR including from the adjacent Tanjung Puting National Park. The fires were eventually put out. 24/11/15: GAR shared above information to Greenpeace. 4/1/16: FOE released similar report "Up in Smoke" on Bumitama 11/1/16: GAR met Bumitama and they shared their response to the issues in the FOE report: Bumitama has issued report on ASMR which has been shared with GAR. On peat, BGA has hired a third party to conduct a survey. The survey identified new areas of peat. These areas will not be developed. The survey also shows that there is no peat in the central region of ASMR as mentioned in Greenpeace report (page 16). On fire, Bumitama has taken steps to prevent and suppress forest fire including fire monitoring, prevention and suppression and working with local community and authorities On the issue of HCS/HCV clearance, Bumitama announced the results of HCS assessment and peat in PT ASMR in 2014 which indicated that there were 94 hectares of HCV, 2,469 hectares of HCS and 1,756 hectares of peat. This is to show that it remains committed to not developing these areas as defined in the report. A Rapid Biodiversity (RBD) assessment was conducted in 2015 with a local NGO Yayasan Pendidikan Konservasi Alam. The RBD assessment concluded that the area under review (462 hectares) consists of old scrub, most of which have been logged or used by the community in the past. The study revealed that there are no Critically Endangered plants in and only two species classified as Endangered. The area has limited capacity for wildlife, including orangutan because of its limited size and threats of hunting and community logging. Social Impact and HCV Assessments were carried out on the area under review (refer above). Bumitama would open an area of 234 ha due to the demand from the local community and government based on a public consultation conducted on 16 June 2015. The other 222 ha would be conserved as potential HCS area. GAR offered to conduct a verification visit as part of GAR's support to BGA. BGA said the verification visit from GAR to ASMR would not be viable but has agreed to provide GAR with information in response to further queries. 16/8/16: GAR updated Greenpeace on ASMR grievance handling progress. BGA updated its first NPE policy implementation report (Mar-Sept 2016): http://files.shareholder.com/downloads/JAMDA-WWON6/2003302154/0x920620/CC961FD1-4AF3-44F8-8C9B-C8DAB8502E20/Sustainability_Policy_Progress_Update_Mar-Sep_2016.pdf 5/4/17: Foresthins issued a report alleging PT.DAS, a subsidiary of BGA is carrying out deforestation/peat clearance in West Kalimantan http://m.foresthins.news/legal-measures-taken-against-palm-oil-company-fragmenting-peat-forests 23/3/17: BGA released 2016 annual report which highlighted progress of PT ASMR on page 25: ASMR began gradual reforestation of 107 ha previously burnt in 2015. http://www.bumitama-agri.com/asset/upload/storage/report/Bumitama_Agr_AR2016.pdf 18/4/17: GAR had meeting with BGA to ask clarification re PT.DAS 6/6/17: BGA published clarification on PT.DAS: http://www.bumitama-agri.com/asset/upload/storage/report/News%20Release%20-%20PT%20DAS%20clarification.pdf 	Ongoing	

G17	Public Report	12/2/2015	Report by Chain Reaction Research on fire damage in GAR's concessions in PT Agro Lestari Mandiri (PT AMNL) in West Kalimantan. Link: http://chainreactionresearch.com/2015/12/01/indonesia-fires-analysis/	Forest Fires/Haze	Chain Reaction Research	<ul style="list-style-type: none"> • August 2015: Fires set by unidentified individuals were detected in PT AMNL conservation area. Emergency Response Teams could not reach the fires as the area has no access roads. • GAR's fire management measures at PT AMNL include: <ul style="list-style-type: none"> - Ensuring GAR staff and affiliates were trained in fire management and suppression - Engaging with local communities to increase awareness of no burning practices - Preparation of infrastructure and implementing fire prevention practices including: <ul style="list-style-type: none"> o Over 60 Emergency Response Team personnel stationed at PT AMNL o 11 fire monitoring towers o Fire buffers created o Involving local community in fire management practices and fire patrols o Rewetting the peat area • End-Sep 2015: Fires extinguished after continuous heavy rain. GAR filed police reports on the fires. GAR will improve its fire management based on lessons learnt. • Based on GAR's investigations and satellite monitoring from September – October 2015, 590 hectares within conservation area were affected by fire. GAR is unable to verify the 1300 hectares mentioned by Chain Reaction Research in its report. • The area does not contain orangutan habitats as noted in previous 2011 HCV report by IPB and 2015 Biodiversity report by Malaysian Environmental Consultants (MEC) • 16/11/15: GAR launched a Peat Ecosystem Rehabilitation Project in PT AMNL with MEC involving an area of approximately 2600 hectares which includes land affected by fires. • GAR is working together with MEC on steps to rehabilitate the area including: <ul style="list-style-type: none"> - The restoration of the peatland's hydrology and water-table to prevent further drainage and reduce its fire risk - Consultation and involvement of local communities in the conservation of the area 9/5/16: Author of the report acknowledged receipt of GAR's report on the rehabilitation of the area. As such GAR considers the grievance closed. 	Closed as of 9/5/16	N/A
G18	Media Report	3/10/2016	Report against PT Anugerah Energitama (AE) concerning orangutans trapped in the concession http://www.mongabay.co.id/2016/03/11/kalabelasan-orangutan-terjebak-dalam-perkebunan-sawit-palma-serasih/	HCV/Protecting Rare and Endangered Species	Centre for Orangutan Protection (COP)	<ul style="list-style-type: none"> • Local NGO, Centre for Orangutan Protection (COP) found 13 orangutans trapped in the AE concession in small areas of fragmented forests. They claimed this was due to land clearing activities for palm oil. COP also identified a number of other endangered wild animals in the area. • 16/3/16: RSPD received a copy of a letter sent by COP to the Environmental Office (BKSDA) East Kalimantan regarding this issue. The letter also mentioned that AE is supplying FFB to GAR and another company. • GAR held meeting with AE. <ol style="list-style-type: none"> a) AE started land clearing in 2009 b) AE stated their estate is on land zoned as "APL" which is Land zoned for other uses, hence not zoned as a forest area. c) AE acknowledged that orangutans have been spotted in the area but denied COP's allegations. d) AE produced an HCV report issued by Sonokeling in 2016 (surveyed in 2015) based on the HCV Indonesia 2008 toolkit. e) AE stated it was engaging with COP and BKSDA f) GAR asked AE to share further documentation • 18/3/16: GAR met COP. COP showed evidence of eight orangutan spots, five of which are located in AE concession. COP said it would come up with an action plan for AE. It was also agreed that a joint verification visit should be carried out immediately. • 19-22 March 2016: a verification visit was carried out by BKSDA, COP and AE • At end of March 2016: BKSDA issued a report on the verification explaining that: <ol style="list-style-type: none"> a) No orangutans were directly spotted during the verification process b) There were indications of orangutan presence in the form of nests and damaged young oil palm trees. c) AE has set aside a conservation area for protected plants and animals d) AE needs to be proactive in saving protected animals in its concession and in areas that are affected by its operations. • 27/4/16 – 13/5/16 BOSF (Borneo Orangan Survival Foundation) appointed by AE to conduct an orangutan population survey in its concession • 3/5/16: GAR held meeting with AE and agreed to provide technical support on orangutan protection. • BOSF found food remnants and old nests in the AE concession. New nests were also found in the customary forest outside the AE concession. • BOSF recommended that AE preserve its current conservation area as well as riparian zones, conserve forest corridors and develop an SOP for orangutan habitat conservation. AE agreed to sign an MOU on orangutan conservation with BOSF. • 5/8/16: GAR held update meeting with AE. • 2/9/16 AE met BKSDA to present results of the orangutan population survey and conservation management. AE and BKSDA would work together on orangutan conservation. • 19/12/16: COP sent a letter to East Kalimantan BKSDA reporting orangutan appearance in PT. Global Primatama Mandiri (GPM) concession. • PT. GPM like AE, is a company in Palma Serasih group. GAR procures from AE but does not procure from PT. GPM • 9/3/17: GAR had a meeting with GPM to ask for clarification: <ol style="list-style-type: none"> a. 6-8/2/17 East Kalimantan BKSDA conducted a site visit to GPM to verify COP's finding. b. GPM stated it had been aware of the presence of orangutan in its concession before COP sent the letter to BKSDA. c. That is why on 19/8/16 GPM signed a partnership with BOSF to protect orangutan in its concession. GAR has confirmed this partnership with BOSF. d. GPM has also set aside a total area of 4700 ha in its concession for HCV conservation. 	Ongoing	
G19	Public Report	4/5/2016	Report claims GAR and other companies purchased FFB illegally grown and harvested, CPO contaminated by such FFB, and/or CPO products contaminated by such CPO. http://www.eyesontheforest.or.id/attach/EoF%20(06Apr16)%20No%20One%20is%20Safe%20English%20FINAL.pdf	Forest clearance/illegal encroachment of national park	Eyes on the Forest (EoF)	<ul style="list-style-type: none"> • 13/1/16: EoF sent a letter to GAR with the enclosed draft of a report entitled "No One is Safe". • EoF asked GAR to comment on its claim that GAR and other companies purchased illegally grown and harvested FFB, CPO contaminated by such FFB, and/or CPO products contaminated by such CPO. • EoF listed 19 CPO mills purchasing illegally grown FFB, four of which are GAR's suppliers: <ol style="list-style-type: none"> 1) PT. Berlian Inti Mekar (BIM) 2) PT. Makmur Andalan Sawit (MAS) 3) PT. Puputra Supra Jaya (PSJ) 4) PT. Sugih Riesta Jaya (SRJ) • GAR sent a response to EoF stating that : <ol style="list-style-type: none"> a) with the publication of its original Forest Conservation Policy in 2011, GAR sought to focus on its own operations first by changing practices in plantations and mills it owns and manages directly. In 2014, it expanded those commitments to its entire supply chain. In 2015, GAR further revised and updated its sustainability policy, publishing the GAR Social and Environmental Policy (GSEP) which applies to its entire supply chain and business. b) GAR achieved traceability to the mill level at the end of 2015. Traceability to the plantation level is the next step and an ongoing process. GAR is committed to engagement and not exclusion. This commitment to transforming the sector, is by its nature, complex and requires time. It requires collaboration, persuasion and capacity building as well as a long term vision and commitment to resourcing these efforts for years to come. c) GAR agreed in principle with many of the recommendations within the EoF report but emphasised the scale and time required to bring about the industry change EoF is seeking. • 5/4/16: EoF published "No One is Safe" report on its website. • GAR conducted site visit at SRJ mill. • 16/5/16: GAR met SRJ to discuss the site visit report and action plan. SRJ management is reviewing the proposed action plan. • 7/11/16: GAR and SRJ agreed on the action plan and started monitoring and evaluation process. As such, grievance on SRJ has been closed for monitoring. • 25-29/4/16: GAR conducted a verification visit to MAS and PSJ. • In mid-October 2016 site visit reports were completed and sent to PSJ and MAS for review. • 9/12/16: GAR had a meeting with PSJ and MAS to discuss verification reports and action plan. • BIM was not visited by GAR as Musim Mas had conducted a site visit on August 10th-14th 2016. • 13/10/16: BIM shared its verification report conducted by an independent party: CORE (Consortium of Resource Experts): hired by Musim Mas. A time-bound action plan is being developed. • 13/02/17: GAR and TFT updated EoF, PT.PSJ and PT.MAS on grievance handling. • PT.PSJ and PT.MAS agreed to develop a traceability system and allow GAR to have a traceability to plantation pilot project at their mills. • It was verified that the fire stated in EoF's report took place outside PT.PSJ concession. Despite this, PT.PSJ agreed to enhance its fire prevention and management as required by Dirjenbun to fight fire in the future. 	Ongoing with GAR continuing to monitor SRJ case as of 7/11/16	

G20	Public Report	19/11/2015 3/3/2016	Various reports on HCV clearances and RSPO violations on IOI subsidiaries in Ketapang, Indonesia http://www.greenpeace.org/international/Global/international/publications/forests/2015/Under-Fire-Eng.pdf https://chainreactionresearch.files.wordpress.com/2016/02/crr-iolsuspension-analysis-final-revised-may-2-2016.pdf	HCV Clearance	Greenpeace, Chain Reaction Research	<ul style="list-style-type: none"> 28/1/2016: GAR sent an email to IOI requesting information 4/2/2016: IOI sent extracts of documents confirming an administrative sanction has been served by PT BSS by the Indonesia Ministry of Forestry and Environment (MFE) including 6 mandatory actions 17/2/2016: IOI sent several documents to show efforts it is undertaking to fulfil MFE requirements 4/4/2016: RSPO confirms IOI RSPO certification is suspended 9/5/2016: IOI announces it is challenging RSPO suspension 13/5/2016: GAR meets Aidenvironment to get latest updates. In letters dated 14 March and 28 April 2016, the RSPO Complaints Panel stated the conditions for lifting IOI Group's RSPO certification suspension 2/6/2016: IOI issued a statement letter claiming saying it has met CP conditions and is developing more robust sustainability policy 6/6/2016: IOI announced it would withdraw the legal challenge against the RSPO. 17/6/2016: another report from Greenpeace was issued entitled "Why IOI's Destruction in Ketapang is a Burning Issue" 23/6/2016: GAR held conference call with IOI: IOI has taken steps to address conflict with Long Teran Kanan Longhouse community. A meeting with the community will be held at the end of June with a proposal to offer land to the communities. IOI will help the Long Teran Kanan community if they choose to plant oil palm. Global Environment Centre has liaised on behalf of IOI with the Peat Restoration Agency On the issue of fire, GAR will help IOI contact Asia Pulp and Paper to learn more about fire management as both their concessions in Ketapang are adjacent. IOI is looking into the mistakes in Ketapang and taking steps to ensure they are not repeated 25-26/7/16: IOI met Aidenvironment 28/7/16: IOI and Aidenvironment issued joint statement: http://www.aidenvironment.org/wp-content/uploads/2016/07/joint-statement-on-progress-regarding-ketapang-complaint-29-july-2016.pdf 5/8/16: RSPO lifted suspension on IOI group. http://www.rspo.org/news-and-events/announcements/update-on-the-status-of-ioi-groups-certification 8/8/16: IOI met with GAR to give latest update on the grievance. 15/8/16: IOI shared its new sustainability palm oil policy and sustainability implementation plan. 16/8/16: GAR updated Greenpeace on the IOI grievance handling progress. 27/9/16: GAR received a report from Greenpeace titled "A Deadly Trade-Off" http://www.greenpeace.org/switzerland/Global/Switzerland/do/publication/Forests/20160927_greenpeace_crimefile_indonesia_ioi_eng.pdf 4/10/16: GAR continued to engage with IOI concerning the GP report. IOI updated GAR re its official statement: http://www.ioigroup.com/Content/NEWS/NewsroomDetails?intNewsID=817 7/10/16: IOI issued a six-page statement explaining its actions and engagement with regards to the indirect and direct sourcing from the alleged suppliers in the GP report. IOI released a detailed response to Greenpeace report http://www.ioigroup.com/Content/NEWS/NewsroomDetails?intNewsID=819 09/01/17: IOI publicised First Quarterly Sustainability Progress Update: http://www.ioigroup.com/Content/NEWS/NewsroomDetails?intNewsID=828 reporting on the Lidar project in Ketapang and the peat management implementation progress at PT BSS, BMS & SKS. 28/4/17: GP suspended its active campaign to give IOI time to show it is serious about reform http://m.greenpeace.org/international/en/high/press/releases/2017/Palm-oil-giant-IOI-moves-to-eliminate-deforestation-and-human-rights-abuses-from-supply-chain/ 	Closed as of 28/4/17	
G21	Media Report	9/5/2016	<ol style="list-style-type: none"> Media report that PT APPL carried out land clearing using fire http://m.cnnindonesia.com/nasional/20160904203531_20-156019/khik-apsi-bakar-lahan-2000-hektare-di-riau/ Media report that PT APPL was allegedly involved in hostage situation in Rokan Hulu district, Riau province and that employees of the Environment and Forestry Ministry were abducted while investigating last year's forest fires. http://jakartaglobe.beritasatu.com/news/environment-minister-condemns-hostage-situation-involving-palm-oil-company/ 	Forest Fire/Haze	Media	<ul style="list-style-type: none"> 5/9/16: GAR halted purchases from PT APPL while Environment and Forestry Ministry and police investigate incident 6/9/16: GAR contacted PT APPL to ask for a meeting 8/9/16: In the meeting with APPL: a. APPL stated that the plantation where the fires occurred was not in its concession but in the plantations owned by independent farmer groups. The fires originated from outside their plantations and then spread into their area. The fires affected 2,000 hectares b. APPL said it has an agreement with the farmer groups to develop and manage the plantation on their behalf. c. APPL denied the allegation that APPL instigated the incident involving KHLK personnel by the farmers d. APPL shared with GAR copies of farmer groups reports to the local police (Kelompok Tani Melayu Terpadu and Kelompok Tani Nelayan Andalan), chronology report (Kelompok Tani Nelayan Andalan) and other relevant documents 9/9/16: GAR continues to engage with APPL and monitor the situation 21/9/16: KHLK issued a letter stating that it has postponed the investigation of PT APPL witnesses and Kelompok Tani Nelayan Andalan as the case is now being handled by the police 	Ongoing	
G22	Public Report	6/9/2016	RAN, OPPUK and ILRF published a public report titled: "The Human Cost of Conflict Palm Oil": alleging Indofood (PP Lonsum) was involved in labour/exploitation issues https://d3n8a8pro7vhm.cloudfront.net/rainforestactionnetwork/pages/15889/attachments/original/1465330857/RAN_The_Human_Cost_of_Conflict_Palm_Oil.pdf?1465330857	Labour	RAN, OPPUK and ILRF	<ul style="list-style-type: none"> 20/6/16: GAR grievance handling team held a meeting with GAR's HR Operation Head to discuss the report. Additional meetings held on 28/6/16 and 9/8/16 28/6/16: Indofood sent letter to RAN stating that RAN had not provided supporting facts and evidence to substantiate its claims in the report. 29/6/16: GAR held conference call with RAN. It was agreed that GAR and RAN would meet in August to discuss the findings directly with OPPUK. 22/7/16: RAN replied to Indofood's letter stating that the authors of the report had chosen not to share the transcripts of interviews with individual workers, workers' documents, nor the GPS coordinates of photos taken, in order to protect the identities of the workers interviewed. RAN and its partners said they remained open to initiating a formal and constructive dialogue to discuss the ways in which Indofood can address the issues 25/7/16: In view of confidentiality concerns, GAR asked RAN/OPPUK to allow GAR to have a look at documentation, transcript of interviews and/or listen to them without recording any details 29/8/16: GAR, RAN and OPPUK had a meeting. OPPUK said it would not share with GAR details of its methodology in order to protect the identity of workers for safety reasons 15/9/16: RAN shared ASI's recent report with GAR and claimed that the report corroborated many of its findings and broadened the scope of violations, as ASI's assessment was done on a another Indofood plantation. http://www.accreditation-services.com/resources/document-library/download-info/asi-rspo-sai-pc-compliance-indonesia-2016 27/9/16: GAR received a new public report from Greenpeace titled "A Deadly Trade-Off" alleging Indofood involvement in deforestation, peat, fires and exploitation. 28/9/16: GAR sent a letter to Indofood asking for a meeting. 7/10/16: RSPO Secretariat had a meeting with Indofood. 11/10/16: The case of Indofood/Lonsum was filed by RAN to RSPO 20/11/16: GAR's announced a collaboration with industry peer Wilmar and global non-profit organization Business for Social Responsibility (BSR) to find solutions to Indonesian Palm Oil Sector Labour Challenges. http://gldnagri.com.sg/pdfs/News%20Releases%2016/News%20Release%207%20Nov%2016%20-%20GAR_WIL_BSR_Joint_Collaboration%20-%20Final.pdf 28/11/16: GAR had meeting with Indofood: a) Indofood said there were 2 ASI assessments carried out: one in June 2016 and one in Nov 2016, all corrective actions have been accepted by ASI. b) Indofood also said that they were currently waiting for reply from RSPO Complaint Panel and would follow RSPO requests. c) GAR recommended a joint BSR study on labour practices. 2/12/16: GAR sent BSR study TOR to Indofood for review. 	Ongoing	

					<ul style="list-style-type: none"> 16/2/17: Indofood Agri launched its Sustainable (NDPE) Palm Oil Policy 2017 http://www.indofoodagri.com/misc/Sustainable_Palm_Oil_Policy_2017.pdf 11/4/17: GAR and Indofood had meeting to discuss how Indofood implements its sustainable palm oil policy esp. re labour practices and human rights. GAR asked Indofood for a clear time-bound action plan on implementation of 2017 sustainability policy. 26 /4/17: Indofood Agri published Sustainability Report 2016 which mentioned: http://indofoodagri.listedcompany.com/misc/sr2016.pdf a) Targets and timeline for its sustainability implementation (page 17-18) b) Labour practices related to allegations raised by RAN/OPPUK/ILRF (page 46-49) 23/5/17: GP published Palm Oil Alert Bulletin about Indofood http://www.greenpeace.org/seasia/Global/seasia/2017/20170523_GP_PalmAlert_IndofoodSalm.pdf 24/5/17: GAR had a meeting with Indofood to discuss Greenpeace Palm Oil Alert Bulletin. Indofood denied its relationship with PT.Gunta Samba Jaya, PT.Maliya Sejahtera and PT.Aneka Reksa International (companies mentioned by GP) GAR obtained Indofood's consent to conduct site visit in July 2017 at one of its sites in Riau (PT.SIP) to see its sustainable palm oil practices including labour. Prior to this, GAR will engage with OPPUK to get their advice on the checklist. SAI Global Conducted a special audit at PP Lonsum Indonesia. file:///C:/Users/hero%20sanjaya/Downloads/SAI%20Global%20Audit%20Report%20(3).pdf. 2-3/11/17: SAI carried out ground verification at PT PP London Sumatera Indonesia Tbk, Gunung Malayu Mill and its supply basis operations. 16-27/12/16: Follow up audit. Recommended that PT. PP London Sumatera Indonesia Tbk, Gunung Malayu Mill can continue as a producer of RSPO Certified Sustainable Palm Oil and Palm Kernel Model Identity Preserved. 6/7/17: PT SAI no longer suspended by RSPO: http://www.accreditation-services.com/archives/certification_bodies/pt-sai-global-indonesia 17-19/7/17: GAR conducted site visit to PT.SIP, another mill managed by Indofood Agri in Riau to check compliance with GAR Social and Environmental Policy especially re labour practices. GAR senior officers including Sustainability Implementation Head and Sustainability Human Resources Head joined the visit. 18/9/17: GAR and PT.SIP met to discuss site visit report. No major non-compliance was found. However areas for improvement identified and GAR has helped PT SIP on a time-bound action plan. 			
G23	Public Report	9/27/2016	In a report titled 'A Deadly Trade-Off', Greenpeace reports that the IOI Group continues to buy palm oil from third-party suppliers linked to environmental destruction and exploitation (Austindo Nusantara Jaya, Eagle High Plantation/Rajawali, Goodhope/Carson Cumberbatch, Korindo, Indofood, Tabung Haji Plantations): http://www.greenpeace.org/switzerland/Global/switzerland/de/publication/Forests/20160927_greenpeace_crimefile_indonesien_iol_engl.pdf	Forest clearance/Peat, Labour, Human rights	Greenpeace	<ol style="list-style-type: none"> 1. PT Austindo Nusantara Jaya - GAR does not buy from ANU group - refer to no. G05 on grievance list. 2. Indofood/Salm Group Please refer to grievance G22 for process of engagement with Indofood 3. Korindo - GAR does not buy from Korindo. 4. TH Plantation/Lembaga Tabung Haji 5/10/16: In meeting between GAR and Trurich (a JV between Feida and Lembaga Tabung Haji) Trurich explained PKF was not managed by Trurich but managed directly by TH Plantations in Malaysia. It also stated that Nyato and Pula mills were sold in 2013. GAR does not have current commercial relationship with Tabung Haji Plantations. 	Closed as of 28/4/17	
						<ol style="list-style-type: none"> 5. Eagle High Plantation/Rajawali 30/9/16: In meeting with GAR, Eagle High said the areas where deforestation and fires happened in PT.Artru Energi Resources concession are currently not under their control and that local communities are involved in the deforestation. GAR requested documentation and recommended a land tenure study. On PT. Tandan Sawita Papua, they briefly outlined their version of events on the labour dispute and the shooting incident. GAR requested supporting documentation. 28/12/16: EHP met GP to share its response and said it was willing to share HCV study with GP. EHP agreed with GAR's recommendation to conduct a land tenure study. GAR will provide training on this for the Eagle High team in Jan/Feb 2017 GAR also recommended that PT. AER to be involved in the Landscape Project in Ketapang, West Kalimantan. An initial meeting between EHP and AIdenvironment is planned for Jan 2017. 23/01/17: GAR facilitated a meeting between AIdenvironment and Eagle High in Bogor to discuss the Kalbar Landscape project. Eagle High is studying the possibility of taking part in the project. 25/01/17: Eagle High agreed that GAR conduct a site visit to PT TSP in April 2017. 28/2-29/3/17: GAR and TFT conducted sustainable palm oil training for Eagle High which included Land Tenure Study 7/2/17: AER shared its HCV assessment report. The report is being reviewed by GAR and TFT. 17-21/4/17 GAR and TFT conducted a site visit at TSP. 		

						<p>6. Goodhope/Carson Cumberbatch</p> <ul style="list-style-type: none"> • 30/9/16: GAR contacted Goodhope to arrange a meeting • 24/10/16: In meeting with GAR, GH refuted GP's allegations, explaining that: <ul style="list-style-type: none"> a. Deforestation: land clearing was carried out based on 2011 permit as EIA process was delayed due to local government regulation changes. b. Exploitation: GH claimed that state security forces (BRIMOB) presence at PT.Nabire Baru was not on the company's behalf; they were there in order to anticipate trouble caused by GPM. c. FPIC: Goodhope has hired consultant to review its implementation against the FPIC guidelines. d. Flood: Flood in Sima village was due to heavy rainfall and not land clearing. GH proactively offered logistic support to help the village. • GH agreed to share with GAR relevant documents including its environmental & social policy. • GH stated that a verification by RSPO is ongoing and would share results with GAR. • 19/10/16 – 8/11/16: GH had a meeting with Yayasan Pusaka and its affiliate FPP. Also had meetings with GP sharing updates with them, agreeing to share HCS/HCV assessment and agreeing to perform soil survey • 28/12/16: GH updated GAR: a) GH updated GAR on its meeting with GP (see above) b) GH reiterated PT.NB land clearing had been carried out since 2011 in ex logging area. NPP was submitted before the clearing despite the fact that GH was not RSPO member at that time. (GH registered as RSPO member in 2014). c) Verifications on NPP were done twice by BSI in 2011 and 2016 but there was no response from RSPO on the NPP proposal. d) GH also stated PT.NB did not overlap with the latest government peat moratorium map e) On the alleged recent land clearing, GH explained that it was due to the regrown vegetation after the earlier land clearing since 2011. Some parts are likely plasma area (to be checked by GH). f) GH already has a Conservation and New Development Policy since May 2013 which includes HCS and HCV assessment prior to development and also no development on peat. GAR recommended GH develop SOPs. g) GAR recommended GH submit PT.NB HCS study for peer review to HCSA and consider joining HCSA. • 2/12/16: GH published update: http://www.goodhopeholdings.com/images/easyblog_articles/31/Status-Update-on-Greenpeace-report---Letter-from-COO---2-Dec-2016.pdf. • Action plan agreed: <ul style="list-style-type: none"> a) Continue to work with Yayasan Pusaka to address the complaints through engagement with local community groups and PT. NB b) Share report of FPIC implementation assessment by LINKS c) Undertake reassessment of HCS for PT. NB d) Undertake detailed soil survey for PT. NB e) Provide shape files of all GHs concessions in Papua to GP • 26/01/17: GAR updated IOI Lodgers on engagement with Eagle High, Goodhope and Indofood. GAR showed maps that showed there had been no new land clearing in alleged areas in 2016. • 31/3/17: GP published Palm Oil Alert Report concerning GH: http://www.greenpeace.org/asia/Global/asia/2017/20170331_GP_PalmAlert_Goodhope.pdf • 5/4/17: GH responded to GP's Palm Oil Alert Report http://www.goodhopeholdings.com/images/easyblog_articles/31/Response-on-Greenpeace-Palm-Oil-Alert.pdf • 18/4/17: GAR had update meeting with GH and provided inputs for draft GH sustainability policy. • 5/5/17: GH announced its sustainability policy http://www.goodhopeholdings.com/images/policies/Covering-letter-SustainabilityPolicy-5-5-17.pdf: http://www.goodhopeholdings.com/images/policies/GOODHOPE-SustainabilityPolicy-5-5-17.pdf • 28/4/17: Precautionary measures (Stop Work Order) adopted by the RSPO Complaints Panel for developments at GH's 7 PT's: https://www.rspo.org/members/complaints/status-of-complaints/view/94 • 15/5/17: GH responded to the RSPO's Precautionary measures (Stop Work Order) http://www.goodhopeholdings.com/images/policies/Goodhope-Sustainability-Journey-15052017.pdf • 22/5/17: GH submitted application for membership of High Carbon Stock Approach Steering Group (HCSA) as well as peer review proposals for its 7 concessions http://highcarbonstock.org/registered-hcs-assessments/ • 8/6/17: GH with Ata-Marie and Ekologika organized a public consultation on HCS and HCV. This consultation was attended by 45 participants from various stakeholders such as government bodies, NGOs, media, university, customary body, religious body, and others. • 15/6/17: More GH sustainability updates can be seen here http://www.goodhopeholdings.com/images/policies/Sustainability-Journey-Updates-June-2017.pdf 		
					<ul style="list-style-type: none"> • 1/12/16 IOI and Aidenvironment made a joint statement: http://www.aidenvironment.org/wp-content/uploads/2016/12/Joint-statement-on-Katapang-Complaint-Aidenvironment-IOI-Final-20161201.pdf • 2/12/16 Greenpeace publicized an update for palm oil buyers and customers / former customers of the IOI group: http://www.greenpeace.org/asia/Global/asia/2016/12/02%20IOI%20consumer%20update.pdf • 14/12/16 IOI Lodgers had a conference call with GAR to discuss grievance handling process of the alleged third-parties (Eagle High, Indofood, Goodhope) • In Dec 2016 IOI launched its sustainability dashboard http://www.ioigroup.com/Content/S/S_Dashboard • 28/4/17 Greenpeace suspended its active campaign to give IOI time to show it is serious about reform http://m.greenpeace.org/international/en/high/press/releases/2017/Palm-oil-giant-IOI-moves-to-eliminate-deforestation-and-human-rights-abuses-from-supply-chain/ 			
G24	Email to RSPO by FPP	10/3/2016	Demands by members of Nanga Suhaid community(as represented by FPP) in PT KPC that company takes action regarding return of land after end of HGU period; plasma revenue; and water pollution allegations	Community/smallholders/environmental management	FPP	<ul style="list-style-type: none"> • 3/10/16: FPP forwarded letter to RSPO saying that the Nanga Suhaid community in PT KPC is demanding various actions by the company regarding land tenure, plasma revenues and water pollution. • 10/10/16: GAR sent letter to RSPO detailing initial findings: • GAR was informed by the KOPSA (smallholders cooperative) concerned that the views expressed in the letter are those of the individual signatories and do not represent the views of the KOPSA or the community. Out of the 22 signatories only 4 of them are still KOPSA members, 11 have sold their land and left the KOPSA and 7 have never been members. The original plasma members numbered 493. • GAR is looking into each and every one of the demands and is addressing each appropriately through existing mechanisms and with stakeholders including the community and KOPSA. • Meeting with signatories will be facilitated by NGO LINKS to address complaints of each individual after 24 Oct. • Signatories will also be invited to meeting on plasma and on analysis of a three-month water quality study 	Ongoing	
G25	Public Report	11/28/2016	Tunas Baru Lampung (TBL) was developing new canals and performing new planting in areas targeted for restoration by Indonesia's Peat Restoration Agency (BRG) https://chainreactionresearch.com/reports/2016-sustainability-benchmark-indonesian-palm-oil-growers/pt-tunas-baru-lampung-tbk-tblaj/ http://www.foreshints.news/top-officials-investigate-extent-of-palm-oil-company-peatland-violations	Peat clearance	Chainreaction, Foreshints	<ul style="list-style-type: none"> • Nov-Dec 2016: Foreshints and Chainreaction published reports alleging Tunas Baru Lampung (TBL) cleared peat areas at its subsidiaries PT.SJP (West Kalimantan) and PT.DGS (South Sumatra). DGS was also accused of conducting new planting on burned peatland ex 2015 forest fire, most of which falls within BRG restoration map. • 2/12/16: TBL issued a letter to stakeholders denying the allegations : <ul style="list-style-type: none"> a. TBL had sent a letter to Ministry of Environment and Forestry asking for time to explain the matter. b. TBL said PT.DGS's location permit was for sugar plantation while PT.SJU location permit was for oil palm plantation. c. TBL never opened its area by burning and there was no plantation on ex-forest fire area. The oil palm plantation was located in PT.SJU concession, not in PT.DGS concession. d. TBL claimed the alleged burnt area in 2015 as mentioned in the report was not in its concessions but on local community paddy fields. • 9/1/17: GAR had meeting with TBL to seek clarification and explain GSEP. <ul style="list-style-type: none"> a. TBL stated that SJP (West Kalimantan) had stopped land development and no further land clearing. b. TBL agreed to share PT.SJU map (South Sumatra) to be further analysed by GAR. c. GAR shared the PIPPIB map version 10 (indicative peat map) with TBL • 2/2/17: GAR sent letter to TBL to share the result of analysis on PT.SJU and indicative peat restoration map based on Letter of Peat Restoration Agency (BRG) no. 05/BRG/KPTS/2016. GAR recommended: <ul style="list-style-type: none"> a. Conduct a soil study for SJU concession b. Based on the soil study, TBL to offer the map to BRG for verification c. Temporarily halt land development at PT.SJU until verification process by BRG is complete. • 27/3/17: GAR had a meeting with TBL to share how GAR engaged with BRG for the verification process of GAR's concessions. 	Ongoing	

G26	Media Report	6/17/2017	PT Ivo Mas Tunggal accused of various environmental and labour issues by Kompas Riau	Environmental management/Industrial relations & labour	Kompas Riau, Dewan Pimpinan Pusat Serikat Pekerja Perjuangan Indonesia (DPP-SPPJ)	<ul style="list-style-type: none"> 17/06/17: Kompas Riau published an article claiming PT IMT has not paid bonus to their contract workers (http://www.kompasriau.com/2017/06/17/pt-ivomas-tunggal-diminta-membayar-hak-karyawan/). The head of Dewan Pimpinan Pusat Serikat Pekerja Perjuangan Indonesia (DPP-SPPJ) union, Indra Gunawan, demanded PT IMT to pay the bonus of all their employees 20/6/17: PT IMT emailed Kompas Riau to clarify the bonus payment issue(http://www.kompasriau.com/2017/06/20/pt-ivomas-tunggal-klarifikasi-soal-pemberian-bonus-karyawan-rxiv/) As of 3/9/17 3 more articles have been published regarding PT IMT operations: <ul style="list-style-type: none"> 12/7/17: PT IMT has provided bad quality rice to their workers (http://www.kompasriau.com/2017/07/12/beras-catu-buruh-pt-ivomas-tunggal-tak-layak-konsumsi/) 20/7/17: Top Management of PT Ivo Mas Tunggal is still "silent" re allegations of land grabbing(http://www.kompasriau.com/2017/07/20/oknum-petinggi-pt-ivo-mas-tunggal-masih-tutup-mulut-soal-dugaan-penyeroobotan-tanah-negara/) 28/7/17: Owner of PT Ivo Mas Tunggal is "unlouchable" (http://www.kompasriau.com/2017/07/28/pemilik-pt-ivo-mas-tunggal-disebut-kebal-hukum/) 28/8/17: Management of PT Ivo Mas Tunggal has not clarified wastewater and state land issues. (http://www.kompasriau.com/2017/08/28/petinggi-pt-ivo-mas-tunggal-belum-mengklarifikasi-soal-air-limbah-dan-tanah-negara/) 30/8/17: SPPJ will demonstrate against PT Ivo Mas Tunggal's fraudulent behaviour. (http://www.kompasriau.com/2017/08/30/sppi-bakal-unjuk-rasa-terkait-pt-ivo-mas-tunggal-diduga-gelapkan-uang-beras-buruh/) 3/9/17: Anas Barus on allegations that PT Ivo Mas Tunggal dumped wastewater into the river (http://www.kompasriau.com/2017/09/03/anas-barus-asbun-soal-pt-ivo-mas-tunggal-diduga-masih-buang-air-limbah-ke-sungai/) 3/9/17: Authorities should not turn blind eye towards allegations that PT Ivo Mas Tunggal is dumping wastewater into the river (http://www.kompasriau.com/2017/09/03/aparat-jangan-tutup-mata-terhadap-pt-ivo-mas-tunggal-diduga-buang-air-limbah-ke-sungai/) 8/9/17: PT IMT Communications Team sent a letter to Bapak Silimpud, Chief Editor of Kompas Riau, with the following clarifications: <ul style="list-style-type: none"> Re PKS waste contamination in the Kandis River, Kandis district: On 6/9/17 a team from the Siak Regency Environmental Agency came to investigate the allegations by kompasriau.com. Based on the site visit, the team stated that the condition of drainage channel of tangkos water leachate and leachate ponds of PT IMT are clean and the pipes in bagwork that are used as rain water channels to the river are clean and permanently closed. Therefore, the allegations by kompasriau.com are not true. On Caltex land: PT IMT and PT CPI have signed a Memorandum of Understanding (MoU) dated 8th January 1996 which was amended through Addendum 1 in 2007 and Addendum II in 2009. It was made and agreed in accordance with applicable procedures and with the approval and recommendation of the Directorate General of Oil and Gas, Ministry of Mines and Energy (currently Ministry of Energy and Mineral Resources). PT IMT refutes the allegations of violation of workers' rights and embezzlement of workers' wages. PT IMT has operated in accordance with applicable regulations. Wages paid to workers are based on the Riau Province Minimum Wage (UMSP). The workers' wages of PT IMT have been agreed to and stated in the Joint Working Agreement of the Cooperation Agency of Sumatran Plantation Company (PKB BKS-PPS). In the PKB it is stipulated that the total wage of workers consists of wages and an allowance of 15kg of good quality rice acceptable to the parties. Based on the Minutes of the Joint Agreement, the nominal Province Minimum Wage (UMSP) in 2017 is IDR 2.516.812, - this includes allowance of 15kg of rice. PT IMT does not deduct wages in payroll for the purchase of rice as reported by kompasriau.com as the wage amount was set at the beginning of the year according to the agreement and is valid for the entire year. The value of rice (BKS-PPS) is announced and to be used as a guideline for BKS-PPS members to calculate overtime wages, severance pay or when allowances are given in the form of money. In the event that the rice received is not of good quality, there is a procedure to return the rice. Trade union representatives acting with the knowledge of company representatives can return the rice which will be exchanged in accordance with applicable procedures. If the rice is not of acceptable quality then the rice is directly returned to the vendor according to the applicable procedure. As part of the company's good faith, PT IMT also provides similar quality rice for the dependents of the workers. The worker's spouse receives 9 kg and each child gets 7.5 kg rice (with a maximum limit of 3 children) The Communications Team requested Kompas Riau to issue a retraction of the above articles and to be more independent, balanced, unbiased, and accurate with their news. To date, there has been no response from Kompas Riau and the grievance is still considered open. 	Ongoing	
G27	Public Report	7/15/2017	PT Sawit Mas Sejahtera (SMS) accused of not complying with labour laws and regulations http://www.forestpeoples.org/en/private-sector-palm-oil-rspo/news-article/2017/plantation-workers-golden-agri-resources-estates	Industrial Relations/Labour	FPP, SBPKS-GSBI labour union	<ul style="list-style-type: none"> 15/7/17: FPP published story about PT SMS saying it was not complying with labour laws and regulations. The article included a joint statement from SBPKS-GSBI labour union The NGOs demanded that GAR comply with the relevant labour laws and regulations, make good on overdue payments for overtime, and reinstate unfairly dismissed workers Their statement was filed with the Ministry of Labour and Transmigration, the National Human Rights Commission (KomNasHAM), and with the RSPD 26/7/17: a statement from GAR management was sent to all related stakeholders stating the dispute between PT SMS and SBPKS-GSBI labour union has been settled The grievance is considered closed 	Closed as of 26/7/17	
G28	Email/Public Report	7/24/2017	Greenpeace published its third palm oil alert bulletin. FGV (Fields Global Ventures) allegedly cleared natural forest and peat (PT. CNP and PT. TAA), and is in violation of Malaysian labour law and exploiting workers. http://www.greenpeace.org/seasia/Global/seasia/2017/20170726_GP_PalmAlert_Felda.pdf	Deforestation, peat and labour	Greenpeace	<ul style="list-style-type: none"> GAR does not source from FGV but acknowledges procurement from Trurich Resources: a joint venture between FGV and LTH (Lembaga Tabung Haji). 1/8/17: GAR engaged with Trurich Resources asking for clarification about who is controlling Trurich Resources. 3/8/17: Trurich Resources confirmed that there was no controlling shareholder in this venture. Day-to-day operation decision is made by management independently without any interference by both shareholders. 10/8/17: GAR had a meeting with Greenpeace and explained the matter. 	GAR continues to monitor	
G29	Media Report	8/14/2017	PT. Dian Anggara Persada (PT.DAP) allegedly violated worker's freedom of association http://pekanbaru.tribunnews.com/2017/02/21/diduga-langgar-kebebasan-berserikat-pt-dian-anggara-persada-diadukan-ke-konmas-ham-dan-polda-riau	Labour	Konfederasi Serikat Buruh Sejahtera Indonesia (KSBSI) Riau	<ul style="list-style-type: none"> 24/8/17: GAR meeting with owner and senior management of PT.DAP re the issue PT.DAP confirmed there was a labour dispute and was being addressed in labour (Industrial relations) court The company disputed the labour union's (KSBSI) account of events, i.e that arrest of union member was a result of illegal action that was reported to the police. GAR has asked PT. DAP to provide documents to support their version of events 6/9/17: GAR met organisations who are monitoring and reporting on the case - Ms. Amalia Falah Alam, The National Federation of Christian Trade Unions in the Netherlands (CNV); Mr. Edward Marpaung, Secretary General of KSBSI (The Confederation of Indonesia Prosperity Trade Unions); Mr. Haris Manalu, Legal Aid FKUI (Federation of Public Construction and Informal Unions) a union member of KSBSI who is overseeing the case in PT DAP; Mr. Mohamad Firma, Secretary General of Central Executive Board of FKUI; Ms. Rosmina Pakphanan, Chairman of the Central Executive Board of FKUI. Important points from the meeting: <ul style="list-style-type: none"> CNV, KSBSI and FKUI are the organisations which sent a complaint on PT DAP to one of GAR's customers who then forwarded it to GAR They presented facts that were stated in their written complaint They want reestablishment of negotiation and social dialogue with the company to resolve the matter 11/9/17: GAR met owner and management of PT DAP, Mr. Dian Anggara and Mr Samosir, in which they agreed to meet with representatives of CNV, KSBSI, and FKUI to explore reestablishment of negotiation and social dialogue between DAP and unions. 12/9/17: GAR met Ms Amalia and Karen Bouwsma of CNV and Mathias Mehan SH of Hukatan another union under the FKBSI and updated them that management of DAP has agreed to meet up with KSBSI before the end of Sept. 	Ongoing	