### Grievance List
Last updated: 30 May 2017

<table>
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<tr>
<th>No.</th>
<th>Means of delivery</th>
<th>Date Received</th>
<th>Subject</th>
<th>Scope</th>
<th>Stakeholder</th>
<th>Progress</th>
<th>Status</th>
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<td>Letter to GAR</td>
<td>02/14/2014</td>
<td>FP to GAR alleging breaches of the RSPO Principles and Criteria</td>
<td></td>
<td>Friends of Borneo, Forest Peoples, GAR</td>
<td>Ongoing</td>
<td>N/A</td>
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<td>G02</td>
<td>Direct email to GAR</td>
<td>11/20/2014</td>
<td>Grievances related to land agreements, problematic environmental and social conflicts in PTs AMNL, BNM, CNG, SPS</td>
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<td>Friends of Borneo, Land &amp; Social Conflict, GAR</td>
<td>Ongoing</td>
<td>N/A</td>
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<tr>
<td>G03</td>
<td>Public Report</td>
<td>12/19/2014</td>
<td>Allegations of forest clearance and impact on biodiversity in the Leuser Ecosystem</td>
<td></td>
<td>GAR, Rainforest Action Network (RAN)</td>
<td>Ongoing</td>
<td>N/A</td>
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21/7/17: The Guardian newspaper published a report titled “PepsiCo, Unilever and Nestlé accused of complicity in illegal rainforest destruction” saying that PT. ABN reduced 420 ha of ‘protected’ forest cover to just 88 ha between June 2016 and April 2017. The palms oil reaches major brands via a twisting supply chain that stretches from the PT Agra Bumi Niaga (ABN) logging company, which cuts down the forest in order to prepare the land for cultivation, to several of the world’s largest consumer goods companies, including Unilever, Nestlé and PepsiCo.

2-4/8/17: GAR and TFT conducted a 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.

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 concessions committed by external parties (encroachers) in July 2017.

May 2015: GAR deployed a team to investigate allegations of planting along banks of Lake Marsedan by PT Kartika Prima Cipta (PT KPC) in West Kalimantan.

5/5/2015 Allegations of planting along banks of Lake Marsedan by PT Kartika Prima Cipta (PT KPC) in West Kalimantan.

June 2015: GAR conducted public consultations on options for the management of the riparian zone at Lake Marsedan.

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.

6/25/15: GAR includes 10,000ha in HSU, (KSA), thereby implementing a red flag and BOSF.

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).

13/9/17: SSS launched new sustainability policy at a group level which includes identification and protection of HCV and HCS forests.

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).

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 November 2016, EH’s HCS study on VMA was launched in new website with a sustainability assurance and is now included in our HCSA grade.

28/9/17: GAR had a meeting with SSS to discuss KSA site visit report and to give recommendations about SSS new sustainability policy.

24/10/17: GAR conducted HCS training for SSS team using the latest HCSA toolkit.

12/5/16: GAR met FR Heroes.

5/20/2015 Allegations of HCS clearance in a concession owned by PT Varia Mitra Andalan (VMA), a subsidiary of PT Sawit Sumbermas Sarana (SSS) TBK.

6/4/2015 Allegations of forest and orang-utan habitat clearance by PT Khalidman Sawit (KMS), subsidiary of PT Sawit Sumbermas Sarana (SSS) TBK.

6/17/2015 Allegations of HCS clearance in a concession owned by PT Sawit Sumbermas Sarana (SSS) TBK.

6/14/2015 Allegations of forest and orang-utan habitat clearance by PT Khalidman Sawit (KMS), subsidiary of PT Sawit Sumbermas Sarana (SSS) TBK.

4/5/2015 Allegations of pestland clearance and social conflict by PT Gelato Andalan (GA), which partly owned by First Resources (FR).

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3/12/16: GAR conducted grievance handling following a site visit.

3/9/16: GAR met FR Heroes.

2/16/17: GAR implemented REDD pilot in 100,000ha of REDD+ experience.

21/7/17: GAR published report on PT ES. Pepsico, Unilever and Nestlé accused of complicity in illegal rainforest destruction.

3/9/16: GAR met FR Heroes.

2/16/17: GAR implemented REDD pilot in 100,000ha of REDD+ experience.
121 Media Report 8/15/15 Local media report on Kalunging District Police operationalizing 6 companies suspected of burning to clear land including PT Cipta Usaha Sakti. Link: http://suarapemred.co.id/polres-ketapang-periksa-6-perusahaan-perkebunan-bakar-lahan/ Source: Pemred Hakti

public://2015.08.15/121.png

Closed as of 14/7/16

4/20/16: GAR contacted WRN to clarify the issue.

3/28/16: WRN 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 the restricted area and was eventually put out by WRN working together with the local fire department.

3/19/16: GAR requested a meeting with WRN.

3/23/16: GAR met WRN management who clarified information, documents, and photographs on WRN’s zero burning policy, firefighting SOP, and fire suppression plans.

3/23/16: AG agreed to a site visit verification by GAR and WRN.

3/23/16: GAR studied documents submitted and continued to monitor the progress of official investigations.

4/13/16: GAR sent a site visit report. GAR and WRN management were planning to discuss findings and recommendations and to agree on action plans.

4/18/16: GAR management approved GAR proposed action plan and began implementation.

GAR continues to monitor.

122 Media Report 8/16/15 Media report alleging two companies carried out burning and were being investigated by Jambi Provincial Police Department. Link: www.foe.org/projects/oceans-and-forests/forests/up-in-smoke

Source: Pemred Hakti

public://2015.08.16/122.png

Closed as of 21/11/15

9/10/15: GAR contacted BGR and received the following information:

• 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.

GAR supplier: PT Kayung Agro Lestari (KAL)


123 Media Report 8/18/15 Media report alleging 4 companies suspected of burning to clear land including PT Cipta Usaha Sejati. Link: http://suarapemred.co.id/polres-ketapang-periksa-4-perusahaan-perkebunan-bakar-lahan/

Source: Pemred Hakti

public://2015.08.18/123.png

Closed as of 21/11/15

13/8/16: GAR met WRN to discuss the fire and haze report and action plans.

13/8/16: GAR management approved GAR proposed action plan and began implementation.

GAR continues to monitor.


Source: Pemred Hakti

public://2015.08.19/124.png

12/11/15

GAR continues to monitor.

125 Direct email to GAR 11/16/15 Email from Greenpeace alleging that two companies PT Andalan Sukses Makmur (ASMR), a subsidiary of Bumitama and PT Bumi Sawit Sejahtera (BSS), a subsidiary of IOI, are suppliers of GAR. FOE also released a similar report: http://www.foe.org/projects/oceans-and-forests/forests/up-in-smoke

Source: Direct email

public://2015.11.16/125.png

Ongoing

• 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 engaging with local communities on the conservation of areas. It has also prepared nurseries of plants to be used in this conservation effort.

• Areas to the north of the concession are already planted with oil palm trees owned by other companies.

• The allegations of fire, the first started outside PT BSSM, resulting from the adjacent Tangguh Public National Park. The trees were eventually put out.

• 12/13/16: GAR shared additional information to Greenpeace.

GAR supplier: PT Andalan Sukses Makmur (ASMR)PT Bumi Sawit Sejahtera (BSS)


18/4/17: GAR had meeting with BGA to ask clarification re...
Ongoing

Forest Fires/Haze Chain Reaction

• 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:
- Ensuring GAR staff and affiliates were trained in fire management practices and equipped with appropriate tools.
- Setting up a rapid response team that can be deployed within one hour of an intercept.
- Conducting regular monitoring of the area.
- Implementing a no-trespassing policy to prevent unauthorized access.
- Installing fire deterring barriers to prevent fire spreading.
- Ensuring the area is equipped with water sources.

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.

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 will improve its fire management based on lessons learnt.

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: RSPO received a copy of a letter sent by COP to the Environmental Agency (Bappeda) in East Kalimantan regarding this issue. The letter also mentioned that GAR is supplying FFB to another company.

GAR held meeting with AE:
- AE started land clearing in 2009
- AE stated that land clearing operations were carried out with the aim of preserving biodiversity. AE subsequently halted land clearing operations in 2010.
- AE stated that several orangutan nests were damaged during the land clearing process but that AE agreed to provide technical support on orangutan protection.
- AE also agreed to sign a Memorandum of Understanding with BOSF.
- AE agreed to provide training to its personnel on orangutan protection.
- AE also agreed to sign an MOU on orangutan conservation with GAR.

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.
- GAR signed a partnership with BOSF to protect orangutan in its concession. GAR has confirmed this partnership with BOSF.

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.

Eyes on the Forest (EoF)

• 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.
- 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: GAR held a meeting with EoF.

b) GAR had conducted a verification visit to PT.PSJ and agreed to sign an MOU with BKSDA to verify COP's findings.

16/5/16: GAR conducted a verification visit to MAS and PSJ.
- 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.
O20 Public Report 02/04/2016

G20 Public Report 19/11/2015

Various reports on HCV clearances

• 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 and RSPO violations on IOI subsidiaries in Ketapang, 27 April 2016. After reviewing the evidences, on 28 May 2016, the RSPO Complaints Panel stated the conditions for lifting IOI Group’s RSPO certification suspension.

• 4/4/2016: RSPO issued a statement letter placing 4 June 2016 as the time-lapse deadline for IOI Group to provide the requested evidences. IOI Group’s RSPO Suspension is now extended until 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 a more robust sustainability policy. The RSPO Complaints Panel stated the conditions for lifting IOI Group’s RSPO certification suspension.

• 6/6/2016: IOI announced it would withdraw the legal challenge against the RSPO.

• 17/6/2016: another report from the RSPO stating that the conditions for lifting IOI Group’s RSPO certification suspension have been met.

• 25-26/7/2016: IOI met with RAN, OPPUK, ILRF, and ASI. GAR and ASI released a joint statement on progress regarding Ketapang complaint. This statement is available here:

http://www.asiamen.org/kegiatan/20160725_greenpeace_crimefile_indonesia_ioi_engl.pdf

• 8/8/2016: IOI met with GAR to give the latest update on the grievance.

• 15/8/2016: IOI shared its new sustainability palm oil policy and its implementation in Ketapang. GAR, ASI, and RAN had a meeting to discuss the grievance. The RSPO Secretariat had a meeting with IOI and RSPO was willing to receive the statement letter issued by IOI Group. GAR and ASI recommended a joint BSR study on labour practices.

• 17/8/2016: RAN, OPPUK, ILRF, and ASI shared their chronology report, chronology report, report titled: “The Human Cost of Conflict Palm Oil”; alleging Indofood (PP Lonsum) was involved in labour exploitation.

• 29/8/2016: GAR sent a letter to Indofood asking for a meeting.

G21 Media Report 02/04/2016

Media report that PT APSL carried out land clearance using fire

http://bit.ly/2w0v3pt

Media report that PT APSL was allegedly involved in hugel cultivation in Riau, Indonesia.


Media report that PT APSL was allegedly involved in hugel cultivation in Riau, Indonesia.


Ongoing

O21 Media Report 02/04/2016

Koopman, G. (2016). GAR, IBRA, and LERI published a joint public report titled: “The Human Cost of Conflict Palm Oil”, alleging that IOI Group had been responsible for deforestation and human rights abuses in Ketapang, Indonesia. This report is available here:

http://tinyurl.com/y6lp46c2

IOI Group’s response to the report is available here:

http://www.ioigroup.com/Content/NEWS/NewsroomDetails?intNewsID=817

GAR and BSR have recommended that IOI should take a joint BSR study on labour practices.


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11/4/17: GAR and Indofood had a meeting to discuss how to implement its sustainable palm oil policy, especially on labour practices and human rights. GAR asked Indofood to develop a concrete time-bound action plan on implementation of 2017 sustainability policy. [G23 Public Report 9/27/2016]


- a) Targets and timeline for its sustainability implementation (page 17-18)
- b) Labour practices related to allegations: refer to no. G05 on grievance list.

24/5/17: GAR had a meeting with Indofood to discuss Greenpeace Palm Oil Alert Bulletin. GAR requested that PT SIP would conduct a special audit of PT LZ's operations including labour. Prior to this, GAR will engage with OPPUK to get their advice on the checklist. [G23 Public Report 9/27/2016]

2-3/11/17: SAI conducted a site visit at PT PP London Sumatera Indonesia Tbk to see its sustainable palm oil practices including labour. GAR senior officers joined the visit. [G23 Public Report 9/27/2016]

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.


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 joined the visit. [G23 Public Report 9/27/2016]

30/9/16: In a meeting with GAR, Eagle High said the areas where deforestation and fires happened in PT.Arrtu 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. [G23 Public Report 9/27/2016]

28/12/16: Eagle High agreed that GAR conduct a site visit to PT TSP in April 2017. [G23 Public Report 9/27/2016]

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. [G23 Public Report 9/27/2016]
Goodhope/Carson Cumberbatch

- FPIC guidelines: Goodhope has hired a consultant to review its implementation against the FPIC guidelines.
- Flood in Sima village: Flood in Sima village was due to heavy rainfall and not land clearing. Goodhope 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 GAR is ongoing and would share results with GAR.

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- GH stated that a verification by GAR is ongoing and would share results with GAR.
- A consultation was held with Yayasan Pusaka and its staff before the visit. A follow-up meeting with Yayasan Pusaka and its staff was arranged.
- GH implemented SOPs on its cassava farming.

- GH implemented SOPs on its cassava farming.
- GH identified PT MB land clearing had been carried out since 2015 in an enclosure area. This was substantiated by GH after the clearing despite the fact that GH was not aware of the incident at that time. The incident took place in 2015. GH released an updated SOP in response to this incident.
- GH identified that PT MB did not comply with the inundation post-verification map.
- GH stated that it was due to the removal of vegetation after the earlier land clearing since 2015. Some parts in the vicinity were to be checked.

- GH already has a Consultation and New Development Policy since May 2013 which includes HCS and HCV assessment prior to development and also no development on peat. GH recommended GAR develop SOPs.
- GAR recommended GH develop SOPs on the basis of GAR's study for peer review.
- Goodhope has published on its website the "Status Update on Greenpeace report—Letter from COO—2 Dec 2016.pdf.
- Action plan agreed:
  - Continue to work with Yayasan Pusaka to address the complaints through engagement with local community groups and PT. MB.
  - GH shared the report of the FPIC implementation assessment by UMDA.
  - Undertake measurement of HCS for PT MB.
  - GH undertook soil sampling for PT MB.
  - GH provided maps of all GH concessions in Papua to GAR.
  - GH undertook soil sampling for PT MB providing a high-confidence level. GAR shared maps that showed there had been no new land clearing in alleged areas in 2016.
- Action plan agreed:
  - GH published the report of the FPIC implementation assessment by UMDA.
  - GH undertook soil sampling for PT MB providing a high-confidence level. GAR shared maps that showed there had been no new land clearing in alleged areas in 2016.
- GH responded to GAR's requirements on sustainable production of HCS and HCV.
- GH stated that it had already developed a consultation 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.
- GAR recommended GH develop SOPs for peer review.
- 2/12/16: GH published the report of the FPIC implementation assessment by UMDA.
- 3/12/16: GAR recommended GH develop SOPs for peer review.
- 4/12/16: GAR recommended GH develop SOPs for peer review.
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Ongoing

- FPP: 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 revenue and water pollution.
- Community/smallhold
- 10/10/16: GAR sent letter to RSPO detailing initial findings:
- GAR was informed by the KOPSA (smallholders) that the community had demanded the company to provide documentation on land tenure, plasma revenues and water pollution. GAR had reviewed the letter and agreed to engage in further discussions with the community.
- Out of the 22 signatories, 11 had agreed to participate in the meeting, either as representatives of their own organizations or as individuals. GAR had asked the KOPSA to provide an update on the status of the meeting.
- GAR had met with the representatives of the community to discuss further actions.
- GAR recommended that the company engage with the community to address their concerns.
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Pending to RSPO by GAR

02/06/2016

- GAR recommended to RSPO by GAR

High

01/06/2016

- GAR recommended to RSPO by GAR

Medium

01/06/2016

- GAR recommended to RSPO by GAR

Low

01/06/2016

- GAR recommended to RSPO by GAR

Emergency

01/06/2016

- GAR recommended to RSPO by GAR

Low

01/06/2016

- GAR recommended to RSPO by GAR

Medium

01/06/2016

- GAR recommended to RSPO by GAR

High

01/06/2016

- GAR recommended to RSPO by GAR

Emergency
PT Ongoing
Serikat Pekerja Perjuangan Indonesia (DPP-SPPI) union, Indra Gunawan, demanded PT IMT to pay the bonus of all their workers (http://www.kompasriau.com/2017/06/20/pt-ivomas-tunggal-klarifikasi-soal-pemberian-bonus-karyawan-rkwt/)

As of 3/9/17 3 more articles have been published regarding PT IMT operations:

- 28/7/17: Owner of PT Ivo Mas Tunggal is “untouchable” (http://www.kompasriau.com/2017/07/28/pemilik-pt-ivo-mas-tunggal-disebut-sebut-kebal-hukum/)
- 3/9/17: Authorities had not found laborer eyes towards allegations that PT Ivo Mas Tunggal is dumping 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/)

Kompas Riau, Dewan Pimpinan Pusat Serikat Pekerja Perjuangan Indonesia (DPP-SPPI)

- 26/7/17: PT IMT has been accused of various violations (http://www.kompasriau.com/2017/07/26/dpr-lakukan-investigasi-soal-konsumsi-beras-catu-buruh-pt-ivomas-tunggal-tak-layak-konsumsi/)

- 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 (http://www.forestpeoples.org/en/private-sector-palm-oil-rspo/news-article/2017/plantation-workers-golden-agri-resources-estates)

- 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 (http://www.greenpeace.org/seasia/Global/seasia/2017/20170726_GP_PalmAlert_Felda.pdf)