











| Stakeholders | Purpose | How We Engage | Frequency | Outcome |
|---|---|--|---|--|
| Customers and consumers  | <ul style="list-style-type: none"> • Address concerns such as environmental, social/ community, labour practices, smallholder development, certification progress, traceability and supply chain transformation • Communicate company policies and actions to achieve responsible palm oil • Establish partnerships with customers in joint community/ conservation projects | <ul style="list-style-type: none"> • Multi-stakeholder forums and industry groups • GAR website • Social media • GAR Sustainability Dashboard • Presentations and meetings • Field visits • Consumer Focus group discussion • Monthly e-update • Annual Report • Sustainability Report • Materiality assessment | <ul style="list-style-type: none"> • Frequently • As required • Monthly • Annually • Every 2-3 years | <ul style="list-style-type: none"> • Improved reputation • Better understanding of GAR's sustainability progress and challenges • Ongoing partnerships in community and conservation projects |
| Employees  | <ul style="list-style-type: none"> • Employee development and training • Ensure awareness of company's policies and practices including Code of Conduct, GSEP • Communicate company's actions in responsible palm oil including actions to prevent fire and haze • Improve workplace environment | <ul style="list-style-type: none"> • Annual appraisals • Townhall meetings • Celebration of major festivals • HR training/e-learning & testing • Internal campaigns e.g. International Women's Day • Trade union meetings • GAR website • GAR Sustainability Dashboard • Social media • Materiality assessment | <ul style="list-style-type: none"> • Annually • Annually and as required • Annually • Annual programme • Ad hoc • Frequently • Every 2-3 years | <ul style="list-style-type: none"> • Better understanding and awareness of company policies • Improved awareness of company's achievements and progress in responsible palm oil |

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| Financial community (investors, banks, financial analysts)  | <ul style="list-style-type: none"> Communicate and address queries on company's business model, operational and financial performance, the dynamics of the industry development, as well as growth strategy to achieve the company's vision and mission and provide long-term returns Communicate company's policies and actions to achieve responsible palm oil, including environmental, social/community, labor issues, smallholder development, certification progress, traceability and supply chain transformation, fire and haze | <ul style="list-style-type: none"> Quarterly analyst briefings One-on-one communications Field visits Monthly e-update GAR website GAR Sustainability Dashboard Social media Annual Report Sustainability Report Webinar Materiality assessment | <ul style="list-style-type: none"> Quarterly Ad hoc Monthly, Frequently Annually Every 2-3 years | <ul style="list-style-type: none"> Improved reputation Better credit profiling by banks Foundation for good long-term relationship and engagement Better understanding of GAR's business key value drivers and strategy Kept up-to-date on Company's material information in order to support informed investment decisions |
| Governments and regulatory bodies  | <ul style="list-style-type: none"> Understand government policies, regulations and aspirations for the palm oil sector Communicate company's policies and actions in responsible palm oil Align with Government of Indonesia policies on palm oil sector productivity, smallholder development, fire and haze prevention | <ul style="list-style-type: none"> One-on-one meetings Field visits Multi-stakeholder forums and events GAR website GAR Sustainability Dashboard Annual Report Sustainability Report Webinar Materiality assessment | <ul style="list-style-type: none"> Ad hoc Frequently Annually Every 2-3 years | <ul style="list-style-type: none"> Collaboration in smallholder development projects for e.g. Innovative Financing Scheme Community outreach programme on fire prevention Collaboration with Indonesia Estate-Crop Fund for Palm Oil (BPD P Sawit) on palm oil supply chain development |
| Industry bodies and trade associations  | <ul style="list-style-type: none"> Improve palm oil sector and work towards responsible palm oil in areas such as HCS/HCV management and smallholder development | <ul style="list-style-type: none"> HCV/HCS Working groups HCSA Board meeting Executive committee meetings Multi-stakeholder forums and events Materiality assessment | <ul style="list-style-type: none"> Quarterly Annually Monthly Frequently Every 2-3 years | <ul style="list-style-type: none"> Smallholder improvement and support Guidelines on good practices for HCV, peatlands, FPIC and other responsible palm oil practices |

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| Local communities  | <ul style="list-style-type: none"> • Understand and address community concerns about palm oil development including ensuring FPIC • Ensure palm oil brings benefits to local community • Engage community in dialogue about conservation partnerships and long-term fire and haze prevention | <ul style="list-style-type: none"> • Participatory Mapping and Participatory Conservation approach and community development programmes • Complaint handling, grievance procedures and conflict resolution mechanisms • Dialogue and consultation with community groups and representatives • Community programmes • Outreach programmes to combat fire and haze | <ul style="list-style-type: none"> • See schedule on GAR website • As required • As required • Annual programmes | <ul style="list-style-type: none"> • New community conservation partnerships to protect forests • Developed and improved guidelines and capacity in areas such as mediation, conflict management and Participatory Mapping to facilitate the successful implementation of the GSEP commitments • Continued investment in comprehensive range of community programmes • Expanded Desa Makmur Peduli Api programme to 32 villages as of 2018 |
| Media  | <ul style="list-style-type: none"> • Communicate and address queries about company performance • Communicate and address queries about responsible palm oil practices including environmental, social/ community, labour issues, smallholder development, traceability and supply chain transformation, fire and haze | <ul style="list-style-type: none"> • One-on-one communication • GAR website • GAR Sustainability Dashboard • Social media • Field visits • Briefings and interviews • Articles and op-eds • Multi-stakeholder forums events • Monthly e-update • Annual Report • Sustainability Report • Materiality assessments | <ul style="list-style-type: none"> • Frequently • Ad hoc • Monthly • Annually • Every 2-3 years | <ul style="list-style-type: none"> • Improved reputation • Improved media awareness about company's actions towards responsible palm oil • Thought leadership through op-eds and articles |

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| Civil Society Organisations (CSOs)  | <ul style="list-style-type: none"> Communicate and address queries about company's responsible palm oil practices including environmental management, social/community engagement, FPIC, fire and haze prevention, labour practices, supply chain management | <ul style="list-style-type: none"> Multi-stakeholder forums and events GAR website GAR Sustainability Dashboard Social media One-on-one communications Monthly e-update Annual Report Sustainability Report Webinar Materiality assessment | <ul style="list-style-type: none"> Frequently Monthly Annually Every 2-3 years | <ul style="list-style-type: none"> Feedback and input for the development of GSEP Joint development of HCS Approach Awareness of company's actions towards responsible palm oil |
| Suppliers  | <ul style="list-style-type: none"> Ensure they understand GSEP compliance Help them adopt responsible palm oil practices including environmental management, social/community engagement, fire and haze prevention Help them build capacity | <ul style="list-style-type: none"> Supplier Support Team and dedicated e-helpline One-on-one communication Workshops and training sessions Site visits Questionnaires and self-assessments GAR website GAR Sustainability Dashboard Social media Annual Report Sustainability Report Materiality assessment | <ul style="list-style-type: none"> Frequently Annually and as required As scheduled according to supplier support programme and as required Frequently Annually Every 2-3 years | <ul style="list-style-type: none"> Improved engagement & trust-building 100 percent traceability to the mill Progress on Traceability to the Plantation by 2020 (see pxx) Smallholder support & inclusion Share best practices in responsible palm oil Helping smallholders get ISO certification |
| Certification bodies: RSPO, ISPO, ISCC  | <ul style="list-style-type: none"> Compliance with Principles and Criteria Sustainable policy development and review | <ul style="list-style-type: none"> Working groups One-on-one meetings RSPO Roundtable meetings RSPO ACOP ISCC Report Materiality assessment | <ul style="list-style-type: none"> Quarterly Ad hoc Biannually Annually Annually Every 2-3 years | <ul style="list-style-type: none"> Active participation in RSPO Roundtable meetings to help further responsible palm oil GAR is on the RSPO Board of Governors Active membership in RSPO – GAR is in working groups on peatland; biodiversity; human rights; smallholders; as well as the Principles and Criteria (P&C) Task Force; and the Dispute Settlement Facility Advisory Group |