



PACIFIC INTER-LINK GRIEVANCE TRACKER

(UPDATED 30 JUNE 2020)

NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
1	12 June 2019	Mighty Earth – Rapid Response 15	Indirect supplier – Anglo-Eastern Plantations (AEP) through PT Pacific Palmindo Industry and PT Pacific Indopalm Industri	Alleged deforestation – PT Kahayan Agro Plantation (PT KAP)	<ul style="list-style-type: none"> June 2019: PIL reached out to direct suppliers, PT Pacific Palmindo Industri and PT Pacific Indopalm Industri. Both suppliers were alerted about allegation against AEP and response was requested on the grievance. June 2019: PT Pacific Palmindo Industri and PT Pacific Indopalm Industri confirmed that their supply chain does not involve in the alleged concession. Both suppliers also shared the clarification letters from AEP. June 2019: AEP's letter mentioned that HCS Assessment was carried out and no further land clearing (temporary stop work order). Furthermore, peer review was done on 3 June 2019 and AEP will update the results of the peer review once available. February 2020: PT Pacific Palmindo Industri and PT Pacific Indopalm Industri updated that PT KAP is discussing this at their management level and do not source CPO from them. This is their affiliated company. 	Engaged
2	12 June 2019	Mighty Earth – Rapid Response 15	Indirect supplier – Genting Plantations Bhd (GENP) through Intercontinental Specialty	Alleged deforestation – PT Citra Sawit Cemerlang	<ul style="list-style-type: none"> June 2019: PIL reached out to direct supplier, ISF. ISF was alerted about allegation against GENP and response was requested on the grievance. June 2019: ISF reverted that they had stopped purchasing from GENP since November 2018. June 2019: ISF also shared response from GENP that there are no further land clearing done after 1st May 2019 (stop work order effective date). 	Closed



NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
			Fats Sdn. Bhd. (ISF)		<ul style="list-style-type: none"> June 2019: Our direct supplier, ISF will be monitoring GENP's implementation plan. PIL to monitor through the ISF's grievance log. August 2019: In recent meeting with our direct supplier, they confirmed that they have stopped sourcing from GENP and therefore the grievance is closed. August 2019: Subsequently, PIL also considers the grievance closed as GENP is no longer in PIL' supply chain via ISF. 	
3	12 June 2019	Mighty Earth – Rapid Response 15	Indirect supplier – Genting Plantation through Intercontinental Specialty Fats Sdn. Bhd.	Alleged deforestation – PT Permata Sawit Mandiri (PT PSM)	<ul style="list-style-type: none"> June 2019: PIL reached out to direct supplier, ISF. ISF was alerted about allegation against GENP and response was requested on the grievance. June 2019: ISF reverted that they had stopped purchasing from GENP since November 2018. June 2019: ISF also shared response from GENP that GENP had on 16 March 2017 announced that it had disposed its 95% equity interest in PT PSM to PT Suryaborneo Mandiri. Following the disposal, GENP ceased to have any effective interest in PT PSM. June 2019: Our direct supplier, ISF will be monitoring the GENP's implementation plan. PIL to monitor through the ISF's grievance log. August 2019: In recent meeting with ISF, they confirmed that they have stopped sourcing from GENP and therefore the grievance is closed. August 2019: Subsequently, PIL also considers the grievance closed as GENP is no longer in PIL's supply chain via ISF. 	Closed



NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
4	12 June 2019	Mighty Earth – Rapid Response 15	Indirect supplier –PT. Hamita Utama Karsa (PT HUK) under Indonusa Group through AAA Oils & Fats Pte. Ltd. (AAA)	Alleged deforestation – PT Internusa Jaya Sejahtera, Indonusa Group	<ul style="list-style-type: none"> June 2019: PIL reached out to direct supplier, AAA. AAA was alerted about allegation against PT HUK under Indonusa Group and response was requested on the grievance. June 2019: AAA reverted that they have put on hold sourcing from Indonusa Group since December 2018 as there were ongoing land clearing and no commitment from Indonusa to stop the land clearing. Since, AAA have put on hold sourcing from Indonusa Group, therefore PIL's supply chain is not affected. Refer to AAA's grievance tracker:- https://www.apicalgroup.com/sustainability/grievances/indonusa/ August 2019: PIL considers this grievance closed. 	Closed
5	12 June 2019	Mighty Earth – Rapid Response 1,14,15, 18, 19, 20, 23, 24 & 25	Indirect supplier – Perkebunan Nusantara (PN) through PT Pacific Palmindo Industri	Alleged deforestation – PT Perkebunan Nusantara II (PTPN II), Prafi Plantation (PP)	<ul style="list-style-type: none"> June 2019: PIL reached out to PT Pacific Palmindo Industri and Pt Pacific Palmindo Industri was alerted about allegation against Perkebunan Nusantara and response was requested on the grievance. July 2019: PT Pacific Palmindo Industri shared clarification from PN that PP was sold to another company in Year 2014. July 2019: PT Palmindo Industri shared a clarification letter from PTPN II that the alleged plantation, PP was sold to PT Yongjing Investindo on 6 May 2014. Therefore, PTPN II denies any responsibility of any activities carried in PP. 	Closed



NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
6	12 June 2019	Mighty Earth – Rapid Response 5, 15, 18, 20 Chain Reaction Ref - April 2020	Indirect supplier – TH Plantations Bhd (THP) through Pacific Oils and Fats Industries Sdn.Bhd. (PACOIL)	Alleged deforestation - Ladang Tabung Haji	<ul style="list-style-type: none"> June 2019: PIL reached out to direct supplier, PACOIL and PACOIL was alerted about allegation against THP and a response was requested on the grievance. June 2019: PACOIL confirmed that their supply chain does not involve the alleged concession and shared clarification from THP. June 2019: THP clarified that the alleged concession no longer belongs to them. THP also shared an excerpt of minutes of their Shareholders Meeting held on 30 January 2008 pertaining to the sale of the estates – Ladang Semilajau and Ladang Sebauh. 	Closed
7	8 July 2019	Mongabay – Orangutan Habitat Loss and Palm Mills Report compiled by Maphubs	Indirect supplier – Ahmad Zaki Resources Berhad (AZR) through AAA Oils & Fats Pte. Ltd.	Alleged deforestation – Ichtiar Gusti Pudi (IGP)	<ul style="list-style-type: none"> July 2019: PIL reached out to direct supplier, AAA and AAA was alerted about allegation against AZR and response was requested on the grievance. July 2019: AAA confirmed that their last trade with PT IGP was in year 2018 and therefore it is not found in PIL's supply chain. August 2019: As there was no further response from complainant, PIL considers the grievance closed. 	Closed
8	18 July 2019	Mighty Earth – Rapid Response 17	Indirect supplier – Kencana Agri Ltd. (KAL) through AAA Oils & Fats Pte. Ltd. (AAA)	Alleged deforestation – PT. Agro Sawit Mas Lestari (PT ASML)	<ul style="list-style-type: none"> July 2019: PIL reached out to AAA and AAA was alerted about allegation against PT ASML and a response was requested on the grievance. August 2019: AAA provided clarification received from KAL that the alleged land clearing is located outside of PT ASML's concession. Refer to link – illustration of the overlay map:- https://www.apicalgroup.com/wp-content/uploads/2019/08/kencana-attachment-overlay-map.pdf August 2019: AAA will be monitoring the case and PIL will monitor through the AAA's grievance tracker. 	Closed

NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
					<ul style="list-style-type: none"> August 2019: AAA has classified that this grievance case as closed. Refer to AAA's grievance tracker:- https://www.apicalgroup.com/sustainability/grievances/kencana-agri-ltd/ Mighty Earth and has removed this case from the Rapid Response 17. Refer to RRR 17 :- http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-17_corrected_updated_20191218.pdf 	
9	18 July 2019	Mighty Earth – Rapid Response 17	Indirect supplier – Makin Group (MG) through AAA Oils & Fats Pte. Ltd. (AAA)	Alleged peat forest development – PT Mekar Karya Kahuripan (PT MKK)	<ul style="list-style-type: none"> July 2019: PIL reached out to AAA and AAA was alerted about allegation against PT MKK and a response was requested on the grievance. July 2019: AAA provided clarification received from MG to PIL. MG denied the allegation of land clearing stated in the report and informed that the management has stopped all PT MKK's business activities since 15 September 2016 as stated in the Notary Act No 12/2016. June 2020: AAA informed PIL that following further engagement with Mighty Earth on the evidence, this matter has been resolved to Mighty Earth's satisfaction and classified as closed. Refer to AAA's grievance tracker: https://www.apicalgroup.com/sustainability/grievances/makin-group/ 	Closed
10	18 July 2019	Mighty Earth – Rapid Response 17	Indirect supplier – Sumber Tani Agung Group (STA) through AAA Oils & Fats Pte. Ltd. (AAA)	Alleged deforestation and clearance prep / stacking line – PT. Tantahan Panduhup Asi (PT TPA)	<ul style="list-style-type: none"> July 2019: PIL reached out to AAA and AAA was alerted about allegation against PT TPA and response was requested on the grievance. August 2019: AAA informed PIL that the alleged land clearing is located outside of PT TPA's concession and clarified that PT TPA has conducted HCV and HCS by independent assessor - Aksenta. August 2019: AAA will be monitoring the case and PIL to monitor through the AAA's grievance tracker. 	Closed



NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
					<ul style="list-style-type: none"> June 2020: AAA informed PIL that this case has been classified as closed by Mighty Earth and has been removed from the Rapid Response 17. Refer to details in AAA's grievance tracker https://www.apicalgroup.com/sustainability/grievances/sumber-tani-agung-sta/ 	
11	18 July 2019	Mighty Earth – Rapid Response 17	Indirect supplier –PT. Asianagro Lestari (PTAL) underRGE Group through AAA Oils & Fats Pte. Ltd. (AAA)	Alleged peat forest development and clearance prep / stacking line – PT Usaha Sawit Unggul (PT USU)	<ul style="list-style-type: none"> July 2019: PIL reached out to AAA and AAA was alerted about allegation against PT USU and response was requested on the grievance. August 2019: AAA informed PTAL had commenced an investigation and based on the evidence received, PTAL confirmed that the land clearing is located outside of PT USU's concession. The illustration of the map can be found at https://www.apicalgroup.com/wp-content/uploads/2019/07/Dashboard-Map-rev1-PT-USU.pdf June 2020: AAA informed PIL they have classified this case as closed. Refer to AAA's grievance website: https://www.apicalgroup.com/sustainability/grievances/asian-agri-2/ 	Closed
12	18 July 2019	Mighty Earth – Rapid Response 17	Indirect supplier – Tradewinds Plantation (TP) through Inter-Continental Oils and Fats Pte. Ltd. (ICOF)	Alleged deforestation of PT Kurun Sumber Rezeki (PTKSR) a joint venture with Solar Green Sdn. Bhd. (SGSB) and Kumpulan Kris Jati Sdn. Bhd. (KKJ), owned	<ul style="list-style-type: none"> July 2019: PIL reached out to ICOF and ICOF was alerted about allegation against SGSB and KKJ and TP joint venture relationship with CBIP. A response was requested on the grievance. August 2019: ICOF informed that TP have joint ventures with CBIP. However, TP and CBIP are two separate legal entities and therefore TP does not have any direct share or management control over both CBIP and vice versa. ICOF also shared that although CBIP holds 30% share in KKJ and KKJ is fully managed by TP, and CBIP does not have management control over KKJ. Furthermore CBIP also only holds 50% indirect shares in SGSB, which is under the management of TP. As such, both KKJ and SGSB are not part of PIL supply chain. 	Closed



NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
				through joint-venture relationship with CB Industrial Product Holdings (CBIP)	<ul style="list-style-type: none"> June 2020 ICOF informed PIL that this case has been classified as resolved. Refer to ICOF's grievance tracker - https://www.musimmas.com/sustainability/grievances/ 	
13	18 July 2019	Mighty Earth – Rapid Response 17	Indirect supplier – Triputra Agung Persada (TAP) through PT Pacific Indopalm Industri	Alleged NDPE non-compliant sources – TAP subsidiaries, PT Etam Bersama Lestari (PT EBL) and PT Dwi Lestari Jaya (PT DLJ) alleged to be sourcing from Kirana Megatara (KM)	<ul style="list-style-type: none"> July 2019: PIL reached out to direct supplier, PT Pacific Indopalm Industri and PT Pacific Indopalm Industri was alerted about allegation TAP subsidiaries, PT EBL and PT DLJ and response was requested on the grievance. August 2019: PT Pacific Indopalm Industri reached out to TAP for clarification about sourcing from Kirana Megatara and then shared the response from TAP to PIL. August 2019: TAP responded that TAP and KM are two separate holding companies with different business domain. TAP is an oil palm plantation group and KM is a rubber processor group. Therefore, TAP has no control and/or management influences over KM or vice-versa. It was also noted that CPO supplies to PT Pacific Indopalm Industri come from PT Brahma Binabakti in Jambi, not from PT EBL or PT DLJ, East Kalimantan. August 2019: Therefore, PIL's supply chain does not include sources from KM and the grievance is considered closed. 	Closed



NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
14	13 August 2019	Mighty Earth – Rapid Response 18	Indirect supplier – KLK Berhad (KLK) through Keck Seng (M) Berhad (KSMB)	Alleged peat development – PT Menteng Jaya Sawit Perdana (PT MJSP)	<ul style="list-style-type: none"> August 2019: PIL reached out to direct supplier, KSMB and KSMB was alerted about peat development done by PT MJSP and response was requested on their position on the grievance. August 2019: KSMB responded that KLK has addressed to this grievance on their website. The below link was provided for further reference; https://www.klk.com.my/sustainability/market-place/grievance/ Refer to G06. This grievance case has been removed from Mighty Earth's Rapid Response Report 18 	Closed
15	13 August 2019	Mighty Earth – Rapid Response 18	Indirect supplier – TH Plantations Berhad (THP) through Keck Seng (M) Berhad (KSMB)	Alleged peat development – TH Pelita Meludam Sdn Bhd (THPM)	<ul style="list-style-type: none"> August 2019: PIL reached out to direct supplier, KSMB and KSMB was alerted about peat development done by THPM and a response was requested on the grievance. August 2019: KSMB shared the response from TH that the alleged area is not located within their estate's boundary. June 2020: KSMB also shared the map provided by THPM, pointing that the land clearing area is outside of THPM estate's boundary. 	Closed



NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
16	13 August 2019	Mighty Earth – Rapid Response 18	Indirect supplier – Pinehill Pacific Bhd (PPB) through PT Golden Hope Nusantara (PT GHN)	Alleged deforestation – PT Makmur Jaya Malindo (PT MJM)	<ul style="list-style-type: none"> • August 2019: PIL reached out to PT GHN and PT GHN was alerted about deforestation done by PT MJM and a response was requested on the grievance. • August 2019: PT GHN shared the response received from PPB. According to PT GHN investigation, the clearing attributed to PT MJM was located in PPB's PT Indomal Sawit Jaya (PT IJS) estate and the cleared area was an industrial tree plantation. However, PT GHN will continue monitor the case. • August 2019: PT GHN confirmed that their supply chain does not involve in the both alleged concession which are PT MJM and PT IJS. • June 2020: Sime Darby Plantation Berhad (SDP) was declared that PT MJM is not a part of their supply chain. However, a previous affiliated mill name as Benta (Perak) Plantation (BPP) was a part of the supply chain and PPB had disposed off the BPP mill in 3Q 2019. • Therefore, PT GHN is no longer in SDP's supply chain. Refer to SDP's Supplier Grievance Register: - http://www.simedarbyplantation.com/sites/default/files/SDO%20Supplier%20Grievance%20Register%2006012020.pdf 	Closed



NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
17	13 August 2019	Mighty Earth – Rapid Response 18	Indirect supplier – Tradewinds Plantations Berhad (TP) through Inter-Continental Oils and Fats Pte. Ltd. (ICOF)	Alleged deforestation and peat forest development – Trans Kenyaland Sdn. Bhd. (TK)	<ul style="list-style-type: none"> • August 2019: PIL reached out to ICOF and ICOF was alerted about deforestation and peat forest development done by TK and response was requested on the grievance. • August 2019: ICOF reached out to TP and TP responded with an official letter dated on 19 of Aug 2019. TP clarified that TK comprises of both Lingga 1 & Lingga 2 estates and have submitted evidence to show that the alleged land development was outside the TK's two estates, Lingga 1 and Lingga 2. ICOF have internally verified the evidence and confirmed that the land clearing was outside these two estates. • June 2020 ICOF clarified that this case has been classified as resolved. Refer to ICOF's grievance tracer:- https://www.musimmas.com/sustainability/grievances/ 	Closed

NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
18	10 September 2019	Mighty Earth – Rapid Response 19	Direct supplier – Sime Darby Plantation Berhad (SDP)	Alleged deforestation – Derawan, SOU 33	<ul style="list-style-type: none"> September 2019: PIL reached out to direct supplier, SDP on the report that there are alleged deforestation in their concession. Clarification was requested from SDP on the alleged deforestation activity claimed to have taken place in Derawan, SOU 33. September 2019: SDP responded to PIL that they have conducted an internal investigation and concluded that the clearing is not in their plantation area. SDP further clarified that the land clearing is about 100 meters away from the boundary of their operations and it was done by neighboring third party agricultural company. SDP shared details of their findings through a report. – Please refer to below link:- http://www.simedarbyplantation.com/media/pressreleases/statement-response-rapid-response-palm-oilreport-19-mighty-earth December 2019: The RSPO has now published the boundaries of Sime DDP's concessions in Sarawak, which includes Derawan SOU 33 area. Following further engagement with Mighty Earth regarding the issue of the concession boundary, this matter has been resolved to Mighty Earth's satisfaction. 	Closed
19	6 November 2019	Mighty Earth – Rapid Response 21	Indirect supplier – Makin Group (MG) through AAA Oils & Fats Pte. Ltd. (AAA)	Alleged deforestation – PT Cipta Karsa Kahuripan (PT CKK)	<ul style="list-style-type: none"> December 2019: PIL reached out to direct supplier, AAA and AAA was alerted about allegation against PT CKK and response was requested on the grievance. December 2019: AAA provided clarification received from MG to PIL. MG clarified that PT CKK do not own the location permit for the concession mentioned in the report and the company had been frozen since September 2016. 	Closed

NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
					<ul style="list-style-type: none"> PT CKK further explained that they did receive an offer of the land from Ketapang District in June 2015, but they did not act on the offer. According to a letter from Ketapang District, the land offer will be cancelled if there was no follow up actions by PT CKK within six months from the issuance of the letter. As PT CKK had never conducted any activities on the land, therefore, the offer is no longer valid and they do not own or manage the concession. PT CKK has sent an official letter to Bupati Ketapang to inform that no activities conducted in the land including the pre-survey as required. AAA received a copy of the letter including the land offer by Ketapang district. December 2019: AAA will be monitoring the case and PIL to monitor through the AAA's grievance tracker. June 2020: AAA informed PIL that the case has been classified as closed. Following further engagement with Mighty Earth on the evidence, this matter has been resolved to Mighty Earth's satisfaction. 	
20	6 December 2019	Mighty Earth – Rapid Response 22	Indirect supplier – Sampoerna Agro (SA) through PT PacificIndopalm	Alleged deforestation – PT Usaha Agro Indonesia (PT UAI)	<ul style="list-style-type: none"> December 2019: PIL reached out to direct supplier, PT. Indopalm and alerted about allegation against PT UAI and response was requested on the grievance. December 2019: PT Indopalm Industri engaged with SA on alleged report against PT UAI. December 2019: SA clarifies that the alleged is not deforestation but fire in the land that belongs to the villager in their concession. 	Engaged

NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
					<ul style="list-style-type: none"> SA also informed that the ownership title has yet to be transferred to the company since villagers refused to be compensated. A report of the fire was shared by SA to PT Indopalm which was then shared to PIL. 	
21	6 December 2019	Mighty Earth – Rapid Response 22 & 23, 26, 27 & 28	Indirect supplier – Bumitama Group through Inter-Continental Oils and Fats Pte. Ltd. (ICOF)	Alleged peat forest clearance – PT Damai Agro Sejahtera (PT DAS)	<ul style="list-style-type: none"> December 2019: PIL reached out to direct supplier, ICOF. ICOF was alerted about peat forest clearance done by PT DAS and response was requested on the grievance. December 2019: ICOF verbally updated during supplier engagement that Bumitama Group has responded to them with a letter. Bumitama has notified that it is not peat forest clearance but a fire that has taken place. ICOF has yet to respond formally on this grievance, due to on-going discussion with Bumitama Group. January 2020: Bumitama clarified that: <ol style="list-style-type: none"> Based on the field verification, there was a fire scar from fires occurred at the alleged clearance area in September 2019. And Bumitama had reported this fire incident to relevant local authorities and RSPO. Based on the rapid HCS assessment and peat delineation study conducted in April 2014, these incident area had set aside as conservation area. (Refer to their 12 September 2014 announcement) Bumitama engaged with the local community on the proposal to conserve this area and signage will be installed to indicate the conservation zone. However, based on 	Closed



NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
					<p>Bumitama's management permit, the conservation is subjected to the principles of FPIC as the area is belongs to local community.</p> <p>4. Therefore, Bumitama's patrolling team approached the local community and share with them the 2015 Sustainability Policy. Bumitama restrain to purchase the palm fruit which come from the conservation area as currently the local community is utilizing the land for small-scale paddy and oil palm Plantation development.</p> <ul style="list-style-type: none"> June 2020: ICOF informed PIL that this case has been classified as resolved. Refer to details in ICOF's grievance tracker - https://www.musimmas.com/grievance-list/bumitama.html 	
22	8 January 2020	Mighty Earth – Rapid Response 23	Direct supplier – Inter-Continental Oils Pte. Ltd. (ICOF)	Alleged deforestation – PT Andalan Sukses Makmur (PT ASM)	<ul style="list-style-type: none"> January 2020: PIL reached out to ICOF and was alerted about deforestation done by PT ASM and a response was requested on the grievance. January 2020: ICOF informed that they are still waiting for a response from Bumitama Group. January 2020: Bumitama clarified that: <ol style="list-style-type: none"> Based on the field verification, there was a fire scar from fires occurred at the alleged clearance area in September 2019. And Bumitama had reported this fire incident to relevant local authorities and RSPO. Based on the rapid HCS assessment and peat delineation study conducted in April 2014, these incident area had set aside as conservation area. (Refer to their 12 September 2014 announcement) Bumitama engaged with the local community on the proposal to conserve this area and signage will be installed to indicate the conservation zone. However, based on 	Closed

NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
					<p>Bumitama's management permit, the conservation is subjected to the principles of FPIC as the area is belongs to local community.</p> <p>8. Therefore, Bumitama's patrolling team approached the local community and share with them the 2015 Sustainability Policy. Bumitama restrain to purchase the palm fruit which come from the conservation area as currently the local community is utilizing the land for small-scale paddy and oil palm Plantation development.</p> <ul style="list-style-type: none"> June 2020: ICOF informed PIL that this case has been classified as resolved. Refer to details in ICOF's grievance tracker - https://www.musimmas.com/grievance-list/bumitama.html 	
23	31 January 2020	Mighty Earth – Rapid Response 1,14,15, 18, 19, 20, 23, 24 & 25	Direct supplier – PT Pacific Indopalm Industri, AAA Oils & Fats Pte. Ltd. (AAA), Inter-Continental Oils Pte. Ltd. (ICOF)	Alleged deforestation – PT Kahayan Agro Plantation (KAP)	<ul style="list-style-type: none"> January 2020: PIL reached out to PT Pacific Indopalm Industri, AAA & ICOF. They were alerted about deforestation done by PT KAP and responses was requested on the grievance. AAA: February 2020: AAA informed that HCSA may have inaccurate assessment and classified incorrectly, hence to commission a rapid review by new peer and requested AEP to stop work order and AEP to issue a complaint to HCSA. February 2020: AEP stated that they will continue to follow the results of the first peer review assessment and submit a complaint to HCSA on 28 February 2020, and to inform that the surrounding community has refused to move the plasma location. The development of plasma is still in progress. June 2020: AAA informed PIL that discussion with AEP are still ongoing. Refer to details in AAA's grievance tracker :- https://www.apicalgroup.com/sustainability/grievances/anglo-eastern-plantation/ 	Engaged

NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
					<p>ICOF:</p> <ul style="list-style-type: none"> February 2020, ICOF informed that HCSA has sent a second peer review to AEP acknowledging to misinterpretation/error, AEP is currently engaging closely with HCSA. March 2020: ICOF informed that HCSA is continuing with its review of the case and is actively engaging the interested parties. Musim Mas supports the constructive communication process between HCSA and PT KAP, and will continue to monitor the progress. June 2020: ICOF informed PIL that Musim Mas is still actively engaging with AEP and the 2nd peer review is still on going. Refer to details in ICOF's grievance tracker - https://www.musimmas.com/grievance-list/anglo-eastern-plantations-aep.html <p>PT Indopalm:</p> <ul style="list-style-type: none"> June 2020: PT Pacific Indopalm Industri informed PIL that PT KAP is discussing this at their management level and PT Pacific Indopalm Industri do not source CPO from them. This is their affiliated company. 	
24	11 March 2020	-	Direct supplier – PT Pacific Indopalm Industri	Alleged deforestation – PT Dutapalma Nusantara (PT DN) Darmex Agro (DA)	<ul style="list-style-type: none"> March 2020: PIL reached out to direct supplier PT Pacific Indopalm Industri and was alerted about allegation against the alleged deforestation done by PT DN/DA. A response was requested on the grievance. PT Pacific Indopalm Industri clarified that they have suspended trade with PT DN/DA with immediate effect and will engage with them on their poor sustainability credentials. June 2020: PT Pacific Indopalm Industri has officially informed PIL that they have ceased purchase from PT DN/DA in the future. 	Closed

NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
25	15 October 2018	Environmental Investigation Agency (EIA) & Greenpeace RSPO/2018/18/RB	Pacific Inter-Link Sdn. Bhd., Pacific Oils & Fats Industries Sdn. Bhd., PT Pacific Indopalm Industries, PT Pacific Medan Industri and PT Pacific Palmino Industri	The complaint being made is that all five RSPO member companies referred to, are in violation of the RSPO Group Membership rule that all members had to comply with by 6th March 2017, as they are all part of the Hayel Saeed Anam (HSA) Group, but still have separate RSPO membership. The five companies became RSPO members between May 2009 and August 2014.	<ul style="list-style-type: none"> October 2018: Complaint submitted to RSPO Secretariat. February 2019: PIL made its submissions. February 2019: PIL's submission shared with Complainants for comments. March 2019 – present: PIL in continuing engagement with RSPO Secretariat. 	Engaged

NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
26	15 October 2018	Mighty Earth – Rapid Response 5 & 23 Environmental Investigation Agency (EIA) & Greenpeace RSPO/2018/19/RB	Pacific Inter-Link Sdn. Bhd., Pacific Oils & Fats Industries Sdn. Bhd., PT Pacific Indopalm Industries, PT Pacific Medan Industri and PT Pacific Palmino Industri	Violation of the RSPO Code of Conduct because of PIL's alleged involvement in the control/ownership and operational development of four palm oil plantation companies in Papua. The allegation states PT Megakarya Jaya Raya, controlled by the HSA Group, has cleared an estimated 4,000 ha of forest for oil palm plantations in Papua. The RSPO members are based in	<ul style="list-style-type: none"> • October 2018: Complaint submitted to RSPO Secretariat. • February 2019: PIL made its submissions. • February 2019: PIL's submission shared with Complainants for comments. • March 2019 – present: PIL in continuing engagement with RSPO Secretariat 	Engaged



NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
				<p>Malaysia and Indonesia, and the complaint involves their involvement in four plantation companies in Papua-</p> <ul style="list-style-type: none"> - PT Megakarya Jaya Raya (PT MJR), Fofi/Jair Districts, Boven Digoel, Papua, Indonesia - PT Kartika Cipta Pratama (PT KCP), Fofi/Jair Districts, Boven Digoel, Papua, Indonesia - PT Energi Samudera Kencana (PT ESK), Mandobo/Fofi/Jair Districts, Boven Digoel, 		

NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
				Papua, Indonesia - PT Graha Kencana Mulia (PT GKM), Fofi/Jair Districts, Boven Digoel, Papua, Indonesia		
27	March 2020	Chain Reaction Ref - April 9 2020	Pacific Oils & Fats Industries Sdn. Bhd. (PACOIL)	Deforestation – Prosper Group	<ul style="list-style-type: none"> March 2020: PIL reached out to direct supplier, PACOIL and was alerted about deforestation activities done by The Tee family who is shareholder of Prosper Group (PG) and associated with The Bewani Oil Palm Project. Bewani is an investment of the Tee family. March 2020: PIL researched on PG's efforts and consulted with industry players. PIL also engaged directly with Prosper Group. <p>Action by PG since 2019-</p> <ul style="list-style-type: none"> Feb 2019: Divested Bewani Oil Palm Plantation Ltd (BOPPL) June 2019: PG published a group wide NDPE policy and engaged Earthworm Foundation to develop a remediation and compensation plan; and implement the NDPE policy. March 2020: PG established a partnership with the Global Environment Centre (GEC). PG is financing a Recovery Project in the form of a long-term conservation initiative to be undertaken by GEC in a portion of the North Selangor Peat Swamp Forest (NSPSF) in Selangor State. 	Engaged



NO.	GRIEVANCE LOGGED DATE	STAKEHOLDER / GRIEVANCE RAISER	LINKED SUPPLIER / PIL'S SUPPLY BASE	GRIEVANCE ALLEGATION	ACTION TAKEN	STATUS
					<ul style="list-style-type: none"> May 2020: Prosper provided PIL an official confirmation that Top Leap Holdings Limited, a company incorporated in the British Virgin Islands, had purchased BOPPL in the first quarter of 2019. Prosper has engaged an international accounting firm to verify and confirm the divestment of BOPPL and alluded that the exercise will take two months to complete. 	
28	April 2020	Chain Reaction Ref - April 9 2020	Pacific Oils & Fats (PACOIL)	Alleged deforestation - Tabung Haji Plantations Berhad (THP)	<ul style="list-style-type: none"> April 2020: PACOIL reached out to THP and THP was alerted about allegation of deforestation done and response was requested on the grievance. April 2020: THP informed that they entered into a Management Agreement with Deru Semangat Sdn. Bhd. (DSSB) to manage their palm oil plantation. THP informed that they are merely acting as a management agent and not the owner. April 2020: THP informed that their new management has terminated the Management Agreement with DSSB in March 2020 and now finalizing the agreement and documentation. June 2020: THP officially informed PACOIL that the finalization documentation on the termination of the Management Agreement will be handed over in July 2020. 	Engaged