



PACIFIC INTER-LINK GRIEVANCE TRACKER

(UPDATED 5 SEPTEMBER 2019)

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 Plantation (AEP) through PT. Palmindo and PT. Indopalm	Alleged deforestation – PT Kahayan Agro Plantation	<ul style="list-style-type: none"> June 2019: PIL reached out to direct suppliers, PT. Palmindo and PT. Indopalm. Both suppliers were alerted about allegation against AEP and response was requested on their position on the grievance. June 2019: PT Palmindo and PT Indopalm confirmed that their supply chain does not involve the alleged concession. Both suppliers also shared clarification letter from AEP. June 2019: AEP's letter mentioned that HSC Assessment was carried 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 peer review once available. 	Engaged
2	12 June 2019	Mighty Earth – Rapid Response 15	Indirect supplier – Genting Plantation through Intercontinental Specialty Fats	Alleged deforestation – PT Citra Sawit Cemerlang	<ul style="list-style-type: none"> June 2019: PIL reached out to direct supplier, Intercontinental Specialty Fats (ISF). ISF was alerted about allegation against Genting Plantation and response was requested on their position on the grievance. 	Closed



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					<ul style="list-style-type: none"> • June 2019: ISF reverted informing that they have stopped purchasing from Genting since December 2018. • June 2019: ISF also shared response from Genting that there are no further Land Clearing done after 1 May 2019 (stop work order effective date). • June 2019: Our direct supplier will be monitoring the case and its implementation plan. PIL to monitor through the direct supplier's grievance tracker. • August 2019: In recent meeting with our direct supplier, they confirmed that they have stopped sourcing from Genting and therefore the grievance is closed. • August 2019: Subsequently, PIL also considers the grievance closed as Genting is no longer in our supply chain via ISF. 	



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3	12 June 2019	Mighty Earth – Rapid Response 15	Indirect supplier – Genting Plantation through Intercontinental Specialty Fats	Alleged deforestation – PT Permata Sawit Mandiri	<ul style="list-style-type: none"> • June 2019: PIL reached out to direct supplier, Intercontinental Specialty Fats (ISF). ISF was alerted about allegation against Genting Plantation and response was requested on their position on the grievance. • June 2019: ISF reverted informing that they have stopped purchasing from Genting since December 2018. • June 2019: ISF also shared response from Genting that Genting had on March 2017 announced that it had disposed its 95% equity interest in PT Permata Sawit Mandiri to PT Suryaborneo Mandiri. <p>Following the disposal, Genting ceased to have any effective interest in PT Permata Sawit Mandiri.</p> <ul style="list-style-type: none"> • June 2019: Our direct supplier will be monitoring the case and its implementation plan. PIL to monitor through the direct supplier's grievance tracker. 	Closed



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					<ul style="list-style-type: none"> • August 2019: In recent meeting with our direct supplier, they confirmed that they have stopped sourcing from Genting and therefore the grievance is closed. • August 2019: Subsequently, PIL also considers the grievance closed as Genting is no longer in our supply chain via ISF. 	
4	12 June 2019	Mighty Earth – Rapid Response 15	Indirect supplier – PT. Hamita Utama Karsa (Indonusa Group) through AAA Oils & Fats	Alleged deforestation – PT Internusa Jaya Sejahtera, Indonusa	<ul style="list-style-type: none"> • June 2019: PIL reached out to direct supplier, AAA Oils and Fats. AAA was alerted about allegation against PT. Hamita Utama Karsa under Indonusa Group and response was requested on their position on the grievance. • June 2019: AAA reverted informing that they have put on hold sourcing from Indonusa Group since January 2019 as there were ongoing land clearing and no commitment from Indonusa to stop the land clearing. • Since, AAA Oils and Fats have put on hold sourcing from Indonusa Group, therefore PIL's supply chain is not affected. • August 2019: PIL considers this grievance closed. 	Closed



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5	12 June 2019	Mighty Earth – Rapid Response 15	Indirect supplier – Perkebunan Nusantara (PN) through PT. Palmindo	Alleged deforestation – PT Perkebunan Nusantara II Prafi (PTPN II)	<ul style="list-style-type: none"> • June 2019: PIL reached out to direct supplier, Palmindo. Palmindo was alerted about allegation against Perkebunan Nusantara and response was requested on their position on the grievance. • July 2019: PT Palmindo shared clarification from PN that PTPN II was sold to another company in 2014. • July 2019: PT Palmindo shared a clarification letter from PTPN II that the alleged plantation, Prafi was sold to PT. Yongjing Investindo in 2014. Therefore, PTPN II denies any responsibility of any activities carried in Prafi. 	Engaged
6	12 June 2019	Mighty Earth – Rapid Response 15	Indirect supplier – TH Plantations (THP) through Pacific Oils and Fats	Alleged deforestation - Ladang Tabung Haji	<ul style="list-style-type: none"> • June 2019: PIL reached out to direct suppliers, Pacific Oils and Fats Sdn. Bhd. (PACOIL). PACOIL was alerted about allegation against THP and response was requested on their position 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 	Engaged



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					Shareholders meeting held on 30/01/2008 pertaining to the sale of the estates – Ladang Semilajau and Ladang Sebauh.	
7	8 July 2019	Mongabay – Orangutan Habitat Loss and Palm Mills Report compiled by Maphubs	Indirect supplier – Ahmad Zaki Resources through AAA Oils & Fats	Alleged deforestation – Ichtiar Gusti Pudi	<ul style="list-style-type: none"> July 2019: PIL reached out to direct supplier, AAA Oils and Fats. AAA was alerted about allegation against Ichtiar Gusti Pudi and response was requested on their position on the grievance. July 2019: AAA Oils and Fats confirmed that their last trade with PT Ichtiar Gusti Pudi was in 2018 and therefore it is not found in PIL's supply chain. August 2019: PIL's follow-up meeting with direct supplier confirmed that the alleged deforestation did not take place on the concession mentioned. 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. through AAA Oils & Fats	Alleged deforestation – PT. Agro Sawit Lestari (PT ASL)	<ul style="list-style-type: none"> July 2019: PIL reached out to direct supplier, AAA Oils and Fats. AAA was alerted about allegation against PT ASL and response was requested on their position on the grievance. August 2019: AAA Oils and Fats provided clarification received from Kencana Agri Ltd to 	Monitoring



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					<p>PIL. Kencana Agri Ltd responded that the alleged land clearing is located outside of PT ASL concession.</p> <ul style="list-style-type: none"> • August 2019: Our direct supplier will be monitoring the case and PIL to monitor through the direct supplier's grievance tracker. 	
9	18 July 2019	Mighty Earth – Rapid Response 17	Indirect supplier – Makin Group through AAA Oils & Fats	Alleged peat forest development – PT. Mekar Karya Kahuripan (PT MKK)	<ul style="list-style-type: none"> • July 2019: PIL reached out to direct supplier, AAA Oils and Fats. AAA was alerted about allegation against PT MKK and response was requested on their position on the grievance. • August 2019: AAA Oils and Fats provided clarification received from Makin Group to PIL. Makin Group denied the allegation of land clearing stated in the report and informed that the management has stopped all the PT MKK's business activities since 15 September 2016 as stated in the Notary Act No 12/2016. • August 2019: Our direct supplier will be monitoring the case and PIL to monitor through the direct supplier's grievance tracker. 	Monitoring



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10	18 July 2019	Mighty Earth – Rapid Response 17	Indirect supplier – Sumber Tani Agung Group (STA) through AAA Oils & Fats	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 direct supplier, AAA Oils and Fats. AAA was alerted about allegation against PT TPA and response was requested on their position on the grievance. August 2019: AAA Oils and Fats provided clarification received from Sumber Tani Agung to PIL. STA responded that the alleged land clearing is located outside of PT TPA concession and clarified that PT TPA has conducted HCV and HCS by independent assessor, Aksenta. August 2019: Our direct supplier will be monitoring the case and PIL to monitor through the direct supplier's grievance tracker. 	Monitoring
11	18 July 2019	Mighty Earth – Rapid Response 17	Indirect supplier – PT. Asianagro Lestari (RGE Group) through AAA Oils & Fats	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 direct supplier, AAA Oils and Fats. AAA was alerted about allegation against PT. Usaha Sawit Unggul and response was requested on their position on the grievance. August 2019: AAA Oils and Fats provided clarification received from PT. Asianagro Lestari to PIL. Asian Agri commenced an investigation and based on the evidence received, it confirmed that the land clearing is located outside of PT USU concession. 	Monitoring



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					<ul style="list-style-type: none"> August 2019: Our direct supplier will be monitoring the case and PIL to monitor through the direct supplier's grievance tracker. 	
12	18 July 2019	Mighty Earth – Rapid Response 17	Indirect supplier – Tradewinds Plantation through Inter-Continental Oils and Fats Pte. Ltd. (ICOF)	Alleged deforestation of Solar Green Sdn. Bhd and Kumpulan Kris Jati Sdn. Bhd., owned through joint-venture relationship with CB Industrial Product Holdings (CBIP)	<ul style="list-style-type: none"> July 2019: PIL reached out to direct supplier, ICOF. July 2019: ICOF was alerted about allegation against Solar Green Sdn. Bhd and Kumpulan Kris Jati Sdn. Bhd and Tradewinds Plantation's joint venture relationship with CBIP. Response was requested on their position on the grievance. August 2019: ICOF shared the clarification received from Tradewinds Plantation to PIL. Tradewinds Plantation have joint ventures with CBIP. However, Tradewinds Plantation and CBIP are two separate legal entities and therefore, Tradewinds Plantation 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 Kumpulan Kris Jati Sdn Bhd (KKJ), KKJ is fully managed by Tradewinds, and CBIP does not have management control over KKJ. CBIP also only holds 50% indirect shares in Solar Green, which is under the management of Tradewinds. 	Engaged



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					<ul style="list-style-type: none"> As such, both KKJ and Solar Green Sdn Bhd are not part of PIL supply chain. 	
13	18 July 2019	Mighty Earth – Rapid Response 17	Indirect supplier – Triputra Agung Tersada (TAP) through PT. Indopalm	Alleged NDPE non-compliant sources – TAP subsidiaries, PT Etam Bersama Lestari and PT Dwi Lestari Jaya alleged to be sourcing from Kirana Megatara	<ul style="list-style-type: none"> July 2019: PIL reached out to direct supplier, PT. Indopalm. PT. Indopalm was alerted about allegation TAP subsidiaries, PT Etam Bersama Lestari and PT Dwi Lestari Jaya and response was requested on their position on the grievance. August 2019: Indopalm 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 Kirana Megatara (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 Pacific Indopalm Industries come from PT Brahma Binabakti in Jambi, not from PT Etam or PT Dwiwira, East Kalimantan. 	Closed



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					<ul style="list-style-type: none"> August 2019: Therefore, PIL's supply chain does not include sources from Kirana Megatara and the grievance is considered closed. 	
14	13 August 2019	Mighty Earth – Rapid Response 18	Indirect supplier – KLK Berhad through Keck Seng (M) Berhad	Alleged peat development – PT Menteng Jaya Sawit Perdana (PT MJSP)	<ul style="list-style-type: none"> August 2019: PIL reached out to direct supplier, Keck Seng. Keck Seng was alerted about peat development done by PT MJSP and response was requested on their position on the grievance. August 2019: Keck Seng 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 	Monitoring
15	13 August 2019	Mighty Earth – Rapid Response 18	Indirect supplier – TH Plantations Berhad through Keck Seng (M) Berhad	Alleged peat development – TH Pelita Meludam Sdn Bhd (THPM)	<ul style="list-style-type: none"> August 2019: PIL reached out to direct supplier, Keck Seng. Keck Seng was alerted about peat development done by THPM and response was requested on their position on the grievance. August 2019: Keck Seng shared the response from TH that the alleged area is not located within their estate's boundary. 	Monitoring



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					<ul style="list-style-type: none"> Keck Seng also shared the map provided by TH, pointing that the land clearing area is outside of THPM estate's boundary. 	
16	13 August 2019	Mighty Earth – Rapid Response 18	Indirect supplier – Pinehill Pacific Bhd 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 direct supplier, PT GHN. PT GHN was alerted about deforestation done by PT MJM and response was requested on their position on the grievance. August 2019: PT GHN shared the response received from Pinehill Pacific Berhad. Based on PT GHN investigation, it was found out that the clearing attributed to PT MJM is actually in Pinehill Pacific Berhad's PT Indomal Sawit Jaya estate. According to PT GHN's monitoring, the area cleared is an industrial tree plantation and they are continuously monitoring the case. August 2019: PT GHN confirmed that their supply chain does not involve the alleged concession, PT MJM and also PT Indomal Sawit Jaya. 	Monitoring



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17	13 August 2019	Mighty Earth – Rapid Response 18	Indirect supplier – Tradewinds Plantations Berhad 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 direct supplier, ICOF. ICOF was alerted about deforestation and peat forest development done by TK and response was requested on their position on the grievance. • August 2019: ICOF reached out to Tradewinds Plantation and Tradewinds responded with an official letter dated 19 Aug 2019. • Tradewinds Plantation Berhad 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 clearing was outside the two estates. • September 2019: ICOF shared that they have addressed this grievance on their website. The below link was provided for further reference; http://www.musimmas.com/sustainability/group-supplier-engagement-grievance/grievance-list/tradewinds-plantation-sdn-bhd 	Monitoring