Nestlé’s renewable raw material grievances (August 2022)

1. Rimbunan Hijau
   - Not in SC, but part of indirect supplier parent company (Rimbunan Hijau = Group)
   - Rimbunan Hijau: [MONITORING] 10 July 2021: GW released a public report titled 'The True Price of Palm'. The allegations in the GW report are largely similar to the resignation letter that was sent to Wilmar’s customers in July 2021. The report, however, contains additional information which is of interest to palm oil and sustainability professionals.
   - Our supplier, Wilmar, continues to monitor and investigate the remaining issues related to the allegation. We welcome the release of the report as a further step towards resolution of the case.

2. PT Bumi Agro
   - Not in SC, but part of indirect supplier parent company (Group Bumi Gading Prima)
   - Bumi Gading Prima: [MONITORING] 3 May 2021: Our supplier, GAR contacted BAP to seek feedback on the defamation allegations against PT BAP. 4 May 2021: BAP confirmed that currently it is carrying out land development at PT BAP. The allegations made by GAR are factually incorrect, as GAR's own Code of Conduct. Neither GAR nor PT BAP were parties to the case.

3. Sime Darby
   - Indirect Supplier
   - Sime Darby: [MONITORING] 15 February 2021: Sime Darby announced several changes and improvements to its governance structure, policies and procedures, with the primary goal of eradicating any wrongdoing in its operations. Towards this end, Sime Darby will reimburse recruitment fees to its foreign workers for costs they had incurred to secure employment with Sime Darby. Sime Darby has also established an improved grievance procedures with its workers. In addition, Sime Darby has engaged an independent consultant to conduct a comprehensive evaluation of the group’s labor practices across its Malaysian operations.

4. PT Seahong Agro Pratama (PT SAP)
   - Direct Supplier
   - GAR: [MONITORING] RSPO complaints panel investigation
   - 28 August / 29 September 2021: Pending investigation
   - 26 July 2021: This is the finalising of the decision. The Complaints Desk will be publishing the finalised TIR onto the RSPO website.
   - 28 April 2021: Pending RSPO CP’s response to Respondent and review of the most recent audit report.
   - 23 June 2021: The pending of the investigation.
   - 7 May 2021: Our supplier, Apical do not source directly from PT Bumi Agro. In response, BGP has stopped all land clearing activity.

- A mediated agreement between Gilford Ltd and a landowner company issued by the PNG National Court.
- Board meeting minutes by landowner companies; and
- A filed suit against the Government by a landowner company.

- Evidence of engagements between RH and the PNG Government;
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<tr>
<th>Target of grievance</th>
<th>Relationship with Bumitama</th>
<th>Parent Company</th>
<th>Grievance</th>
<th>Direct Supplier Grievance Dashboard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bumitama Agri</td>
<td>Direct Supplier via PT Maris Jaya &amp; PT Tanjung</td>
<td>Bumitama Group</td>
<td>Grievance Update</td>
<td>[MONITORING] April 2021: Updates on PT AER action plan progress and the result of the verification visit by GAR and AIDEN (Feb). The findings of the visit for the fire on 1 February 2021 are currently being reviewed by GAR and AIDEN. The engagement is expected to conclude by the end of April 2021. The Leuser Ecosystem in the District of West Jakarta (PT AER) is affected by fires that spread to the surrounding areas. EHP told GAR that fire prevention and management measures are still in place and are being monitored. More details can be found here (Reference no: RSPO/2018/12/RB, RSPO/2018/06/RB, RSPO/2018/07/SW, R76).</td>
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<td>Eagle High</td>
<td>Direct Supplier via PT Hidrologia Sdn Bhd</td>
<td>Wilmar Energi Resources</td>
<td>Grievance Update</td>
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Suspended Suppliers

No | Company Group / Parent Companies | Date Suspended | Reason of suspension | Engagement with supplier | Direct Supplier Grievance Dashboard
--- | --- | --- | --- | --- | ---
9 | Asian Agri Sdn Bhd (AAS) | 22 June 2020 | The allegations by US Customs and Border Protection (CBP) have been sufficiently cleared. No further information about CBP's findings including nature or locations of any incidence were disclosed. | [CLOSED] | https://www.musimmas.com/sustainability/grievance-procedure
| | | | | | 
10 | AA Sawit & Jerah Kamboja Sdn Bhd | 19 September 2021 | Jerah Kamboja Sdn Bhd has identified an independent auditor to carry out the audit work and is currently working with a CBP advisor to ensure that all the audit requirements and expectations of the CBP are enforced. | [MONITORING] | https://www.ioigroup.com/sustainability/grievances/aa-sawit
| | | | | | 
11 | GMR | 12 August 2021 | GMR is committed to taking all the necessary steps towards addressing the allegations and resolving the matter, especially with regard to its anti-corruption policies and procedures. | [MONITORING] | https://www.goldenagri.com.sg/gar-monitoring-corporate-governance
| | | | | | 
12 | 1. PT Utama Sawit Unggul (USU) 2. PT Sawit Sumber Lestari (SSL) 3. Sumber Tani Agung Group (STAG) 4. PT Prima Max Lestari (PML) | 20 March 2021 | The allegations on deforestation and ownership structure of the companies mentioned in the report have been verified by our consultant. We engaged with our suppliers who may have potentially sourced from AA Sawit Sdn Bhd and Jerah Kamboja Sdn Bhd. | [MONITORING] | https://www.musimmas.com/sustainability/grievances/pt-teguhkarsa

Indirect material refers to parent company groups that do not have direct business relationship with Neste. **Indirect suppliers refer to parent company groups that do not have direct business relationship with Neste.**
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<th>No.</th>
<th>Target of grievance</th>
<th>Relationship with Neste (Direct/Indirect raw material sourcing/others)</th>
<th>Parent Company</th>
<th>Group of Grievance Target</th>
<th>Grievance raiser/report/link</th>
<th>Status</th>
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<tbody>
<tr>
<td>1</td>
<td>PT BEST</td>
<td>Direct Supplier</td>
<td>PT BEST</td>
<td>December 2018</td>
<td>Lost of RSPO Membership, an additional requirement of Neste</td>
<td>12 October 2018: Engagement at supplier's Surabaya HQ with owners/management 13 December 2018: NDPE/Sustainability Workshop for various departments from PT BEST 16 January 2019: Facilitated discussion supplier with RSPO</td>
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<td>2</td>
<td>PT Tunas Baru Lampung</td>
<td>Direct Supplier</td>
<td>PT Tunas Baru Lampung</td>
<td>December 2018</td>
<td>Deforestation</td>
<td>8 January 2019: Engagement at supplier's Jakarta HQ with owners/management on severity of issues, received commitment to work on outstanding issues 14 March 2019: NDPE/Sustainability Workshop for related departments from departments, through major audit from PT BEST, 21 February 2019: Supplier engagement &amp; workshop planning 14 March 2019: NDPE/Sustainability Workshop for related departments from operations, sustainability, auditing from PT TBL 10-11 April 2019: Neste Annual Supplier Workshop attended by 20 palm/pfad supplying companies 18 July 2019: Engagement at supplier's Jakarta HQ with sustainability Head &amp; Team to further discuss stop-work order</td>
</tr>
<tr>
<td>3</td>
<td>PTV</td>
<td>Direct Supplier</td>
<td>PTV</td>
<td>October 2020</td>
<td>FGV as an indirect supplier (purchases from supply chains that are verifiably traced back to FGV on file)</td>
<td></td>
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<tr>
<td>4</td>
<td>Sime Darby</td>
<td>Direct Supplier</td>
<td>Sime Darby</td>
<td>February 2021</td>
<td>Sime Darby as an indirect supplier (purchases from supply chains that are verifiably traced back to Sime Darby on file)</td>
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