

No	Target of grievance	Relationship with Neste (Direct/Indirect raw material sourcing/others)	Parent Company Group of Grievance Target	Grievance raiser/report/link	Status	Direct Supplier Grievance Dashboard
Neste's renewable raw material grievances (September 2021)						
1	PT Tandan Sawita Papua	Not in SC, but part of indirect supplier parent company group from GAR	Rajawali Group / Eagle High Plantations Tbk	https://www.mightyearth.org/wp-content/uploads/RR-Report-34_final_vers_a_20210630.pdf	<p>[MONITORING] Our supplier, GAR's internal monitoring had detected the deforestation indication.</p> <p>PT TSP carried out a site verification. It was verified that the land clearing was intended for the expansion of the Yaumumi village area and was initiated by the village leadership without the knowledge/consent of PT TSP management as the community did not know that the area was controlled by PT TSP. See the verification report here https://bit.ly/3vjg24W</p> <p>Action taken/planned:</p> <ul style="list-style-type: none"> - PT TSP has had a meeting with the community through the village leadership, and it was agreed that they would stop the expansion. - PT TSP has also notified the Arso Timur District Government and the Keerom Regency Government not to issue a permit to the village of Yaumumi because it overlaps with PT TSP's area. - The District Government will hold a meeting to inform community leaders about the boundaries of the PT TSP area. - In the area that has not yet been cleared, PT TSP will display signage declaring that the area is owned/controlled by PT TSP. 	https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/
2	PT Bumi Agro	Not in SC, but part of indirect supplier parent company group Bumi Gading Prima via Apical/GAR/Musim Mas/Wilmar	Bumi Gading Prima	https://www.mightyearth.org/wp-content/uploads/RR-Report-33_final_vers_e.pdf	<p>[MONITORING] 10 May 2021: Our supplier, Wilmar initiated engagement with PT BGP via a virtual meeting, seeking clarification and documentation evidences of PT BGP's operation. Wilmar is currently reviewing and investigating the case.</p> <p>3 May 2021: The report claimed that PT Bumi Agro Prima, a subsidiary of Bumi Gading Prima Group of clearing 25ha of forest between October 2020 to March 2021. Our supplier, Apical sought clarification from Bumi Gading Prima regarding the issue. For info, Apical do not source directly from PT Bumi Agro Prima. In a response, BGP committed to stop land clearing.</p> <p>3 May 2021: Our supplier, GAR contacted BGP to seek feedback on the deforestation allegation against PT BAP.</p> <p>4 May 2021: BGP confirmed that currently it is carrying out land development at PT BAP. As per GAR policy/GSEP, they urged BGP to immediately issue a moratorium statement on PT BAP followed by HCS/HCV study and HCSA/HCVRN peer review.</p> <p>7 May 2021: PT BAP has agreed on a land clearing moratorium effective 17 May 2021. See PT BAP commitment letter on the moratorium here https://bit.ly/2PVdW2f</p>	https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/ https://www.apicalgroup.com/sustainability/grievances/
3	Sime Darby	Indirect Supplier	Sime Darby	US Customs & Border Proection (CBP)	<p>[MONITORING] Sime Darby appointed Impactt Ltd as a third-party assessor to conduct a comprehensive evaluation of the group's labor practices across its Malaysian operations. Target by early 2022.</p> <p>Neste continues to monitor for developments on whether Liberty Shared and US CBP are willing to share information to be able to move forward. RSPO investigation result is another key development to observe.</p> <p>1 Mar 2021: Established an expert Stakeholder Human Rights Assessment Commission and appointed Impactt Ltd as a third-party assessor to conduct a comprehensive evaluation of the group's labour practices across its Malaysian operations</p>	

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4	Golden Veroleum Liberia (GVL)	Not in supply chain but Parent Company Group is a direct supplier	GAR	https://milieudefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] 5 Oct 2021: Following a settlement agreement mediated by the Ministry of Labour, GVL has transferred the agreed amount to the Ministry which will then pay the concerned individuals. The Ministry will inform GVL when the payment has been done and the matter will be considered closed.</p> <p>14 July 2021: GVL was informed that the conference has been postponed because the Ministry of Labor had other urgent matters to handle. They will be advised on the rescheduled conference date.</p> <p>13 July 2021: The Liberian Ministry of Labour convened a conference between the claimants and GVL on Tuesday 13 July 2021, following the successful request for a transfer of the case to Monrovia by GVL, due to alleged irregularities on the conduct of the case by Sinoe county officials. See letter from the Ministry of Labour to GVL dated 8 July 2021 here: https://bit.ly/3AOMaai</p> <p>13 May 2021: Following GVL's submission on alleged irregularities on the handling of the case by officials in Sinoe County, the Ministry of Labour has directed that the case be transferred to the Labour Ministry in Monrovia https://bit.ly/3okWaIM</p> <p>10 May 2021: GAR received further clarifications from GVL and responded to RSPO and HCSA https://bit.ly/3bjbFFN GAR acknowledges GVL's explanations and asks GVL to resolve the case in accordance with GSEP https://bit.ly/2SEkDXr</p> <p>5 Apr 2021: Progress update on community engagement from GVL:</p> <p>The second on-site engagement by ProForest to facilitate the grievance resolution with Blogbo-Teh in Tarjuowon District, as mandated by the RSPO Complaints Panel, has resulted in an agreement by all parties on the next steps towards the resolution of the grievance, which is to accept the outcome of a mapping exercise to be led by the relevant government authorities, which will then form the basis of a settlement between GVL and the complainants.</p> <p>GVL understands that the facilitator, ProForest, will be submitting a detailed report and recommendations to the Complaints Panel.</p> <p>22 Mar 2021 updates include:</p> <ol style="list-style-type: none"> 1. GVL has submitted the Q1 2021 Quarterly progress report to RSPO in March 2. GVL has submitted its response including proposal for compliance to the HCSA on 19 Feb 2021 via GAR 3. GVL has submitted the HCS verification / Land Use Change report done by Earthworm Foundation to HCSA on 5 Mar 2021 <p>16 Feb 2021: GAR issued a statement acknowledging the HCSA report: https://goldenagri.com.sg/company-statement-on-recent-hcsa-report/</p> <p>GAR noted that many of the measures in the HCSA report were already being implemented by GVL through its Sustainability Action Plan. GVL will incorporate the remaining ones into a revised plan which has been submitted to GAR, and which GAR has submitted to HCSA for review.</p> <p>Meanwhile, GAR has been informed by GVL that it will suspend further land development in compliance with the HCSA decision. GAR will intensify its support to GVL and will monitor progress closely. This will include working with GVL to identify an independent party to provide quarterly updates on the implementation of the required measures. GAR is committed to ensure that GVL is fully compliant with the responsible palm oil commitments in the GAR Social and Environmental Policy (GSEP).</p> <p>10 Dec 2020: Planning for HCS mapping and verification by Earthworm Foundation (EF) completed and EF to start field survey in December 2020.</p>	https://goldenagri.com.sg/sustainability-dashboard/grievance-data

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5	PT Binasawit Abadi Pratama (PT BAP)	Direct Supplier	GAR	https://milieudedefense.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] RSPO complaints panel investigation here</p> <p>25 August 2021: Pending investigation</p> <p>28 July 2021: The resources of the ring fencing budget is pending the finalisation of the SOP.</p> <p>23 June 2021: Pending the upcoming of the investigation.</p> <p>25 May 2021: The draft response letter has been sent to the CP for endorsement. The Complaints Desk will be publishing the finalised ToR onto the RSPO website.</p> <p>28 Apr 2021: Pending RSPO CP's response to Respondent and review of the most recent audit report.</p> <p>24 Feb 2021: The Secretariat has furnished the draft ToR to the CP.</p> <p>20 Jan 2021: The Secretariat is to update the draft ToR of the legal review.</p> <p>22 Dec 2020: Respondent submitted additional documents on GIS Analysis: https://rspo.my.salesforce.com/sfc/p/#900000000YoJi/a/0o000000i20g/ya.lUraBa2FpGy.7MKFf_jiZCxfpEqcVtKJQaHqgLAg</p> <p>25 Nov 2020: The Complainants have provided their response on the difference on the hectareage clearance. Pending confirmation from the GIS team.</p> <p>Oct 2020: Case is currently being handled by the RSPO Complaints Panel. The Secretariat is waiting for a response from the Respondent on the issues pertaining land clearing and the final remark from the GIS team.</p> <p>Apr 2020: The key points of GAR's response to the FPP complaints to the RSPO are as follows:</p> <ol style="list-style-type: none"> 1. Allegation that GAR failed to secure necessary permits for eight (8) concessions in Central Kalimantan: the complex issue of obtaining permits in Indonesia affects all companies and is not peculiar to GAR. It is also a well-known issue to stakeholders including the RSPO. GAR has submitted evidence of the various legal changes that have occurred over the years re the allocation and designation of land for palm oil plantations. Through all the legislative changes, GAR and its subsidiaries have complied with the applicable and valid regulations at the time and have therefore been operating legally 2. Allegation that GAR and its subsidiaries failed to comply with RSPO New Planting Procedures: this is factually incorrect and without basis. GAR has submitted a list of documents verified by the RSPO certification body and submitted to the RSPO in 2014. In addition, GAR highlighted that the only new planting since 2014 has been to fulfil plasma development for the community. In this, GAR has also filed all the necessary documentation for the plasma development. 3. Allegation of unethical behaviour by GAR: the claims by FPP are factually incorrect. Since October 2018 when the corruption case was instigated GAR and its subsidiary PT BAP have been transparent about the case, the fact that the individuals in question acted of their own accord and in breach of the company's Code of Conduct. This was proven in the decision of the Jakarta Corruption Court which also ruled that the incident reflected the actions of a few individuals in breach of Government Regulations as well as GAR's own Code of Conduct. Neither GAR not PT BAP were parties to the case. Therefore, claims that either company acted unethically are without basis. <p>GAR awaits the deliberation of the Complaints Panel and hopes that there will be a swift closure of this matter.</p>	<p>https://goldenagri.com.sg/wp-content/uploads/2019/03/Statement_Jakarta-Corruption-Court-Decision_GAR.pdf?v1</p> <p>https://askrspo.force.com/Complaint/s/case/5000o00002u2QR1AAM/detail</p> <p>https://goldenagri.com.sg/update-statement-on-new-forest-people-programmes-complaint-against-golden-agri-resources/</p>

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6	PT Artha Prigel (PT AP)	Indirect Supplier via GAR Ivo Mas Tunggal and Wilmar Kuala Tanjung / Olenex	Bukit Barisan Indah Prima	https://milieudedefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] Our supplier, Wilmar's last purchase from BBIP was on 26 April 2021. In the meantime, they continue to engage with PT AP and guide them towards the resolution of this case and re-entry into Wilmar's supply chain.</p> <p>25 Feb 2021: The results of GAR site verification/assessment are as follows:</p> <p>During their engagement and assessment process, PT AP was cooperative and transparent. PT AP was able to show evidence that it has fulfilled all legal requirements regarding land matters such as having ILOK, IUP, HGU and ISPO certificates. PT AP also shared documented evidence i.e. the agreement and payment documents (GRTT document) from the people who previously owned/controlled the area. GAR also noted that the land acquisition took place long before the plasma requirement and the FPIC concept were introduced/adopted</p> <p>Their assessment indicates that the fatal incident in PT AP is a criminal case triggered by a land dispute, rather than a human rights violation. Court verdict No.179/Pid. B/2020/PN Lht stated that the 21 March 2020 incident was a fight between the community of Pagar Batu Village and PT AP security officer(s) inside the palm plantation area. This verdict implies the security officer's action was in self-defence. For causing the fatalities, the security officer has been sentenced to 11 years' imprisonment.</p> <p>PT AP is also able to show the evidence that a series of mediation sessions have been conducted. To prevent such incidents in the future, a list of time-bound action items have been recommended for PT AP (Expected deadline: 2H2021):</p> <ul style="list-style-type: none"> - PT AP to continue to temporarily suspend activity in the disputed area (180 Ha) until there is clarity regarding the resolution of this conflict - PT AP to improve and re-socialise the existing Security SOP, which includes: <ul style="list-style-type: none"> - Details of the organisational structure along with the duties, responsibilities, functions and authorities as stipulated in the Chief of Police Regulation No. 24 concerning the Security Management System for Organisations, Companies and / or Government Institutions - Technical guidelines of the competency standards for the Security Chief - Procedures for checking security equipment carried by security personnel when performing tasks in the field, especially when dealing with large gatherings of people in a social conflict environment - PT AP already has SOPs for settling conflicts with communities and for land disputes. However, it needs to be better implemented. PT AP needs to conduct socialisation, internalisation and technical training for all relevant staff - PT AP to explore addressing social and economic disparities in the Pagar Batu community for eg. in the form of job/business partnership opportunities for the local community; enrichment of CSR programmes for supporting economic and social welfare development in the village, etc. <p>Oct 2020: To better understand the root cause towards developing an effective action plan, GAR commissioned an independent party to conduct a field study / community assessment related to PT AP case.</p> <p>Wilmar, started their engagement with Bukit Barisan Indah Prima (BBIP) since 26 March 2020 to seek clarification on the land conflict issues detected through their regular media monitoring. BBIP responded by sharing the detail chronology event of the case, minutes of their meeting with communities and supporting documents on their engagement with the communities in the past, as well as their internal SOP in addressing social conflict. A teleconference was held with BBIP's management on 23 April 2020 to further discuss the case.</p> <p>They learnt that since the takeover of BBIP by the current shareholding group in 2011, there were no land claims or social conflicts at PT Artha Prigel (AP) with communities from Pagar Batu until 2019, when PT AP completed its replanting programme and</p>	<p>https://goldenagri.com.sg/sustainability-dashboard/grievance-data</p> <p>https://www.wilmar-international.com/sustainability/grievance-procedure</p>

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7	Bumitama Agri	Indirect Supplier via GAR Marunda & Tarjun	Bumitama Group	https://milieudedefense.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] Apr 2020: Bumitama updated GAR. It explained that the purpose behind the purchase of PT DAS was to prevent further land clearing prior to the required assessment and review and to conserve the biodiversity-rich forest and peatland areas that it contains. To investigate on the allegations of Mighty Earth, PT DAS has conducted a land-use change analysis, overlaying the latest satellite imagery from 20 March 2020 with an earlier land cover photograph from December 2019. Through this satellite image interpretation, PT DAS did not discover any new land opening. GAR also conducted a spatial analysis and verified that there was no land clearing in PT DAS for the period of January and March 2020. https://goldenagri.com.sg/sustainability-dashboard/files/file_docs/bBY0Gby_eqpt_das_spatial_analysis_me_26.pdf</p> <p>Jan 2020: Bumitama clarified that the areas were impacted by fires. These are enclaved areas owned by local community, and not developed by the company. Bumitama told GAR it had submitted information to RSPO part of hotspot monitoring. However the extent of the burnt area was larger than what it recorded. A fire incident report was also submitted to authorities in the village and local police. This was also submitted to the RSPO.</p> <p>Bumitama provided further clarification to GAR after on the ground verification</p>	<p>https://goldenagri.com.sg/wp-content/uploads/2020/01/Bumitama-Clarification-to-GAR-on-Mighty-Earth-Rapid-Response-Report-23.pdf</p> <p>https://goldenagri.com.sg/sustainability-dashboard/files/file_docs/bBY0Gby_eqpt_das_spatial_analysis_me_26.pdf</p>
8	Eagle High Plantations / Arrtu Energi Resources	Indirect Supplier via PT KIAS, GAR Surabaya & Tarjun	Rajawali Group	https://milieudedefense.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] 1 Apr 2021: Updates on PT AER action plan progress https://bit.ly/3IPcncv</p> <p>30 Dec 2020: GAR published the verification/study report of PT AER fire incident including a set of recommendations for PT AER improvement https://bit.ly/2L4NYqi</p> <p>26 Oct 20: GAR, Earthqualizer/Aidenvironment and PT AER had a discussion on the result of the verification visit (study). A list of action plan was also proposed to PT AER management.</p> <p>Aug 2020: GAR and Aidenvironment conducted the joint verification visit to PT AER (study). The aim of this study is to assist PT AER in finding the root cause of the fire incidents and developing action plan for improvement.</p> <p>Mar 2020: Due to Covid19, a joint verification visit by GAR and Aidenvironment which was scheduled for March has been postponed.</p> <p>Dec 2019: EHP sent following clarification to GAR: EHP management stated it has no intention to open any new areas for palm oil development due to its new planting moratorium since 2017 and Inpres 8/2018. The company does not willfully conduct any form of deforestation. The alleged deforestation occurred due to fire incidents caused by extreme dry weather conditions in Indonesia. PT AER was affected by fires that spread from beyond its concession area. EHP told GAR that fire prevention and management measures as per existing SOPs have been implemented at PT AER.</p>	<p>https://goldenagri.com.sg/sustainability-dashboard/files/file_docs/5NvZFresponse_to_mighty_earth_report_no_22_pt_smart.pdf</p>

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9	Wilmar	Direct supplier	Wilmar	https://milieudedefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] May 2021: Earthworm Foundation Report 5: Wilmar's Operations Linked to Pasaman Barat Community, West Sumatra: https://www.wilmar-international.com/docs/default-source/default-document-library/11052021-ef-wilmar-quarterly-eng.pdf?sfvrsn=96912f5_0</p> <ol style="list-style-type: none"> 1. Resolution Process with the Koto Baru and Kinali Communities and PT PMJ 2. Communication with parties and community organizations in West Pasaman 3. Strengthening the Grievance Procedure <p>Sept 2020: Earthworm Foundation Report 4: Wilmar's Operations Linked to Pasaman Barat Community, West Sumatra: https://www.wilmar-international.com/docs/default-source/default-document-library/sustainability/14092020-ef-wilmar-quarterly-report_eng.pdf?sfvrsn=be4670bf_2</p> <p>Initial checks on the list of suppliers indicated that PT Tidar Kerinchi Agung is not Wilmar's supplier. PT Karya Agung Mega Utama (PT KAMU) is not a subsidiary under Wilmar International. Some of the cases are already logged into the RSPO Complaints mechanism. More details can be found here (Reference no: RSPO/2018/12/RB, RSPO/2018/06/RB, RSPO/2018/07/SW, R76).</p> <p>Wilmar commissioned Earthworm Foundation (EF) in September 2018 to conduct a thorough evaluation of issues raised against Wilmar's internal systems on social grievance and resolution at three of its subsidiaries in Pasaman Barat in West Sumatra - PT AMP Plantation, PT Gersindo Minang Plantation (GMP) and PT Primatama Mulia Jaya (PMJ).</p> <p>Since November 2019, Wilmar reached out to all the companies to seek clarification on the allegations as part of the investigation. As the issue listed in the interim report are generic and similar for all groups, Wilmar is unable to verify the cases without knowing the specific issues from the complainant. Wilmar had a meeting with FPP and Nagari Institute in November 2019 in Bangkok and it was agreed that a follow up meeting would be held to further discuss the issues and possible resolutions. A meeting with Nagari Institute in Padang on 11 February 2020 was held, and it was reiterated that in order to clearly seek resolution, it was important for Nagari Institute and FPP to provide more details in order for them to further investigate the cases and work towards the resolution. This did not need to have specific persons identified, rather details on the specific allegations. Nagari Institute was unable to share more information beyond the original interim report. However there was agreement to continue with a follow up meeting with Nagari Institute tentatively for March 2020. In the meantime, Wilmar continues to engage with both Nagari Institute and FPP.</p>	https://www.wilmar-international.com/sustainability/grievance-procedure

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10	PKPP Plantation Sdn Bhd	Indirect raw material via Wilmar, KLK & IOI	LKPP Corporation Sdn Bhd	http://www.mightyearth.org/wp-content/uploads/RR-Report-30_final_vers_b.pdf	<p>[MONITORING] July 2021: As part of the implementation of their NDPE policy, IOI together with external consultant are reviewing LKPP's labour practices to check on Recruitment procedures, working hours, minimum wages, working conditions, employment contracts, grievance mechanism to counter and increase awareness on Forced Labour. This review is spread over 3 stages and is targeted to be completed in 6 months.</p> <p>April 2021: IOI will be conducting remote engagements and activities with LKPP on traceability, no deforestation and no exploitation to support the delivery of their NDPE Commitments commencing June 2021.</p> <p>Jan 2021: The NDPE policy has been shared and is available here</p> <p>KLK made reference to the engagement of trading partner with Tuan Haji Roslan, Director of PKPP Agro:</p> <p>Nov 2020:</p> <ol style="list-style-type: none"> PKPP has agreed to put a stop to all land clearing activity at Ladang Cherating concession. The PKPP management has set aside two land banks located at Lipis, Pahang (426 ha) and Pekan, Pahang (130 ha) for its recovery plan. A group-wide NDPE policy is in the pipeline, pending for written resolution by the Board of Directors of PKPP. A full implementation of NDPE policy is expected to be done latest by 1 Jan-21. <p>Nov 2020: IOI updated that they are in discussions with PKPP management in developing NDPE Policy, commitment and implementation plans towards protection of conservation areas moving forward.</p> <p>Aug 2020: Engaged with our direct supplier, IOI, whom contacted LKPP for clarification about PKPP. LKPP has verified and replied that PKPP is a company under the same Parent group - PKNP - but there are no commercial connections. LKPP does not source FFB from PKPP.</p>	https://www.ioigroup.com/Content/S/S_Grievance_Update

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11	Felda Global Ventures (FGV)	Indirect raw material via IOI, Genting, Mewah & Wilmar	Felda Global Ventures (FGV)	https://www.aljazeera.com/economy/2020/10/1/us-bans-palm-oil-imports-from-malaysian-producer-fgv	<p>[MONITORING] 30 August 2021: https://www.fgvholdings.com/press_release/fgv-updates-its-steps-to-address-the-u-s-customs-and-border-protection-cbps-withhold-release-order-wro-2/</p> <p>1 July 2021: https://www.fgvholdings.com/wp-content/uploads/2021/07/FGV-Sustainability-Updates-1-July-2021.pdf</p> <p>1 Apr 2021: FLA Assessment Report on the Implementation of FGV's Action Plan to Enhance Labour Practices 3 key areas of focus as recommended by FLA; grievance mechanism, remediation procedures and worker representation structures</p> <p>FGV is committed to resolving the matter with the CBP and will revisit the appointment of an independent firm in June 2021 for a comprehensive external audit on FGV's labour practices, as suggested by the CBP.</p> <p>27 Jan 2021: FGV has decided to take a systematic approach in ensuring that the rights of its workers are respected and protected, thereby eliminating practices that may be indicative of labour exploitation. This is to ensure that the best labour practices are observed in accordance with international standards throughout its entire operations. FGV has decided to revisit the appointment of an independent third-party audit firm for an audit of FGV's operations after FGV is satisfied that all of the above measures have been strengthened and implemented accordingly, within six months. FGV will continue to engage with the CBP to keep them abreast of the various measures undertaken and its other ongoing initiatives pertaining to labour rights, and FGV is committed to resolving the matter as expeditiously as possible. https://www.fgvholdings.com/wp-content/uploads/2021/01/FGV-Sustainability-Updates-January-2021.pdf</p> <p>3 December 2020: https://www.fgvholdings.com/press_release/fgv-updates-its-steps-to-address-the-withhold-release-order-wro-issued-by-u-s-customs-and-border-protection-cbp/?pagen=1%5C</p> <p>13 October 2020: FGV is not a direct supplier; however, Neste decided not to make any further purchases from supply chains that are verifiably traced back to FGV until 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.</p>	https://www.fgvholdings.com/wp-content/uploads/2020/10/Updates-on-the-CBP-WRO.pdf
12	Aspirasi Kristal (M) Sdn Bhd (area A & B)	Not in supply chain but Indirect raw material via IOI via IJM whom buys from Instant Star	Instant Star Holdings Sdn Bhd	http://www.mightyearth.org/wp-content/uploads/RR-Report-30_final_vers_b.pdf	<p>[MONITORING] 24 July 2020: Their Suppliers have checked and engaged with the said company to explain IOI's policy commitments. They have also requested land clearing cease as it may not be in accordance to NDPE requirements.</p> <p>13 July 2020: Our supplier IOI have engaged with Millers within the region and they are checking and investigating any potential connection with this palm oil company. Their supplying Mills have agreed to reply and provide updates to within 7 days.</p>	https://www.ioigroup.com/Content/S/S_Grievance_Update https://www.ioigroup.com/Content/S/pdf/Update%20on%20Aidenvironment_Earth%20Equaliser%20Monitoring%20Regarding%20Aspirasi%20Kristal.pdf https://www.ioigroup.com/Content/MEDIA/NewsroomDetails?intNewsID=999

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13	PT Global Primatama Mandiri	Not in supply chain but Parent Company Group of indirect supplier via PT KIAS & PT LDC	Palma Serasih Group	http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-26_final.pdf	<p>[MONITORING] The supplier issued a Stop Work Order on 13th Sept 2020. LDC continues to monitor its progress and to ensure that no clearance takes place following SWO.</p> <p>Sept 2020: LDC has engaged with the supplier. Supplier has provided evidence that HCV assessment was carried out in 2016 by Aksenta, and also undertaken an Orangutan survey with BOSF. The cleared area was not in HCV area. An HCS assessment has recently been done for PT GPM and will imminently be conducted for PT NAS. LDC has requested an immediate stop-work order to any land clearing and conducted several engagements outlining conditions. The commercial relationship is under evaluation with final decision mid-September.</p> <p>May 2020: Both our direct suppliers, PT KIAS & LDC has engaged with the supplier. Noting letter dated 20 May 2020, PT GPM has ceased opening of new land clearing end Feb 2020. Supplier has provided evidence that HCV assessment was carried out in 2016 by PT Gagas Dinamiga Aksenta, and also undertaken an Orangutan survey (both analysis with external parties). The cleared area was not in HCV area. Currently undertaking an HCS assessment. Their progress is in accordance with the timeline and in accordance with RSPO shared by the supplier.</p> <p>HCS site assessment planned for March has been delayed due to COVID-19. Original plan to complete by year end.</p>	https://www ldc.com/wp-content/uploads/Grievances_master_updated_14.12.2020.pdf

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14	PT Medcopapua Hijau Selaras	Indirect from Wilmar Multi Nabati Sulawesi, Bitung	Capitol Group	http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-25_final.pdf	<p>[CLOSED] Sept 2021: Our supplier, Wilmar will continue to monitor and engage PT MPHS closely, while continuing to guide them through the peer review process as well as in developing a rehabilitation plan.</p> <p>July 2021: PT MPHS also committed to appoint a registered and recognised assessor to integrate the individual HCV and HCS assessment reports following the HCV-HCS Integrated Manual, and submit the integrated report to be peer reviewed by HCVRN while observing a strict moratorium on further land clearance, which has been put place from September 2020. There were some delays in the finalisation of integrated reports due to worsening of COVID-19 pandemic, where it was finally been submitted to the HCVRN on 11 July 2021. In the meantime, they have also prepared management plans for HCV/HCS areas, therefore protecting these areas while preventing similar incidences from reoccurring.</p> <p>Nov 2020: PT MPHS has agreed to rehabilitate the pockets of land clearing that were identified in the HCV/HCS assessment reports. Working together with Balai Pengawas Daerah Aيران Sungai (BPDAS, Indonesian Watershed Monitoring Agency) since November 2020, PT MPHS also committed to plant 30,000 trees as part of their rehabilitation plan. Engagement with the communities on alternative plasma plans are ongoing, as the communities want the area to be cleared for plasma. PT MPHS also committed to submit the HCV/HCS assessment reports to be peer reviewed while observing a strict moratorium on further land clearance, which has been put place from September 2020. They have also prepared management plans for HCV/HCS areas, therefore protecting these areas while preventing similar incidences from reoccurring.</p> <p>Sept 2020: Our supplier, Wilmar, conducted further investigation revealed that the land clearance was a result of pressure from the community to develop areas for plasma smallholders programme. Several field assessments have been conducted thereafter to determine the details or the affected areas and location. Desktop monitoring by Wilmar identified 26 small sporadic patches of land clearing, totalling between 20 to 30 hectares, may have occurred inside HCV/HCS areas. Field verification by PT MPHS to investigate the allegations, initially scheduled for March 2020, was postponed to June 2020 following movement restrictions imposed by the authorities due to the COVID-19 situation. Further investigation revealed that the land clearance was a result of pressure from the community to develop areas for plasma smallholders programme. Several field assessments have been conducted thereafter to determine the details or the affected areas and location. The full field details were finally completed in September 2020.</p> <p>May 2020: HCV/HCS has already been conducted by qualified assessor and the company has clarified that their land clearing was guided by the outcome of the assessments. Wilmar is currently reviewing their documents to verify their claim.</p> <p>The progress of investigation has been slow due to the restricted movement in Indonesia.</p>	https://www.wilmar-international.com/sustainability/grievance-procedure
*Neste does not operate any palm oil refineries, plantations and is not a palm oil trader						
**Direct suppliers refers to parent company groups that have direct business relationship with Neste						
***Indirect suppliers refers to parent company groups that do not have direct business relationship with Neste						
Suspended Suppliers						

No	Target of grievance	Relationship with Neste (Direct/Indirect raw material sourcing/others)	Parent Company Group of Grievance Target	Grievance raiser/report/link	Status	Direct Supplier Grievance Dashboard
	No	Suppliers / Parent Group Companies	Date Suspended	Reason of suspension	Engagement with supplier	
1		PT BEST	Dec 2018	Lost of RSPO Membership, an additional requirement of Neste	<ul style="list-style-type: none"> - 4 Oct 2018: Engagement at supplier's Surabaya HQ with owners/management - 22 Nov 2018: NDPE/Sustainability Workshop for various departments from PT BEST - 8 Jan 2019: facilitated discussion supplier with RSPO 	
2		PT Tunas Baru Lampung	Dec 2018	Deforestation	<ul style="list-style-type: none"> - 8 Jan 2019: Engagement at supplier's Jakarta HQ with management on severity of issues, received commitment to work on outstanding issues - 21 Feb 2019: Supplier engagement & workshop planning - 14 Mar 2019: NDPE/Sustainability Workshop for related departments from operations, sustainability, auditing from PT TBL - 10-11 Apr 2019: Neste Annual Supplier Workshop attended by 20 palm/pfad supplying companies - 18 July 2019: Engagement at supplier's Jakarta HQ with sustainability Head & Team to further discuss stop-work-order 	
3		FGV	Oct 2020	FGV as an indirect supplier	<ul style="list-style-type: none"> - purchases from supply chains that are verifiably traced back to FGV on hold 	
4		Sime Darby	Feb 2021	Sime Darby as an indirect supplier	<ul style="list-style-type: none"> - purchases from supply chains that are verifiably traced back to Sime Darby on hold 	