

Current overview and status of complaints/grievances

Complaint/grievance's Information				
ID Number	Date of complaint/grievance	Complainant	Description of complaint/grievance and results	Status
(1)	(2)	(3)	(4)	(5)
REA.01-02-2020	05-Feb-20	Local community on behalf of Bapak Kerawing Lahang	<p>Complaint/grievance: Bapak Kerawing Lahang claims no compensation has been paid by the company for land in 2 blocks in Satria Estate (Plot 5) covering an area of ± 6 Ha.</p> <p>Results: The results of the verification show that the company has paid for the land and planting in Satria Estate (Plot 5) for an area of 951.32 Ha.</p>	Inactive
REA.02-05-2021	24-May-21	Local community on behalf of Bapak Effendy, Supiansyah and Annas Rullah, cs	<p>Complaint/grievance: The community claims illegal logging activities have taken place in PT Kutai Mitra Sejahtera's HGU.</p> <p>Results: The company cooperates with the government by bringing in the Forestry Police (POLHUT) to curb illegal logging and illegal buildings located in the PT Kutai Mitra Sejahtera HGU.</p>	Inactive
REA.03-05-2021	28-May-21	Local community on behalf of Bapak Sainuddinsyah	<p>Complaint/grievance: Sainuddinsyah alias Cue ported and claimed the land located within the HGU of PT Rea Kaltim Plantations Perdana Estate Block 13 covering an area of ± 62 Ha and 1 family grave.</p> <p>Results: The results of data verification by the company show that the land claimed by Sainuddinsyah alias Cue had already been paid for in 2003. The company responded with a letter to Sainuddinsyah alias Cue to take legal action.</p>	Inactive
REA.04-10-2021	22-Oct-21	Louis Dreyfus Company (LDC)	<p>Complaint/grievance: The LDC buyer asked for clarification on indications of land clearing/deforestation covering an area of + 18.86 Ha that occurred at PT KMS (RSPO certified plantation) as one of the core FFB suppliers of the COM mill.</p> <p>Results: Based on the results of the desktop study (LUCA) and analysis of land clearing in the KMS that land clearing did occur between the period Nov 2020 - May 2021 where the land clearing referred to has been verified by the CB refer to RSPO P&amp;C 2018 &amp; Interpretation Document Indicator 7.12.2 &amp; Appendix 5 and stated was appropriate. The cleared area is included in the low risk category and is not included in HCV, HCS and other prohibited areas such as peat, river border reserves, areas with a slope of &gt; 36.4% and other prohibited areas regulated by laws and regulations.</p>	Inactive
REA.05-12-2021	17-Dec-21	Department of Environment and Forestry of Kutai Kartanegara Regency	<p>Complaint/grievance: Based on the complaint from the Village Head of Kelekat &amp; Kembang Janggut to DLHK of Kutai Kartanegara Regency, there have been indications of environmental pollution due to shell spills from the pontoon.</p> <p>Results: The results of joint verification between parties from the Regency Government represented by DLHK together with parties from the community (as complainants) and the company show that the complaints submitted were not proven. These results were accepted by all parties.</p>	Inactive
REA.06-12-2021	27-Dec-21	Louis Dreyfus Company (LDC)	<p>Complaint/grievance: The LDC buyer requested clarification on indications of deforestation from Q1 2016 to Q3 2021 that occurred in PT SYB Tepian Estate (uncertified plantation) and the surrounding area. Where Tepian Estate is one of the core FFB suppliers to the POM Mill.</p> <p>Results: The results of the desktop study (LUCA) and analysis of land clearing at PT SYB Tepian Estate and its surroundings show that there were 2 indications of deforestation inside and outside the HGU with the following justification: (1) The indication of deforestation with ID 01 that occurred inside the Tepian Estate HGU was caused by a 2015 fire covering an area of 22.10 ha and not due to land clearing activities by the company. (2) Indications of deforestation with ID 02 occurring outside the HGU Perkebunan Tepian was caused by agricultural activities by the community around the company covering an area of 3.50 ha without a land ID (and so no registration at the company to deliver FFB to the company's mills).</p>	Inactive
REA.07-01-2022	28-Jan-22	APICAL	<p>Complaint/Grievance: The APICAL buyer asked for clarification on the overlap with the mining concession at Satria Estate (<a href="https://lots.co.id/news/news-updates/115476/Dua-anak-usaha-BYAN-hadapi-sengketa-tumpang-tindih-lahan">https://lots.co.id/news/news-updates/115476/Dua-anak-usaha-BYAN-hadapi-sengketa-tumpang-tindih-lahan</a>) for publicly reported concerns as part of the Apical's Pre-Sourcing Due Diligence for supplier profiling.</p> <p>Results: The overlap (PT. Brian Anjat Sentosa, PT Tiwa Abadi, and PT Fajar Sakti Prima) in Satria Estate concession area has been resolved with an agreement between the companies.</p>	Inactive

REA.08-05-2022	12-May-22	Louis Dreyfus Company (LDC)	<p><b>Complaint/Grievance:</b> The LDC buyer requested clarification on deforestation indications (occurred in the period 2016 – 2021 in accordance with the monitoring of Landsat images from LDC): (1). Indications of deforestation in SOM's supplier, namely PT Enggang Alam Sawit (EAS). (2). PT Prasetia Utama (PU) has conducted an HCV assessment and submitted an HCV assessment report to HCVRN with satisfactory results. However, land clearing was found in PT Prasetia Utama's HCV area.</p> <p><b>Results:</b> (1). REA has communicated with PT EAS to ask for clarification on indications of deforestation. It is proven that deforestation has occurred with the type of activity being illegal logging carried out by the community. However, PT EAS has taken corrective actions including: • Site inspection of the deforestation indication was carried out, together with the Police Head of Tabang Sector &amp; PT EAS Staff. • PT EAS made a report to the Tabang Sector Police. • PT EAS conducts socialization and approaches to local community heads to reduce the rate of deforestation in parallel with the plantation development plan in the area.</p> <p>(2). Deforestation indication in PT PU. Based on the result of the desktop land cover analysis from 2016 – 2020, it is indicated that land clearing occurred in the HGU of PT PU for areas of ± 128.46 Ha in Muara Pedohon and Umaq Dian Villages carried out by local communities for cultivation, as seen from the typical clearance which tends to be sporadic. Correction and corrective actions: • Acceleration of the FPIC process, especially for the Muara Pedohon and Umaq Dian villages, so that all conservation areas based on ICLUP can be controlled by the company so that management can immediately improve its effectiveness. • Develop management and monitoring plans of conservation areas based on the ICLUP involving the participation of local communities and other relevant stakeholders. • For conservation areas that have been cleared, PT PU remains committed to managing it through the implementation of BMPs for reforestation involving all relevant stakeholders.</p>	Inactive
REA.09-10-2022	10-Oct-22	APICAL	<p><b>Complaint/Grievance:</b> The APICAL buyer asked for clarification on indications of land clearing/deforestation for publicly reported concerns as part of the Apical's Pre-Sourcing Due Diligence for supplier profiling. The detailed information as follows: (1). Based on spatial analysis, we found that there was historical deforestation of 405 ha (2017-2021) and burned area of 732 ha inside concession PT Cipta Davia Mandiri. (2). Refer to the traceability information of Cakra Oil Mill, we found that Koperasi Binawan Sejahtera, Koperasi Rimba Jaya Mulia Sawit, and Koperasi Pinang Berjaya located in Convertible Production Forest (HPK) and Koperasi Bina Warga S located in Production Forest (HP).</p> <p><b>Results:</b> (1). Based on an analysis of reported land cover changes related to indications of deforestation within the concession area of PT Cipta Davia Mandiri in the period 2017 - 2021 it can be concluded: • Indications of deforestation caused by fire incidents in 1998 and 2015. • PT CDM's concession is entirely within the APL area based on the Decree of the Minister of Forestry 718/2014. • All land clearing at PT CDM has been carried out in accordance with NPP procedures in December 2014. The NPP stages are proof that PT CDM is committed to carrying out a land clearing in a responsible and sustainable manner. (2). It is indicated that the FFB suppliers to the Cakra mill overlap with production forest (HP) and conversion production forest (HPK) areas, which are the locations of the Binawana Sejahtera (Village) cooperative offices, Pinang Berjaya (Village), Binawarga Sejahtera (Village), Rimba Jaya Mulia Sawit (Village).</p> <p>Strategic plans to address the issues: (1). The company has a no deforestation/NDPE commitment for all related plantation development plans. (2). Develop management and monitoring plans for HCV, CSA/HCSA areas integrated with operational activities and community engagement. (3). The company has a fire hotspot monitoring mechanism using the Satelligence platform since 2018 to monitor indications of deforestation throughout the concession area including the area around the company (community land) with a total Ha cover of 229,898 Ha. This is one of the efforts to detect early fire incidents. (4). The company has procedures and an emergency response system for controlling land fires that are implemented. 5. Develop a participatory system with farmers and other relevant stakeholders related to traceability in the supply chain through a long-term approach.</p>	Inactive
REA.10-01-2023	02-Jan-23	Village Head of Pulau Pinang	<p><b>Complaint/Grievance:</b> alleged POME waste pollution which polluted the Gonghis River which flows into the Sentekan and the Belayan Rivers, which caused the river water to turn black, smell bad and hundreds of fish to die.</p> <p><b>Results:</b> (1). Field verification and river water sampling have been carried out by the Environment Agency (DLHK), the Village Government, and the company at the location on 30 January 2023. (2). A meeting was held between the company and the Pulau Pinang Village Government mediated by the District Administration and DLHK on 3 February 2023 as well as conveying the results of verification and laboratory tests which showed that there was no evidence of pollution in the Gonghis River. (3). The company has taken corrective actions according to recommendations from DLHK.</p> <p><b>These results were accepted by all parties.</b></p>	Inactive

**Notes:**

A display log template on the website that provides information on the stages and process of handling complaints starting from the stages of receiving complaints to resolution of complaints accompanied by relevant supporting data and information and the status of complaints.

Column 1: is a unique complaint number required as a complaint ID and tracking the progress of each complaint.

Column 2: date of receipt and/or identification of the complaint.

Column 3: select one of the complainants/complaints information (Buyer, Community, Government, NGO).

Column 4: description of the complaint according to the complaint received.

Column 5: Filled with complaint handling status, namely active status if the complaint case is still in progress of completion and inactive if the complaint case has been resolved.