

Sustainable Manufacturing Grievance Log

Updated March 2024

No	Parent Company Name	Plantation, Refinery (MIL)	Source	Grievance Date	Grievance Description	Location	Progress	Grievance e-Form Section ¹	Status
1	Tasma Puja ²	Batang Cenaku	Tempo, Mongabay Indonesia, Betahita w Auriga Nusantara	08.11.2021	1) Suspected of developing plantations in the areas of limited production forest (HPT) and convertible production forest (HPK) in Indragiri Hulu Regency, Riau. 2) Suspected of accommodating, purchasing, processing, selling, and marketing of palm products from illegally-grown plantations in Bukit Betabuh protected forest in Indragiri Hulu Regency, Riau.	Hulu Regency, Riau, Indonesia	<p>October 2021</p> <p>1) Clarification of the situation has been requested by the supplier. PT Tasma Puja is applying to the Indonesian Ministry of Environment and Forestry and the Riau Provincial Government for permission to release the forest.</p> <p>2) The supplier analyzes the exculpatory evidence provided by the company and decides on a verification visit.</p> <p>January 2022</p> <p>1) During the follow-up visit by the supplier, it was reported that PT Tasma Puja had obtained all the required legal permits (ILOK in 2006, IUP in 2007 and with renewal in 2013) well before the suspected area was declared forested area by the Indonesian government in 2014 and 2016. At the time of issuing legal permits, the land did not cross the defined forested area. To solve the current crossing issue, PT Tasma Puja has submitted a permit proposal to the Indonesian Ministry of Environment and Forestry and the Riau local government. To date, PT TP's operating and business permits remain in place.</p> <p>2) At the moment, this claim cannot be verified due to the following reasons: there are no details about the claim, such as the location coordinates of the mill, a truck license plate, names of dealers/farmers, a notice about sending FFB, etc. The supplier requested Tempo to share the details in mid-November 2021. To date, no details have been provided. The follow-up visit revealed that neither PT Tasma Puja staff members nor the FFB dealers interviewed recognized the location listed in the Tempo report.</p> <p>The supplier carries out further investigation.</p> <p>March 2024</p> <p>The supplier submitted information on NDPE performance and 100% TTP progress in addition to the verification performed. Due to these circumstances the provider decided to close the grievance.</p>	-	Closed
2	First Resources ²	PT Cilandra Perkasa (supply to refinery PT Adhitya Serayakorita)	Tempo, Mongabay Indonesia, Betahita w Auriga Nusantara	08.11.2021	1) Suspected of developing plantations in the areas of production forest (HP) and convertible production forest (HPK) in Kampar Regency, Riau. 2) Suspected of planting, collecting, processing, selling, and marketing illegally-grown oil palm products in forest areas, among others, through PT Adhitya Serayakorita, a refinery owned by First Resources Group in Dumai, Riau.	Dumai, Riau, Indonesia	<p>November 2021</p> <p>In carrying out its activities, PT. Cilandra Perkasa has received corresponding and appropriate commitments from the government such as Izin Lokasi, Izin Usaha Perkebunan (IUP) and/or Hak Guna Usaha (HGU).</p>	-	Closed
3	Koto Kampar ²	PT Padasa Enam Utama	Tempo, Mongabay Indonesia, Betahita w Auriga Nusantara	08.11.2021	1) Suspected of developing plantations in the convertible production forest (HPK) and protected forest (HL) in Koto Kampar, Riau. 2) Suspected of purchasing, storing, processing fresh fruit bunches harvested from the area of protected forest in Koto Kampar, Riau.	Kota Kampar, Riau, Indonesia	<p>October 2021</p> <p>1) The supplier analyzes the exculpatory evidence provided by the company and decides on a verification visit.</p> <p>2) The supplier is renegotiating the date of the follow-up visit.</p> <p>July 2022</p> <p>1) Due to the COVID-19 pandemic worsening as of January 1, 2022, the Supplier's previously scheduled visit has been canceled.</p> <p>2) The Supplier visited the facility from July 25 to July 29, 2022.</p> <p>December 2023</p> <p>The supplier reported that the complaint was closed due to the fact that none of PT Padasa Enam Utama's concessions overlap with the area, as revealed by the supplier's site visit.</p>	-	Closed
4	PT Kencana Alam Permai ²	Dharma Satya Nusantara	Mighty Earth	08.12.2021	Upon a satellite imagery from May to September 2021, total forest area (HCS) deforested made up 8.5 ha in the PT Kencana Alam Permai concession.	Karamuan, Kec. Lahat, Kabupaten Barito Utara, Kalimantan Tengah, Indonesia	<p>December 2021</p> <p>Since 2015 DSN is not engaged in the development of new lands. NDPE officially issued in March 2020.</p> <p>DSN confirmed that PT KAP's land deforestation was carried out by the local population to cultivate farm lands/rice fields in a territory out of PT KAP's control. Although the mentioned territory is included in the HGU PT KAP area, the HGU certificate contains a statement that states: "if there is another party's control/ownership of the land that has not been regulated by this HGU certificate, then the beneficiary is solely responsible for its settlement". The mentioned community is still unwilling to sell the land to PT KAP arising from the farming activities with the following bequeathing to their descendants.</p> <p>The investigation by PT KAP on December 8, 2021 confirmed that the deforestation activities were carried out by five individuals at Desa Sungai Buluh.</p> <p>On December 10, 2021, our supplier considered this case clarified/closed for monitoring and noted PT KAP's engagement with the local community.</p>	-	Closed

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5	PT Multipersada Gatramegah ²	Musim Mas	Mighty Earth	09.12.2021	Upon a satellite imagery from May to July 2021, total forest area (HCS) deforested made up 6.6 ha in the PT Multipersada Gatramegah concession.	Karamuan, Kec. Lahat, Kabupaten Barito Utara, Kalimantan Tengah, Indonesia	<p>December 2021</p> <p>This area has been assessed and covered by the following assessment reports:</p> <p>1) HCV report of PT Harisa Agro Lestari (PT Hariso Lega Astari, Kabupaten Barito Utara, Indonesia - HCV (hcvnetwork.org)), which received a satisfactory status (note: the area was part of PT Harisa Agro Lestari, which was officially acquired by PT MPG April 1, 2018);</p> <p>2) 2018 HCS PT Multipersada Gatramegah Report (HCSAREI-1.pdf (highcarbonstock.org)), which passed the HCSA review process (HCSAPEI-3.pdf (highcarbonstock.org));</p> <p>3) This area has passed the RSPO NPP process (PT Harisa Agro Lestari (RSPO - Roundtable on Sustainable Palm Oil).</p> <p>The public summary from October 2020 cited in the claims does not refer to this territory, but to the PT Multipersada Gatramegah expansion.</p>	-	Closed
6	Astra Agro Lestari (AAL) ²	PT Agro Nusa Abadi (PT ANA); PT Lestari Tana Teladan (PT LTT); PT Mamuang.	Friends of the Earth (FoE), Wahli	20.12.2022	Numerous environmental, human rights, and governance violations. The three subsidiaries are embroiled in protracted land conflicts with local communities in the provinces of Central and West Sulawesi, accused of violent land-grabbing abetted by Indonesian security forces, and implicated in illegal deforestation, forest encroachment, and soil, air, and water pollution with negative impacts to communities' livelihoods. None of the three companies have received the Free, Prior and Informed Consent (FPIC) of local communities to operate.	Sulawesi Tengah, Indonesia; Sulawesi Barat, Indonesia.	<p>March 2022</p> <p>1) The supplier has issued a statement on the complaint that only PT Agro Nusa Abadi (ANA) is part of the supplier's supply chain. The supplier has contacted ANA for a detailed explanation of the complaint.</p> <p>June 2022</p> <p>1) AAL assures that all its subsidiaries are not involved in any form of "land grabbing" or human rights violations. Regarding the incident where individuals have been arrested or convicted in court, the company has confirmed that these decisions were made through legal processes without any influence from AAL or its subsidiaries.</p> <p>2) We are also told that ANA, LTT and Mamuang have taken strict measures regarding the disposal of waste palm oil and the prevention of any possible agrochemical contamination around their plantations.</p> <p>September 2022</p> <p>1) Wahli published a letter from indigenous peoples and civil society organizations to consumer products companies regarding the ongoing criminalization, human rights abuses and land grabs by AAL and its subsidiaries, urging members of the Consumer Goods Forum to suspend the purchase of palm oil and palm kernel oil from AAL. https://www.wahli.or.id/index.php/open-letter-from-indigenous-peoples-and-civil-society-organisations-to-consumer-goods-companies-re-ongoing-criminalization-human-rights-abuses-and-land-grabbing-by-astra-agro-lestari-and-subsidiaries</p> <p>AAL has issued a public statement regarding this letter: https://www.astra-agro.co.id/response-to-the-allegations-of-land-rights-environmental-abuses/</p> <p>2) The supplier has not closed the complaint, the investigation is ongoing.</p> <p>November 2022</p> <p>1) The supplier met with AAL to discuss the complaint in detail. The following explanations were received:</p> <p>PT Mamuang: AAL explained that they had contacted the Donggala National Land Agency (BPN) about a land certificate (SHM) that overlapped with PT Mamuang's 1997 land use certificate (HCLU). BPN Donggala Regency provided a response letter stating that they had never issued a SHM under HGU PT Mamuang.</p> <p>PT Agro Nusa Abadi: the problem is that there are multiple claims for the same land from several communities. Steps need to be taken to identify confirmed SKT (Suat Keterangan Tanah) land claims/holders by the government team. AAL is working closely with the team appointed by the North Morowali Regent to review these land claims and identify and verify SKT holders. A team comprised of representatives from several government agencies is working to verify community land claims. The process is still ongoing. AAL is processing land compensation based on the team's recommendations.</p> <p>PT Lestari Tani Teladan: Regarding the village community of Toviox, AAL has no conflict with the village, relations have been quite good so far. AAL has provided the assistance needed by the community, especially in the education sector.</p> <p>2) The supplier has provided confirmation from the shipper that no raw materials were sent from AAL or its subsidiaries to EFKO.</p> <p>Due to insufficient substantiation and evidence, EFKO decided to put PT Agro Nusa Abadi on the No Buy List pending the completion of the verification process.</p> <p>December 2022</p> <p>Received response from vendor regarding further investigation and public statements from AAL. - Response to the FoE report released by AAL on December 7, 2022, in which AAL committed to appoint an independent third party to review the allegations for all subsidiaries and publish the results. https://www.astra-agro.co.id/wp-content/uploads/2022/12/AAL-Statement-FoE-and-EFNS-Reports-.pdf</p> <p>April 2023</p> <p>1) Received information from the supplier that AAL issued a joint statement dated March 31, 2023, stating that they had appointed an independent third party, EcoNusantara, to investigate.</p> <p>2) According to the supplier, EcoNusantara will start the inspection in April 2023 and will finish in 6 months. This verification is independent and also includes consultation with relevant stakeholders.</p> <p>The joint statement of AAL and EcoNusantara: https://www.astra-agro.co.id/wp-content/uploads/2023/03/Joint-Statement-AAL-EcoNusantara-Appointment-of-an-Independent-Third-Party.pdf</p>		Open

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							<p>May 2023</p> <p>1) The supplier reported that AAL issued a statement dated May 12, 2023, on the progress of the independent third-party audit by EcoNusantara. https://www.asstra-agro.co.id/wp-content/uploads/2023/05/progress-update-econusantara.pdf</p> <p>2) EcoNusantara plans to conduct a site visit to conduct an initial series of interviews with community members, WALHI as a community advocate, and AAL staff.</p> <p>3) On May 26, the supplier reported progress on an independent third-party verification by EcoNusantara. https://www.asstra-agro.co.id/wp-content/uploads/2023/05/Progress-Update-on-Independent-Third-Party-Verification-1.pdf</p> <p>4) EcoNusantara (ENS) began the process on the ground in Sulawesi on May 22, 2023 with a two-day fact-finding in Palu.</p> <p>5) ENS originally planned to meet with WALHI on May 25, 2023, for a consultation with two main objectives, namely: - Building a shared understanding among stakeholders about the comprehensive audit program to be conducted over the next three months; - Building effective communication in the verification process. However, at the last minute, WALHI was unable to attend the meeting.</p> <p>6) On May 26, 2023, visits to affected communities at PT Lestari Tari Teladan, PT Agro Nusa Abadi and PT Mamuang began, followed by a needs assessment in Toviora village.</p> <p>7) ENS will provide a progress report on June 7, 2023.</p>		
							<p>June 2023</p> <p>1) Feedback has been received from the supplier on the publication of another report from ENS on the results of an independent third-party audit of AAL subsidiaries: PT Agro Nusa Abadi, PT Mamuang, dan PT Lestari Tari Teladan.</p> <p>ENS has been visiting the three subsidiaries and interviewing the public service officials and a number of community representatives from several villages. The purpose is to identify and engage with community and specific individuals, as well as identifying the specific locations of the land which is subject to disagreement and claims.</p> <p>The verification activity has made some progress. The targeted interviewees provided good cooperation, especially the related community members. Although in this first stage, ENS wasn't able to meet with all those who made claims.</p> <p>https://www.asstra-agro.co.id/wp-content/uploads/2023/06/Progress-Update-on-Independent-Third-Party-Verification-June-9th-2023.pdf</p>		
							<p>July 2023</p> <p>The supplier provided the fourth ESN report on the independent verification of AAL subsidiaries PT Agro Nusa Abadi, PT Mamuang, dan PT Lestari Tari Teladan.</p> <p>The second phase of the site interview in all three plantations took place via two (2) approaches:</p> <p>Approach 1 – Confirmed the recorded data and findings from phase one with the communities themselves and local government.</p> <p>Approach 2 – Engaged with the individuals once again and also with the communities who have yet been interviewed in phase one.</p> <p>Based on the site interview, there were signs of an improved uptake in the consultation.</p> <p>ENS has extended an invitation to all other members of civil society to come forward and engage with them in order to best reflect the interests of all relevant communities.</p> <p>https://www.asstra-agro.co.id/wp-content/uploads/2023/06/Progress-Update-on-Independent-Third-Party-Verification-23-June-2023.pdf</p>		
							<p>The supplier announced the publication of Econusantara's (ENS) fifth fortnightly progress report on the independent verification of AAL subsidiaries PT Agro Nusa Abadi, PT Mamuang, dan PT Lestari Tari Teladan.</p> <p>For the past two weeks, ENS returned to re-opening meetings with targeted stakeholders' communities. The community interview activities had gone well, especially at PT Mamuang and PT Agro Nusa Abadi, where several members of the community have come forward and are willing to be interviewed regarding their land claims.</p> <p>In PT Lestari Tari Teladan, ENS was assisted by their field partner, academics from Tadulako University, to continue needs assessments to the targeted communities.</p> <p>ENS recognized challenges faced in the field, but have resolved the issues and mitigated unexpected situations.</p> <p>https://www.asstra-agro.co.id/wp-content/uploads/2023/07/Progress-Update-on-Independent-Third-Party-Verification-2-July-2023-1.pdf</p>		
							<p>The supplier said Econusantara (ENS) published its sixth biannual progress report on the independent verification of allegations against AAL subsidiaries PT Agro Nusa Abadi, PT Mamuang, dan PT Lestari Tari Teladan.</p> <p>In PT Mamuang, ENS had constructive dialogue with the local communities and the verification had moved ahead. There was one individual that had yet to be interviewed; however, ENS was striving to continue the communication through any possible channels.</p> <p>In PT LTT, ENS continued to clarify the claims and listened closely to the communities. ENS intended to move to a point where they can provide clarity on individual and group claims.</p> <p>However, progress in PT ANA remained a challenge. ENS was able to communicate with related parties, but some of the groups submitting claims were reluctant to indicate the location of the land claimed. At some points, there are overlapping claims between community groups on the same location of the land.</p> <p>ENS and AAL again expressed that they are remain open to discussion with all interested parties in determining the beneficial outcome for the communities around the plantations.</p> <p>https://www.asstra-agro.co.id/wp-content/uploads/2023/07/Progress-Update-on-Independent-Third-Party-Verification-2-July-2023.pdf</p>		

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							<p>August 2023</p> <p>The supplier said the Ecosantara Company (ENS) has published its semi-annual progress report on the independent verification of allegations against AAL subsidiaries PT Agro Nusa Abadi, PT Mamuang and PT Lestari Tari Teladan.</p> <p>Data collection is almost complete, and ENS is moving into an analysis phase. During this phase, ENS would return to the field from time to time to clarify the specifics.</p> <p>Interactions between ENS and communities on the ground have been running well, which is an encouraging indicator to move forward.</p> <p>ENS reiterates its openness to the communities and individuals, including members of civil society, to continue to come forward.</p> <p>https://www.asra-agro.co.id/wp-content/uploads/2023/08/Progress-Update-on-Independent-Third-Party-Verification-4-Augustus-2023.pdf</p>		
							<p>September 2023</p> <p>The supplier said the ENS published its eighth bi-weekly progress on Independent Verification of allegations against AAL's subsidiaries: PT Agro Nusa Abadi, PT Mamuang, dan PT Lestari Tari Teladan</p> <p>ENS have completed the on-the-ground verifications and concluded that large communities have been responsive and co-operative. There has been some reluctance to engage but ENS reassure everyone that albeit moving to a desk-based process, the discussion will remain open with any party.</p> <p>It would take some time for ENS to review and consolidate all of the data collected. During the process, ENS might need to re-visit the field for further clarifications. ENS will continue to keep all stakeholders updated with bi-weekly reports.</p> <p>https://www.asra-agro.co.id/wp-content/uploads/2023/08/8th-Progress-Update-on-Independent-Third-Party-Verification.pdf</p>		
							<p>October 2023</p> <p>The supplier said the ENS published its ninth bi-weekly progress on independent verification of allegations against AAL's subsidiaries: PT Agro Nusa Abadi, PT Mamuang, and PT Lestari Tari Teladan.</p> <p>Currently, data consolidation is moving towards the internal review stage to check whether there is a clear link between evidence and assertion, and also to prepare for appropriate and correct follow-up recommendations. This process is to ensure what being reported is balanced, fair, and objective. Eventually, the final report will include all the evidences to support the conclusions reached.</p> <p>At this stage, Ecosantara (ENS) has no precise date of the publication. However, they assured all stakeholders that there will be a consultation process before the final publication.</p> <p>ENS continues to express their openness to engage all stakeholders on the ground as they are approaching the finalization of the report.</p> <p>https://www.asra-agro.co.id/wp-content/uploads/2023/09/9th-Progress-Update-on-Independent-Third-Party-Verification.pdf</p>		
							<p>The supplier said the ENS published its tenth bi-weekly progress on Independent Verification of allegations against AAL's subsidiaries: PT Agro Nusa Abadi, PT Mamuang, and PT Lestari Tari Teladan.</p> <p>ENS is striving to meet several stakeholders' expectations to review the draft report soon. However, there was one more update from the field which needs to be processed.</p> <p>Furthermore, ENS is also becoming aware of an ongoing government mediation process in two villages within PT ANA area. ENS is waiting for the outcome of this mediation to better understand the implications to their report.</p> <p>ENS assured everyone that the draft report will be finalized as soon as they have every point of verification as accurate as possible.</p> <p>In the interim, ENS remains open to engage with communities and members of civil society if they have issues that they wish to raise with ENS.</p> <p>https://www.asra-agro.co.id/wp-content/uploads/2023/09/10th-Progress-Update-on-Independent-Third-Party-Verification.pdf</p>		

¹ If the grievance was registered by the means of filling the grievance e-form on the Company's website.

² Not part of the GK-EFKO supply chain, only the full list of mills from the shipper supplier.