

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 (January 2021)						
1	PT Agro Muara Rupit	Not in SC, but part of direct supplier 3rd party sourcing; ICOF (Wira Inno Mas) and Wilmar (Wilmar Nabati Indonesia-Padang)	SIPEF	https://www.mightyearth.org/wp-content/uploads/RR-Report-32_f_20210115.pdf	[MONITORING] We've reached out to our suppliers, Musim Mas/Wilmar, and SIPEF has also published their response here : - The current development being monitored by Mighty Earth has not undergone an Integrated HCV-HCS Assessment, given it relates to an NPP of 2014 and it was not required at the time. It has, however, undergone a standalone HCSA assessment, which is currently still under review by the HCSA Secretariat. No clearing within any of the HCS areas indicated in that report has been undertaken. - No clearing within any of the HCS areas indicated in that report has been undertaken. - The HCS report has already been submitted to the HCSA and is currently still under review. - SIPEF has issued its commitment to do integrated HCV-HCS assessments for new developments following the RSPO 2018 standard. For the existing pre 2018 developments the RSPO guidance was followed to ensure no HCS forest would be cleared in the ongoing development.	
2	Value Greenworld Sdn Bhd	Not in SC, but part of indirect supplier parent company group of IOI, KLK, Mewah, Musim Mas, Wilmar	Bunga	https://www.mightyearth.org/wp-content/uploads/RR-Report-32_f_20210115.pdf	[MONITORING] Our suppliers, KLK/Musim Mas engaged and confirmed with Bunga Group representative that they have put a 'stop work order' since 30th November 2020. They are also committed to conducted integrated HCV and HCS assessment for any new land clearing at greenfield. Currently they are drafting the NDPE Policy which target to be published by end of January 2021.	https://www.klk.com.my/sustainability/grievance/
3	YPJ Plantations Sdn Bhd (Ladang SSI Sg Ara)	Not in SC, but part of indirect supplier parent company group of IOI, KLK, Mewah, Wilmar	Yayasan Pelajaran Johor	https://www.mightyearth.org/wp-content/uploads/RR-Report-32_f_20210115.pdf	[MONITORING] We've reached out to our suppliers and investigations are on-going.	https://www.wilmar-international.com/docs/default-source/default-document-library/sustainability/grievance/grievance-case-report/ineligible-grievance-list.pdf?sfvrsn=568db0d1_34
4	IOI	Direct supplier	IOI	Finnwatch	[CLOSED] Jan 2021: Neste engaged with IOI to discuss the 7 issues highlighted by Finnwatch relating to house renovations and mattresses, recruitment fees, working contract, working hours, and lack of transportation to work. In the Mekassar Estate there have been workers who have already finished their working contract and have been waiting to go back home for months. These 4 workers have now (according to IOI) been given a departure date 9th of December. Situation also with other nationalities and estates needs to be checked. Corrective measures have been taken and IOI to hold a forum to discuss recruitment fee industry concern in March 2021.	https://www.ioigroup.com/Content/S/PDF/Grievance_others.pdf
5	Sime Darby	Indirect Supplier	Sime Darby	US Customs & Border Proection (CBP)	[MONITORING] 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.	

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6	PT Kumai Sentosa (PT KS)	Not in supply chain but Parent Company Group of indirect supplier via KIAS	Gagah Putera Satria (GPS)	https://milieudedefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] Our supplier, Gawi has contacted GPS and they provided clarification below:</p> <ul style="list-style-type: none"> - Confirmed new developments in PT Kumai Sentosa - That it has complied with all legal requirements in Indonesia and followed recommended AMDAL - The area is not classified as peatland in the government indicative peat map - Confirmed there were fires in 2019 and has been brought to the process of court proceedings - Working with Tanjung Puting National Park, PT KS built 10m x 32km boundary to prevent orangutan from entering and as a fire prevention 	
7	Golden Veroleum Liberia (GVL)	Not in supply chain but Parent Company Group is a direct supplier	GAR	https://milieudedefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] 10 Dec 2020: Planning for HCS mapping and verification by Earthworm Foundation (EF) completed and EF to start field survey in December 2020.</p> <p>4 Nov 2020 updates on:</p> <p>a) Following the field visit by independent facilitator ProForest Q1 2020, the RSPO Complaints Panel directed a clan mapping exercise in Tarjuowon District to determine clan boundaries and following that a discussion on sharing of benefits from GVL operations accruing to respective clans</p> <p>b) RSPO CP Secretariat further advised that 2 parties have indicated interest in playing independent facilitator roles for other communities. RSPO will hold a selection process and advise all parties to the grievance accordingly.</p> <p>15 Sept 2020: GVL reports latest progress on Sustainability Action Plan and other initiatives in its Sustainability Newsletter: https://bit.ly/2RPFQeBV</p> <p>Aug 2020: The Sustainability Action Plan (SAP) aims to strengthen the company's sustainability processes and practices, implement RSPO Complaints Panel Directives and address identified issues. Implementation of the SAP officially commenced in September 2018 with the advisory support of Earthworm Foundation (EF). https://goldenveroleumliberia.com/wp-content/uploads/2020/09/GVL-SUSTAINABILITY-ACTION-PLAN-20200831.pdf</p> <p>Nov 2018: Engagement with GAR management</p> <p>Aug 2018: https://goldenveroleumliberia.com/sustainability-action-plan/</p> <p>The conflicts around GAR's operations in Liberia have been ongoing since at least 2012. Local communities have been protesting against the way that Golden Veroleum Liberia (GVL) acquired its concessions.</p>	https://goldenagri.com.sg/sustainability-dashboard/grievance-data

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8	PT Binasawit Abadi Pratama (PT BAP)	Direct Supplier (CPO)	GAR	https://milieudedefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] 22 Dec 2020: Respondent submitted additional documents on GIS Analysis: https://rspo.my.salesforce.com/sfc/p/#90000000YoJi/a/0o000000i20g/ya.IUraBa2FpGy.7MKFf_ijZCxfpEqcVtKJQaHgXLAg</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>March'19: GAR acknowledges the findings of the Jakarta Corruption Court in the matter of three executives of PT Binasawit Abadipratama accused of bribery of government officials and hopes that this now draws a line under this unfortunate and regrettable incident.</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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9	PT Kahayan Agro Plantation (PT KAP)	Not in supply chain but Parent Company Group of indirect supplier via AAA, GAR, KLK, KIAS, Wilmar	Anglo Eastern Plantations	https://milieudefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[CLOSED] Recent progress:</p> <p>KIAS</p> <p>18 January, 2021: HCSA replied by letter acknowledging the conservation of the remaining area of forest as a HPP. The HCSA secretariat recommends that the company submit a second public response or update its existing response to the peer review for the HCSA's website about this commitment to the conservation of this 150 Ha.</p> <p>AEP hopes in the future there are no more allegations to PT. KAP about deforestation as PT KAP is committed to developing sustainable plantations in terms of ecology, economy and social aspects. This commitment is evident by conducting HCS assessment before any activities on land. This assessment we hope will be ensure that the area to be cleared does not have important values based on HCS assessment.</p> <p>They understand that this HCSA peer review process and report does not give a pass or any official 'approval' as this is not certification but rather as feedback and to identify any weaknesses with recommendations for additional actions and provide the right tools to make the correct decision for the development of sustainable oil palm plantations.</p> <p>16 December 2020: KAP sent an official letter to HCSA stating confirmation to protect Plasma area /forest land cover in remaining plasma area of 150 Ha.</p> <p>15 December 2020: Communicated directly by messaging to HCSA (Ms. Judy Rodrigues) and Mighty Earth (Mr. Phil Aikman) about current situation in KAP. PT KAP agreed to conserve the remaining plasma area of 150 hectares and expect that this case to be closed.</p> <p>AAA</p> <p>Nov 2020: AEP informed that due to Covid-19 pandemic the visit to plasma area has been postponed and no decision made by HCSA.</p> <p>Aug 2020: PT KAP has contacted the HCSA team and they were still unable to make the visit to the plasma area as planned due to the Covid-19 pandemic. The objective of the visit is to help PT KAP convince the plasma community re the importance of conserving the area, given the pressure for opening the area for plasma development. PT KAP said the HCSA Executive Director also plans to join the visit. The community consent will be key to the successful conservation of the "disputed HCS-forest" area.</p> <p>May 2020: A meeting was held between PT KAP and HCSA Secretariat. Based on the meeting, HCSA Secretariat willing to help to engage with plasma community in explaining the proposal to conserve the area and its importance. HCSA Secretariat to help PT KAP to explain to community on why the decision must be taken and HCS forest must be conserved.</p> <p>At the same time, PT KAP willing to conserve and put the area (disputed area – south west area designated for plasma) under moratorium.</p>	<p>https://www.apicalgroup.com/sustainability/grievances/anglo-eastern-plantation/</p> <p>https://goldenagri.com.sg/sustainability-dashboard/files/file_docs/aGolppt_kap_moratorium_5may20.pdf</p>

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10	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] Several Indonesian NGOs allege that PT. Artha Prigel (PT. AP), a subsidiary of PT. Bukit Barisan Indah Prima (PT. BBIP), was legally responsible for aviolent action against local residents in Pagar Batu Villega, which resulted in the death of two farmers and injuries of another two in March 2020. Reportedly, the conflict between PT. AP and the local community has been ongoing since the mid-1990s, sparked by a land dispute and allegations of a lack of official legal permits for the company's operations on land claimed by the community. The company denied the allegations in the grievance procedure started by GAR, claiming self-defence by its security officer and referring to its HGU (Right to Business Use) permit.</p> <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>Our supplier, Wilmar, started our 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>We 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 preparing for harvesting. The contested area is ~180 ha and is located within PT AP's legal permit area, as per their Hak Guna Usaha (HGU), which is the land use permit. PT AP initiated a series of mediation meetings with the communities since early 2019 with the intent to resolve the case amicably. The mediation process involved various key stakeholders, including Lahat District Government, South Sumatra Provincial Government, Police Department, National Land Agency and some relevant government authorities. The land conflict was not triggered by the COVID-19 situation.</p> <p>Joint field verifications were jointly conducted by key parties to identify the contested area, which is within the HGU. PT AP holds the legal rights, as per their HGU, to operate in the said area. Therefore, PT AP recommended that the communities explore options via legal avenue, since the HGU was already issued for the land. The communities instead chose to set up an illegal blockade at the end of 2019 to forcefully stop workers from PT AP from accessing the contested area, which remained in place for several months till it was removed in February 2020. The blockade was manned by community members armed with dangerous weapons including machetes and spears.</p> <p>On 20 March 2020, the communities began gathering at the contested area but was dispersed by PT AP's team. However, on 21 March 2020, around 70 community members gathered again at the contested area, armed with dangerous weapons, including machetes. These armed community members forcibly stopped PT AP's workers, who were escorted by police officers at the time, from entering the area. The PT AP workers were then left the area. However, the armed community members began attacking the PT AP's security personnel when they attempted to leave the area together with the police officers. This resulted in a clash that only came to a halt when the police officers fired warning shots into the air. Unfortunately, there were serious casualties from both sides resulting from the clash, including the death of two community members.</p> <p>Subsequently, PT AP lodged a police report on the attack. A PT AP security officer has been detained by police as part of the investigation. In the meantime, following the advice received from the police, PT AP has initiated discussion with the families of both the victims to explore provision of compensation due to the tragic deaths.</p>	https://goldenagri.com.sg/sustainability-dashboard/grievance-data https://www.wilmar-international.com/sustainability/grievance-procedure

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11	Bumitama Agri	Indirect Supplier via GAR Marunda & Tarjun	Bumitama Group	https://milieudedefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] 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>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.</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>
12	Eagle High Plantations	Indirect Supplier via PT KIAS, GAR Surabaya & Tarjun	Rajawali Group	https://milieudedefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] 30 Dec 20: GAR published the verification/study report of PT AER fire incident including a set of recommendations for PT AER improvement https://bit.ly/2L4NYqj</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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13	Wilmar	Direct supplier	Wilmar	https://milieudedefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] 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
14	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] 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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15	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] 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
16	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] 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> <p>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>https://www.ioigroup.com/Content/S/S_Grievance_Update</p> <p>https://www.ioigroup.com/Content/S/pdf/Update%20on%20Aidenvironment_Earth%20Equaliser%20Monitoring%20Regarding%20Aspirasi%20Kristal.pdf</p> <p>https://www.ioigroup.com/Content/MEDIA/NewsroomDetails?intNewsID=999</p>

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17	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] 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>	<p>https://www ldc.com/wp-content/uploads/Grievances_master_up dated_11.5.2020.pdf</p> <p>https://www ldc.com/wp-content/uploads/Grievances_master_up dated_1.9.2020.pdf</p>
18	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>[MONITORING] 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.</p> <p>PT MPHS has agreed to rehabilitate the pockets of land clearing that were identified in the HCV/HCS assessment reports. 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>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
19	PT Harapan Hibrida Kalbar	Indirect raw material via GAR Marunda Refinery	Union Sampoerna Triputra Persada	http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-23_final.pdf	<p>[MONITORING] Jan 2020: In its response letter to GAR http://bit.ly/2NNWvfQ, USTP/HHK confirmed that the land clearing was located in HHK's IUP area. However, reports from the site confirmed that the land clearing was committed by local communities who had claimed the land. USTP/HHK also informed GAR that there was a prohibition from the Dewan Adat Dayak (the Customary Council of Dayak Tribe) for HHK to open/develop the land due to land conflict issues. HHK has therefore not conducted any land clearing activities in the area. See the letter from Dewan Adat Dayak (Customary Council of Dayak Tribe) in Kecamatan Manis Mata Kabupaten Ketapang here: http://bit.ly/2RhiTR5</p>	https://goldenagri.com.sg/sustainability-dashboard/grievance-data
*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						

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
Suspended Suppliers						
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	- 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	- 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	- purchases from supply chains that are verifiably traced back to FGV on hold		
4	Sime Darby	Feb 2021	Sime Darby as an indirect supplier	- purchases from supply chains that are verifiably traced back to Sime Darby on hold		