



COMPLAINTS PANEL MINUTES OF MEETING for Website

Date: 22 January 2025 @ 5.00pm - 6.50pm

Meeting : via Zoom

MEMBERS OF THE COMPLAINTS PANEL	
	<ol style="list-style-type: none">1. Henry Barlow (Chair - CCP)2. Lim Sian Choo (Co Chair)3. Michelle Desilets4. Marieke Leegwater5. Lanash Thanda6. Robert Kruger7. Florentine van den Eerenbeemt8. Priya Gopalan9. Carl Dagenhart10. Kartika Dewi11. Irene Aycinena Abascal12. Miguel Tejada Iraizoz13. Henky Satrio Wibowo14. Juliarta Bramansa Ottay
GENERAL AGENDA	
	<ol style="list-style-type: none">1. Opening Remarks by Chairperson2. RSPO Antitrust Guidelines3. Declaration of Conflict of Interest4. To confirm and adopt the minutes of 27 November 2024 CP Meeting5. New Allegations6. Complaints Case Statistics7. Complaints Panel Meeting Dates<ol style="list-style-type: none">7.1 Dates for CP Monthly Meetings7.2 Dates for CP Physical Meetings7.3 Expansion of the Complaints Panel8. Post Complaints Monitoring

	<ol style="list-style-type: none"> 9. Dispute Settlement Facility (DSF) 10. Commitment of Financial Institutions. 11. 1st Internal Voluntary Review of the Complaints and Appeals Procedures 12. ASC-CP Joint Meeting 13. Complaints for deliberation
	Group 1 - COMPLAINTS FOR DELIBERATION
	<ol style="list-style-type: none"> 1. PT. Sari Dumai Sejati (a subsidiary of AAA Oils and Fats Pte Ltd (APICAL Group) vs Mr. Hidayat Rasyid 2. Poligrow Colombia S.A.S. vs Inversiones Chirajara S.A.S. 3. NATURACEITES S. A. vs Requested for Confidentiality 4. Palmas del Espino S.A. vs Requested for Confidentiality 5. PT Harapan Sawit Lestari (a subsidiary of Cargill Incorporated) vs Mr Martarinus 6. Compañía Palma Tica S.A. (a subsidiary of Compañía Industrial Aceitera Coto Cincuenta y Cuatro S.A.) vs Requested for Confidentiality 7. INDUSTRIAS OLEOPALMA SA DE CV. (a subsidiary of Oleoquímica Mexicana SA de CV) vs Requested for Confidentiality
	Group 2 - COMPLAINTS FOR DELIBERATION
	<ol style="list-style-type: none"> 1. PT Citra Sawit Cemerlang (a subsidiary of Genting Plantations Berhad) vs Requested for Confidentiality 2. PT Swadaya Mukti Prakarsa (a subsidiary of First Resources Limited) vs Requested for Confidentiality 3. PT Mitra Karya Sentosa (a subsidiary of First Resources Limited) vs Requested for Confidentiality 4. PT Guntung Idamannusa (subsidiary of Musim Mas Holdings Pte. Ltd) vs Mr. S. Samsul Hadi (Kepala Desa Pelanduk)
	Group 3 - COMPLAINTS FOR DELIBERATION
	<ol style="list-style-type: none"> 1. PT. Kartika Prima Cipta (PT. KPC) - subsidiary of Golden Agri Resources (GAR) vs Forest Peoples Programme & TuK Indonesia 2. Golden Agri Resources (GAR) vs Forest Peoples Programme & Elk Hills Foundation 3. First Resources Limited vs Requested for Confidentiality



	<ol style="list-style-type: none"> 4. PT Inecda (a subsidiary of S&G Biofuel Pte. Ltd) vs Requested for Confidentiality 5. Energy & Palma S.A. (a subsidiary of HOLDING LA FABRIL S.A) vs Requested for Confidentiality 6. PT. Bumi Pratama Khatulistiwa (subsidiary of Wilmar International Limited) vs Requested for Confidentiality 7. Energy & Palma S.A. (subsidiary of La Fabril Group) vs Requested for Confidentiality
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DETAILS OF THE AGENDA:

No.	Agenda
1.	<p>Opening Remarks from Chairperson</p> <p>Opening speech by CCP.</p>
2.	<p>RSPO Antitrust Guidelines</p> <p>RSPO Antitrust Guidelines were read to the CP.</p>
3.	<p>Declaration of “No Conflict of Interest”</p> <p>A CP member declared a Conflict of Interest.</p>
4.	<p>To confirm and adopt the minutes of 27 November 2024 during the Complaints Panel Meeting</p> <p>Minutes of 27 November 2024 adopted unanimously.</p>



5. New allegation submitted

5.1

RSPO/2024/18/HN	OLEOFLORES S.A.S
Complainant	Requested for confidentiality
Complaint received	28 November 2024
Location	Columbia
Allegations	<ul style="list-style-type: none"> • The Complainant alleges that the Respondent owns and operates oil palm plantations on conflicted and contested rural lands in Montes de Maria. • The Complainant alleges that the Respondent has diminished legal, customary and user rights in the region of Montes de María, without the FPIC of local communities. • The Complainant alleges that the Respondent failed to fulfil its commitments to ensure transparency in providing the necessary information to interested parties. • The Complainant alleges that the Respondent failed to fulfil its commitments to use peaceful dispute resolution mechanisms, not to instigate violence, to protect Human Rights Defenders and to prevent reprisals against them. • The Complainant alleges that the Respondent conducted non-compliant land clearing, which resulted in the damage of High Conservation Value (HCV) areas and freshwater ecosystems in the region.

Discussion on 22 January 2025:-

- The Complaint was formally accepted on 21 January 2025 following the Initial Diagnosis and the same was communicated to both Parties to the Complaint.**

5.2

RSPO/2025/01/MN	New Britain Palm Oil Ltd (a subsidiary of SD GUTHRIE BERHAD)
Complainant	Requested for confidentiality
Complaint received	6 January 2025
Location	Papua New Guinea

Allegations	<ul style="list-style-type: none"> The Complainant alleges that he received verbal threats and obscene and/or abusive language in the local language from his supervisor, which was witnessed by colleagues.
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Discussion on 22 January 2025:-

- Initial Diagnosis in progress.

6. Complaints Cases Statistics

Total cases in 2025

Month	Complaints received	Country	Open	Closed	Rejected	Withdrawn
January	1	Papua New Guinea	1	0	0	0

Total Active Cases by Country and Year (as of 20.01.2025)

Country	Active Cases	Year	Active Cases
Indonesia	11	2014	1
Colombia	1	2020	1
Ecuador	2	2021	2
Guatemala	1	2022	1
Peru	1	2023	3
Costa Rica	1	2024	11
Mexico	1	2025	1
Columbia	1		
Papua New Guinea	1		



	TOTAL	20	TOTAL	20
7.	Complaints Panel			
7.1	Dates for Complaints Panel monthly meetings			
	<p>Discussion on 22 January 2025:-</p> <ol style="list-style-type: none"> CP meeting dates for the second half of 2025 will be proposed at the February 2025 CP meeting. 			
7.2	Dates for Complaints Panel Physical Meetings			
	<p>Discussion on 22 January 2025:-</p> <ol style="list-style-type: none"> A doodle poll will be issued with options for the next virtual quarterly meeting in March 2025. 			
7.3	Expansion of Complaints Panel			
	<p>Discussion on 22 January 2025:-</p> <ol style="list-style-type: none"> A doodle poll with options has been issued to the Selection Committee to schedule the selection interview for a candidate. 			
8.	Post Complaint's Monitoring			
8.1	FELDA Global Venture - (Article by The Wall Street Journal)			
	<p>Discussion on 22 January 2025:-</p> <ol style="list-style-type: none"> Pending receipt of a further document from the Respondent. 			



8.2	Extractora de la Gloria SAS
	<p>Discussion on 22 January 2025:-</p> <ol style="list-style-type: none"> 1. Pending outcome on the local judicial and administrative processes.
8.3	Golden Veroleum Liberia (GVL)
	<p>Discussion on 22 January 2025:-</p> <ol style="list-style-type: none"> 1. Pending submission of a Briefing Note.
8.4	PT. Bumitama Gunajaya Agro (subsidiary of Bumitama Agri Ltd)
	<p>Discussion on 22 January 2025:-</p> <ol style="list-style-type: none"> 1. The CP on 08.01.2025 agreed to extend the Post-Complaints Monitoring period until 31.01.2025. 2. The Secretariat will update the CP accordingly.
8.5	Aceites Y Derivados Sociedad Anonima (ACEYDESA)
	<p>Discussion on 22 January 2025:-</p> <ol style="list-style-type: none"> 1. The Call for Expression of Interest for the independent verification was posted on the RSPO website with a deadline until 22.01.2025 to submit applications.
8.6	PT Perkebunan Nusantara V (PERSERO)
	<p>Discussion on 22 January 2025:-</p> <ol style="list-style-type: none"> 1. Pending update from the Respondent on the progress of the ongoing legal proceedings.
9.	Dispute Settlement Facility (DSF)
	<p>Discussion on 22 January 2025:-</p> <ol style="list-style-type: none"> 1. No further updates at this juncture.



10.	Commitments of Financial Institution(s)
	<p>Discussion on 22 January 2025:-</p> <ol style="list-style-type: none">1. Updates from the Secretariat on the progress of engagement with the Financial Institution sector were shared with the CP.
11.	1st Internal Voluntary Review of the Complaints and Appeals Procedures
	<p>Discussion on 22 January 2025:-</p> <ol style="list-style-type: none">1. The Secretariat has obtained a consensus from the Steering Group to release the Report on Recommendation for public comments.
12.	ASC - CP JOINT MEETING
	<p>Discussion on 22 January 2025:-</p> <ol style="list-style-type: none">1. Pending the scheduling of the next ASC-CP meeting. The CP has nominated its representatives to attend the said meeting.



COMPLAINTS FOR DELIBERATION:-

GROUP 1

Complaint 1.1 PT. Sari Dumai Sejati (a subsidiary of AAA Oil and Fats Pte Ltd (APICAL Group) vs Mr. Hidayat Rasyid	
Case Reference	RSPO/2023/12/RR
Date Filed	03 August 2023
Respondent	PT. Sari Dumai Sejati (a subsidiary of AAA Oils and Fats Pte Ltd (APICAL Group)
Membership Category	Processors and / or Traders
Country	Indonesia
Complainant	Mr. Hidayat Rasyid
Complaint Description	<ul style="list-style-type: none"> • The Complainant is a representative of a community, and the Respondent is a Crude Palm Oil producer. • Allegations are with regards to unsustainable operations at the Respondent’s plant, causing severe air and noise pollution, disrupting and affecting the daily lives of the community.
Status	Decision delivered with period to appeal (60 WD)
Decision / Justification	<ol style="list-style-type: none"> 1. Decision delivered. 2. Pending expiry of Appeals Period.

Complaint 1.2 Poligrow Colombia S.A.S. vs Inversiones Chirajara S.A.S.	
Case Reference	RSPO/2024/04/MAM
Date Filed	18 March 2024
Respondent	Poligrow Colombia S.A.S.
Membership Category	Oil Palm Grower
Country	Colombia
Complainant	Inversiones Chirajara S.A.S.
Complaint	<ul style="list-style-type: none"> • The Respondent infringed a private property to do a firebreak.



Description	<ul style="list-style-type: none"> ● The Respondent destroyed part of the forest of the plot of land and affected the place where the Complainant's cattle were located. ● The Respondent did not comply with a conciliation agreement signed between the parties.
Status	Investigation / Deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. Pending a response from the Certification Unit on the directive for a Special Audit.

Complaint 1.3 NATURACEITES S. A. vs Requested for confidentiality	
Case Reference	RSPO/2024/06/MAM
Date Filed	24 April 2024
Respondent	NATURACEITES S. A.
Membership Category	Oil Palm Grower
Country	Guatemala
Complainant	Requested for confidentiality
Complaint Description	<ul style="list-style-type: none"> ● The Complainant alleges that the Respondent is affecting the compliance of the act on corporate due diligence obligations for the prevention of human right violations in the supply chain. ● The Respondent has abused the human rights of the indigenous population since the Company has carried out an unlawful seizure of land and water. ● The Respondent has not complied with labour law, because the Company has unjustifiably withheld the appropriate wage. ● Occupational health and safety regulations are not respected by the Respondent. ● The Complainant alleges that the improper disposal of waste made by the Respondent is affecting the environment of the area where the community



	lives.
Status	Investigation / Deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. The CP has issued a directive to engage an Independent Investigator. 2. ToR for independent investigation to be drafted.

Complaint 1.4 Palmas del Espino S.A. vs Requested for confidentiality	
Case Reference	RSPO/2024/09/MAM
Date Filed	27 May 2024
Respondent	Palmas del Espino S.A.
Membership Category	Oil Palm Grower
Country	Peru
Complainant	Requested for confidentiality
Complaint Description	<ul style="list-style-type: none"> ● The Complainant alleges that the Respondent has acquired FFB using restrictive competition practices, which affects smallholders. ● The Respondent has omitted the RSPO antitrust guidelines.
Status	Investigation / Deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. The Secretariat has requested from the Respondent the SOP on the traceability process and its execution as further evidence of traceability. 2. Pending a response from the Respondent. 3. Directives for a special audit communicated to the Certification Unit.



Complaint 1.5 PT Harapan Sawit Lestari (a subsidiary of Cargill Incorporated) vs Mr Martarinus - Indonesia	
Case Reference	RSPO/2024/12/HN
Date Filed	04 September 2024
Respondent	PT Harapan Sawit Lestari (a subsidiary of Cargill Incorporated)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Mr Martarinus
Complaint Description	<ul style="list-style-type: none"> • The Complainant alleges that he informed the Respondent, prior to his termination, of his expectation that all wages to which he was entitled would be included in the final payment compensation calculation, to which the Respondent agreed. • The Complainant alleges that the “final payment compensation” (as phrased in a written mutual agreement dated 19 October 2023) paid by the Respondent was not in accordance with the wages paid during his employment.
Status	Decision delivered with period to appeal (60 WD)
Decision / Justification	<ol style="list-style-type: none"> 1. Decision delivered. 2. Pending expiry of the appeals period.

Complaint 1.6 Compañía Palma Tica S.A. (a subsidiary of Compañía Industrial Aceitera Coto Cincuenta y Cuatro S.A.) vs Requested for confidentiality	
Case Reference	RSPO/2024/13/MAM
Date Filed	11 September 2024
Respondent	Compañía Palma Tica S.A. (a subsidiary of Compañía Industrial Aceitera Coto Cincuenta y Cuatro S.A.)
Membership Category	Oil Palm Grower
Country	Costa Rica



Complainant	Requested for confidentiality
Complaint Description	<ul style="list-style-type: none"> ● The Complainant alleges that the Respondent breached the obligations to the RSPO by ignoring the High Conservation Values (HCVs) that were identified during the New Planting Procedure (NPP) in 2013, when clearing land in a protected area to plant oil palm crops. ● It is alleged that this situation affected forest conservation, as an area that should have been protected according to Costa Rican law was deforested; ● The Complainant alleges that the area where the alleged deforestation took place has now been abandoned but the damage has not been remedied by the Respondent;and ● The Complainant alleges that the said act of deforestation not only violates the RSPO sustainability principles, but also has a significant negative impact on local biodiversity and the communities that depend on this ecosystem.
Status	Investigation / Deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. Formal response received from Respondent. 2. The formal response by the Respondent was furnished to the Complainant for perusal and comments. 3. On 20.12.2024, the Secretariat received comments from the Complainant, and the response by the Complainant was furnished to the Respondent for comments. 4. The Respondent provided its further comments on 13.01.2025 which has been furnished to the Complainant.

Complaint 1.7 INDUSTRIAS OLEOPALMA SA DE CV. (a subsidiary of Oleoquímica Mexicana SA de CV) vs Requested for confidentiality	
Case Reference	RSPO/2024/17/MAM
Date Filed	29 November 2024
Respondent	INDUSTRIAS OLEOPALMA SA DE CV. (a subsidiary of Oleoquímica Mexicana SA de CV)
Membership Category	Oil Palm Grower
Country	México
Complainant	Requested for confidentiality



Complaint Description	<ul style="list-style-type: none"> ● The Complainant alleges that the Respondent has unjustifiably dismissed workers, deceiving them into resigning with the promise that they will be rehired; ● It is alleged that the Respondent did not pay the dismissed workers the full amount of compensation for early termination of contract, breaching Mexican federal labour law; ● The Respondent bribed the authorities to obtain the parcel certificate from the National Agrarian Registry (RAN) required by Mexican Law; ● It is alleged that the Respondent has falsified information regarding land ownership in order to use it as evidence to avoid the imposition of non-conformities during audits; ● The Complainant alleges that he was dismissed for reporting these practices to senior management; and, ● The Complainant alleges that crude oil palm is stored in tanks that do not receive any maintenance. Therefore, the Mexican legislation regulating this matter is not being complied with.
Status	Investigation / Deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. The Complaint was formally accepted. 2. Formal notification was given to the Complainant. 3. Pending receipt of a formal response from the Complainant on the status of confidentiality applicable to the submission of the Complaint and the decision to explore alternatives dispute resolution methods under the Complaints and Appeal Procedures.

GROUP 2

Complaint 2.1 PT Citra Sawit Cemerlang (a subsidiary of Genting Plantations Berhad) vs Requested for confidentiality	
Case Reference	RSPO/2024/03/LSL
Date Filed	04 March 2024
Respondent	PT Citra Sawit Cemerlang (a subsidiary of Genting Plantations Berhad)
Membership Category	Oil Palm Grower
Country	Indonesia



Complainant	Requested for confidentiality
Complaint Description	<ul style="list-style-type: none"> ● Allegations revolve around land issues where the Complainant(s) were evicted by the Respondent from their agricultural land. ● There are elements of intimidation by the Respondent and local authorities in the process of resolving the disagreements on the aforementioned land dispute. ● The Respondent destroyed the irrigation built by the government.
Status	Investigation/Deliberation - DSF mediation process
Decision / Justification	<ol style="list-style-type: none"> 1. DSF Mediation in progress. 2. Parties mutually agreed to extend the mediation process by 60 working days.

Complaint 2.2 PT Swadaya Mukti Prakarsa (a subsidiary of First Resources Limited) vs Requested for confidentiality	
Case Reference	RSPO/2024/05/RR
Date Filed	20 March 2024
Respondent	PT Swadaya Mukti Prakarsa (a subsidiary of First Resources Limited)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Requested for confidentiality
Complaint Description	<ul style="list-style-type: none"> ● Allegations raised against the Respondent are pertaining to a variety of workers rights violations, such as poor working conditions, non-provisions of subsidy, non-payment of social security (BPJS), poor safety conditions, workers health, unreasonable working hours, amongst others. ● The Complainant also alleged that several of its workers had been arrested by the police, for protesting against the Respondent company pertaining to their rights.
Status	Investigation/Deliberation - Bilateral Engagement process
Decision / Justification	<ol style="list-style-type: none"> 1. Bilateral Engagement concluded on 30.12.2024. 2. Secretariat is in the midst of finalising the draft Decision Letter for this Complaint.



Complaint 2.3 PT Mitra Karya Sentosa (a subsidiary of First Resources Limited) vs Requested for confidentiality

Case Reference	RSPO/2024/10/RH
Date Filed	10 July 2024
Respondent	PT Mitra Karya Sentosa (a subsidiary of First Resources Limited)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Requested for confidentiality
Complaint Description	<ul style="list-style-type: none"> The Respondent conducted land clearing, planting, and construction of a concession boundary road beyond the boundaries set out under its plantation business license (IUP) and/or right-to-cultivate land title (HGU).
Status	Investigation/Deliberation
Decision / Justification	<ol style="list-style-type: none"> The Secretariat has prepared the Briefing Note for this Complaint and the same is being peer reviewed.

Complaint 2.4 PT Guntung Idamannusa (subsidiary of Musim Mas Holdings Pte. Ltd) vs Mr. S. Samsul Hadi (Kepala Desa Pelanduk)

Case Reference	RSPO/2024/14/RH
Date Filed	16 October 2024
Respondent	PT Guntung Idamannusa (subsidiary of Musim Mas Holdings Pte. Ltd)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Mr. S. Samsul Hadi (Kepala Desa Pelanduk)



Complaint Description	<ul style="list-style-type: none"> • The Respondent's Corporate Social Responsibility (CSR) program is not concrete and sustainable for the surrounding community; • The Respondent has conducted replanting/cutting down of oil palm trees on a plantation, resulting in the emergence of insect pests damaging the community's coconut plantation; • The Respondent only provided pesticides twice and did not take responsibility for the community's coconut plantation damage; and • The community's pesticide proposal through the Village Head was not urgently responded to by the Respondent, which caused the surrounding community to suffer great losses.
Status	Investigation/Deliberation - (Bilateral Engagement process)
Decision / Justification	1. Bilateral Engagement in progress.

GROUP 3

Complaint 3.1 PT. Kartika Prima Cipta (GAR) vs Forest Peoples Programme & TuK	
Case Reference	PreCAP/2014/03/IR
Date Filed	13 October 2014
Respondent	PT. Kartika Prima Cipta (PT.KPC) - Golden Agri Resources (GAR)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Forest Peoples Programme (FPP) and (Transformasi untuk Keadilan) TuK Indonesia
Complaint Description	<p><u>Points raised:-</u></p> <ul style="list-style-type: none"> • PT KPC is in persistent violation of the RSPO P&C pertaining HCV assessment, the recognition of customary land rights and free, prior, and informed consent (FPIC). Lack of FPIC of the local Dayak and Malay people in the process of land take over. • Land takeover was done without land tenure study and participatory mapping. • Late HCV assessment which was done by IPB, final consultation was in May 2014. • Dissatisfaction by smallholders and resentment because of reduced post facto set aside for HCV rather than getting plasma scheme (20%). • Set aside land as HCS area that made no provision for customary land uses and tenure and local people livelihood.



	<ul style="list-style-type: none"> • GAR as the parent company of all 18 subsidiaries listed in acting in violation of the New Planting Procedure (NPP) by submitting information which is known as false. No HGU in 16 of 18 NPP. • The assessors which have endorsed GAR's HCV assessment, ESIA's and social engagement actions, are in violation of their responsibility to provide impartial assessment of company compliance with RSPO P&C.
Status	Decision delivered with period to appeal (60 WD)
Decision / Justification	<ol style="list-style-type: none"> 1. Decision delivered. 2. Pending expiry of Appeals Period.

Complaint 3.2 Golden Agri Resources (GAR) vs Forest Peoples Programme & Elk Hills Foundation	
Case Reference	RSPO/2020/04/IR
Date Filed	2 March 2020
Respondent	Golden Agri Resource (GAR)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Forest Peoples Programme & Elk Hills Foundation
Complaint Description	<ul style="list-style-type: none"> • The Respondent, through its subsidiaries located in Central Kalimantan, operate its plantations with permits which never had the force of law; • The Respondent, through its employees have been involved in the payment of bribes to provincial officials in Central Kalimantan.
Status	Decision delivered with period to appeal (60 WD)
Decision / Justification	<ol style="list-style-type: none"> 1. Decision delivered. 2. Pending expiry of appeals period.



Complaint 3.3 First Resources Limited vs Requested for confidentiality	
Case Reference	RSPO/2021/04/EN
Date Filed	8 March 2021
Respondent	First Resources Limited
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Requested for confidentiality
Complaint Description	<ul style="list-style-type: none"> • The Respondent allegedly has ownership, control and influence over a company called Fangiono Agro Plantation (FAP) Agri, a non-RSPO member who was not declared in the Respondent’s RSPO Group Membership. • The Respondent also allegedly has ownership, control and influence of an Indonesian company, Ciliandry Anky Abadi (CAA) who is a subsidiary of a British Virgin Islands registered company by the name of Sima Capital. This company too was not declared to be a part of the Respondent’s RSPO Group Membership. • The Respondent, via FAP or by FAP’s 11 subsidiaries have violated the RSPO Principles and Criteria by deforestation, peatland degradation, using lands for plantation without FPIC, river pollution, and unilateral layoffs of workers. • The Respondent, via CAA, have violated the RSPO Principles and Criteria by deforestation, peatland degradation, using lands for plantation without FPIC, and river pollution. • The Respondent is violating its NDPE Commitments, the RSPO Principle and Criteria, the RSPO Code of Conduct, and RSPO membership rules. • The Complainants alleged that the Respondent has control and influence over a group of companies known as New Borneo Agri (“the Sulaidy companies”), a non-RSPO member who was not declared in Respondent’s RSPO Group Membership.
Status	Investigation / Deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. The Complainant has confirmed to sign the NDA as requested by the Independent investigator. 2. The Independent Investigator has furnished the report to the Complainant. 3. The Complainant has submitted their feedback on factual verification of the investigation report on 17.12.2024. 4. The Secretariat has received the final report. 5. The Secretariat is in the midst of preparing the Briefing Note for the CP’s deliberation.



6. The Secretariat will issue a doodle poll to propose an Ad hoc meeting to deliberate and deliver a decision on this Complaint.

Complaint 3.4 PT Inecda (a subsidiary of S&G Biofuel Pte. Ltd) vs Requested for confidentiality	
Case Reference	RSPO/2021/06/SW
Date Filed	19 March 2021
Respondent	PT Inecda (a subsidiary of S&G Biofuel Pte. Ltd)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Requested for confidentiality
Complaint Description	<ul style="list-style-type: none"> Respondent is operating in the area own by the Luak Talang Parit Community without obtaining prior consent from the community; Respondent did not develop the plasma plantations for the community; and Respondent did not have an internal grievance mechanism that the stakeholders can access
Status	Appeals Deliberation
Decision / Justification	1. Appeals process on going.



Complaint 3.5 Energy & Palma S.A. (subsidiary of HOLDING LA FABRIL S.A) vs Requested for confidentiality

Case Reference	RSPO/2023/01/MAM
Date Filed	05 January 2023
Respondent	Energy & Palma S.A. (a subsidiary of HOLDING LA FABRIL S.A)
Membership Category	Oil Palm Grower
Country	Ecuador
Complainant	Requested for confidentiality
Complaint Description	<ul style="list-style-type: none"> ● Allegations made against the Respondent are in relation to the modification of property deeds to remove areas identified by the government as community lands and environmental protection zones. ● Lawsuit against community owners to intimidate the local people. ● Company's activities have a negative impact on the natural environment and lead to degradation and deforestation.
Status	Investigation / Deliberation - Independent investigation
Decision / Justification	<ol style="list-style-type: none"> 1. A copy of the independent investigation report was furnished to each of the parties for factual verification. 2. Comments from parties following factual verification furnished to the Independent Investigator to be reviewed. 3. Pending a response from the Independent Investigator.



Complaint 3.6 PT. Bumi Pratama Khatulistiwa (subsidiary of Wilmar International Limited) vs Requested for confidentiality	
Case Reference	RSPO/2022/17/LSL
Date Filed	26 December 2022
Respondent	PT. Bumi Pratama Khatulistiwa (subsidiary of Wilmar International Limited)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Requested for confidentiality
Complaint Description	<ul style="list-style-type: none"> • Pertaining to labour related issues such as wages, no optimal health services and safety, (BPJS) is not registered, unilateral termination, the rights of the workers are not honoured, intimidation and expanded job scopes of workers (harvesters) • It is further alleged that the workers who have been working for a period of more than 5 years are not converted to permanent workers, instead their working days were reduced, • The Respondent is allegedly not transparent in determining Lembaga Kerjasama (LKS) bipartite and the amount of FFB delivered to the factory/mill.
Status	Investigation / Deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. The CB provided a response on the comments received from both parties on the special audit report. 2. The Secretariat is in the midst of seeking further clarification from the CB.

Complaint 3.7 Energy & Palma S.A. (subsidiary of La Fabril Group) vs Requested for confidentiality	
Case Reference	RSPO/2023/09/MAM
Date Filed	16 May 2023
Respondent	Energy & Palma S.A. (subsidiary of La Fabril Group)
Membership Category	Oil Palm Grower
Country	Ecuador
Complainant	Requested for confidentiality
Complaint	<ul style="list-style-type: none"> • Decrease of the number of workers in a union due to actions of the



Description	Respondent. <ul style="list-style-type: none">● Preventing the Union from conducting its activity.● Wrongful dismissal or termination of employment.● Bad working conditions.● No supply of work equipment (such as tools).
Status	Investigation / Deliberation
Decision / Justification	1. Pending further updates from the CB.