



COMPLAINTS PANEL MINUTES OF MEETING for Website

Date: 28 May 2025 @ 5.00pm - 7.10pm

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 Ottay15. Bart W Van Assen
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 30 April 2025 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

	<ul 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
	<ul style="list-style-type: none"> 1. Poligrow Colombia S.A.S. vs Inversiones Chirajara S.A.S. 2. NATURACEITES S. A. vs Requested for Confidentiality 3. Palmas del Espino S.A. vs Requested for Confidentiality 4. Compañía Palma Tica S.A. (a subsidiary of Compañía Industrial Aceitera Coto Cincuenta y Cuatro S.A.) vs Requested for Confidentiality 5. INDUSTRIAS OLEOPALMA SA DE CV. (a subsidiary of Oleoquímica Mexicana SA de CV) vs Requested for Confidentiality 6. OLEOFLORES S.A.S vs Requested for Confidentiality
	Group 2 - COMPLAINTS FOR DELIBERATION
	<ul style="list-style-type: none"> 1. PT Citra Sawit Cemerlang (a subsidiary of Genting Plantations Berhad) vs Requested for Confidentiality 2. PT Mitra Karya Sentosa (a subsidiary of First Resources Limited) vs Requested for Confidentiality 3. PT Guntung Idamannusa (subsidiary of Musim Mas Holdings Pte. Ltd) vs Mr. S. Samsul Hadi (Kepala Desa Pelanduk)
	Group 3 - COMPLAINTS FOR DELIBERATION
	<ul style="list-style-type: none"> 1. First Resources Limited vs Requested for Confidentiality 2. Energy & Palma S.A. (a subsidiary of HOLDING LA FABRIL S.A) vs Requested for Confidentiality 3. PT. Bumi Pratama Khatulistiwa (subsidiary of Wilmar International Limited) vs Requested for Confidentiality 4. Energy & Palma S.A. (subsidiary of La Fabril Group) vs Requested for Confidentiality

DETAILS OF THE AGENDA:

No.	Agenda										
1.	Opening Remarks from Chairperson Opening speech by Co-Chair.										
2.	RSPO Antitrust Guidelines RSPO Antitrust Guidelines were read to the CP.										
3.	Declaration of “No Conflict of Interest” A CP member declared a Conflict of Interest.										
4.	To confirm and adopt the minutes of 30 April 2025 during the Complaints Panel Meeting Minutes of 30 April 2025 adopted unanimously.										
5.	New allegation submitted										
5.1	<table border="1"> <tr> <td>RSPO/2025/03/RH</td><td>PT SMART Tbk (a subsidiary of Golden Agri-Resources Ltd)</td></tr> <tr> <td>Complainant</td><td>Requested for confidentiality</td></tr> <tr> <td>Complaint received</td><td>23 May 2025</td></tr> <tr> <td>Location</td><td>Aceh, Indonesia</td></tr> <tr> <td>Allegations</td><td> <ul style="list-style-type: none"> The Respondent is known to have purchased crude palm oil (CPO) from a company which faces several issues regarding licensing, environmental technical approvals and certificates of operational worthiness and does not fulfil the principles of sustainability as determined by the RSPO. </td></tr> </table> <p>Discussion on 28 May 2025:-</p> <p>1. Initial Diagnosis in progress.</p>	RSPO/2025/03/RH	PT SMART Tbk (a subsidiary of Golden Agri-Resources Ltd)	Complainant	Requested for confidentiality	Complaint received	23 May 2025	Location	Aceh, Indonesia	Allegations	<ul style="list-style-type: none"> The Respondent is known to have purchased crude palm oil (CPO) from a company which faces several issues regarding licensing, environmental technical approvals and certificates of operational worthiness and does not fulfil the principles of sustainability as determined by the RSPO.
RSPO/2025/03/RH	PT SMART Tbk (a subsidiary of Golden Agri-Resources Ltd)										
Complainant	Requested for confidentiality										
Complaint received	23 May 2025										
Location	Aceh, Indonesia										
Allegations	<ul style="list-style-type: none"> The Respondent is known to have purchased crude palm oil (CPO) from a company which faces several issues regarding licensing, environmental technical approvals and certificates of operational worthiness and does not fulfil the principles of sustainability as determined by the RSPO. 										

6. Complaints Cases Statistics

Total cases in 2025

Month	Complaints received	Country	Open	Closed	Rejected	Withdrawn
January	1	Papua New Guinea	0	0	1	0
February	1	Indonesia	0	1	0	0
March	0	-	0	0	0	0
April	0	-	0	0	0	0
May	1	Indonesia	1	0	0	0

Total Active Cases by Country and Year (as of 26.05.2025)

Country	Active Cases	Year	Active Cases
Indonesia	6	2021	1
Colombia	2	2022	1
Ecuador	2	2023	2
Guatemala	1	2024	9
Peru	1	2025	1
Costa Rica	1		
Mexico	1		
TOTAL	14	TOTAL	14

7. Complaints Panel

7.1 Dates for Complaints Panel monthly meetings

	<p>Discussion on 28 May 2025:-</p> <ol style="list-style-type: none"> 1. CP Meeting dates for the rest of year 2025 have been scheduled.
7.2	Dates for Complaints Panel Physical Meetings
	<p>Discussion on 28 May 2025:-</p> <ol style="list-style-type: none"> 1. The dates for the next meetings are as follows:- <ol style="list-style-type: none"> a) 18 June 2025 (hybrid Quarterly Meeting); and b) 2 November 2025 (Physical Meeting)
7.3	Expansion of Complaints Panel
	<p>Discussion on 28 May 2025:-</p> <ol style="list-style-type: none"> 1. A new member has joined the Complaints Panel.
8.	Post Complaint's Monitoring
8.1	FELDA Global Venture - (Article by The Wall Street Journal)
	<p>Discussion on 28 May 2025:-</p> <ol style="list-style-type: none"> 1. Pending receipt of a further document from the Respondent.
8.2	Extractora de la Gloria SAS
	<p>Discussion on 28 May 2025:-</p> <ol style="list-style-type: none"> 1. Monthly Progress Report for the month of April 2025 has been uploaded on the RSPO Case Tracker. 2. Pending outcome on the local judicial and administrative processes.
8.3	Golden Veroleum Liberia (GVL)
	<p>Discussion on 28 May 2025:-</p>

	<p>1. CP has endorsed the draft final directive and has directed the Secretariat to issue the final directive to Parties in this Complaint.</p>
8.4	Aceites Y Derivados Sociedad Anonima (ACEYDESA)
	<p>Discussion on 28 May 2025:-</p> <p>1. The Independent verification process has commenced.</p>
8.5	PT Perkebunan Nusantara V (PERSERO)
	<p>Discussion on 28 May 2025:-</p> <p>1. The Respondent provided the fourth progress update regarding the ongoing legal proceedings by way of email on 19 May 2025.</p>
8.6	PT Inecda (a subsidiary of S&G BIOFUEL PTE. LTD)
	<p>Discussion on 28 May 2025:-</p> <p>1. Monthly Progress Report for the months of March and April 2025 has been uploaded on the RSPO Case Tracker.</p> <p>2. Post-Complaints Monitoring in progress.</p> <p>3. Pending Monthly Progress Report for the month of May 2025.</p>
8.7	PT Kartika Prima Cipta (a subsidiary of Golden Agri Resources)
	<p>Discussion on 28 May 2025:-</p> <p>1. The Respondent has submitted its internal documents for the perusal of the CP.</p> <p>2. Pending HCV Assessment review plan from the relevant department within the Secretariat</p> <p>3. The Secretariat is in the midst of preparing the Briefing Note on the progress of the PCM for the CP's perusal.</p> <p>4. No further updates required from the Respondent until further directive(s) from the CP.</p>
9.	Dispute Settlement Facility (DSF)
	<p>Discussion on 28 May 2025:-</p>

	1. No further updates at this juncture.
10.	Commitments of Financial Institution(s)
	<p>Discussion on 28 May 2025:-</p> <p>1. No further updates at this juncture.</p>
11.	1st Internal Voluntary Review of the Complaints and Appeals Procedures
	<p>Discussion on 28 May 2025:-</p> <p>1. Public comments have been furnished to the Independent Consultant for their review. 2. The Secretariat is in the process of convening the next Steering Group meeting.</p>
12.	ASC - CP JOINT MEETING
	<p>Discussion on 28 May 2025:-</p> <p>1. All materials and Minutes of Meeting from the Joint ASC-CP meeting on 15.04.2025 have been circulated to all participants for endorsement.</p>



COMPLAINTS FOR DELIBERATION:-

GROUP 1

Complaint 1.1 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 Description	<ul style="list-style-type: none">• The Respondent infringed a private property to do a firebreak.• 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	1. Pending receipt of an update on the special audit request.

Complaint 1.2 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. On 02.05.2025, the Respondent presented a document with comments on the draft ToR for the Independent Investigation. 2. The Secretariat is in the midst of reviewing the document furnished by the Respondent.

Complaint 1.3 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	1. Pending receipt of an update on the special audit request.

Complaint 1.4 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	1. The Briefing Note is in progress.

Complaint 1.5 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	<p>1. The Secretariat is in the midst of reviewing the responses and evidence furnished by the parties.</p>

Complaint 1.6 OLEOFLORES S.A.S vs Requested for confidentiality	
Case Reference	RSPO/2024/18/HN
Date Filed	28 November 2024
Respondent	OLEOFLORES S.A.S
Membership Category	Oil Palm Grower
Country	Colombia
Complainant	Requested for confidentiality
Complaint Description	<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.
Status	Investigation / Deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. The draft Terms of Reference (ToR) for the Independent Investigation have been furnished to both Parties to the Complaint. 2. Both Parties were given until 29 May 2025 to submit their comments (if any).



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	1. DSF Mediation in progress.

Complaint 2.2 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	Decision delivered with period to appeal (60 WD)
Decision / Justification	1. Pending expiry of Appeals period.

Complaint 2.3 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
Decision / Justification	1. The CP has directed for an independent investigation in lieu of a special audit.

GROUP 3

Complaint 3.1 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 Secretariat has furnished the Briefing Note to the CP 2. The CP is in deliberations of this Complaint and a follow up date has been scheduled for continued deliberations.

Complaint 3.2 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. The CP have presented comments on the Briefing Note. 2. The Secretariat is in the midst of reviewing the said comments.

Complaint 3.3 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)

	<ul style="list-style-type: none"> 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	1. The Briefing Note has been reviewed and will be submitted to the CP members for deliberation accordingly.

Complaint 3.4 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 Description	<ul style="list-style-type: none"> Decrease of the number of workers in a union due to actions of the Respondent. 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. The Briefing Note has been endorsed by the CP members. 2. The CP has directed the Secretariat to draft the Decision Letter.