



COMPLAINTS PANEL MINUTES OF MEETING for Website

Date: 28 August 2024 @ 5.00pm - 6.10pm

Meeting : via Zoom

| MEMBERS OF THE COMPLAINTS PANEL | |
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| | <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 31 July 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 |

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| | <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. PT Grahadura Leidong Prima (a subsidiary of PT. Bakrie Sumatera Plantations TBK) vs Requested for Confidentiality 3. Poligrow Colombia S.A.S. vs Inversiones Chirajara S.A.S. 4. NATURACEITES S. A. vs Requested for Confidentiality 5. Palmas del Espino S.A. vs Requested for Confidentiality |
| | Group 2 - COMPLAINTS FOR DELIBERATION |
| | <ol style="list-style-type: none"> 1. PT. Perkebunan Nusantara V (PERSERO) vs Requested for Confidentiality 2. PT. Tunggal Mitra Plantation (a subsidiary of Sime Darby Plantation Berhad) vs Requested for Confidentiality 3. PT Citra Sawit Cemerlang (a subsidiary of Genting Plantations Berhad) Requested for Confidentiality 4. PT Swadaya Mukti Prakarsa (a subsidiary of First Resources Limited) vs Requested for Confidentiality |
| | 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 4. PT Inecda (a subsidiary of S&G Biofuel Pte. Ltd) vs Requested for Confidentiality 5. Grasas Y Derivados S.A. Gradesa S.A vs Requested for Confidentiality 6. Energy & Palma S.A. (a subsidiary of HOLDING LA FABRIL S.A) vs Requested for Confidentiality 7. PT. Bumi Pratama Khatulistiwa (subsidiary of Wilmar International Limited) vs Requested for Confidentiality 8. 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 CCP. | | | | | | | | | | |
| 2. | RSPO Antitrust Guidelines RSPO Antitrust Guidelines were read to the CP. | | | | | | | | | | |
| 3. | Declaration of “No Conflict of Interest” No further Conflict of Interest declared by other CP members. | | | | | | | | | | |
| 4. | To confirm and adopt the minutes of 31 July 2024 during the Complaints Panel Meeting Minutes of 31 July 2024 adopted unanimously. | | | | | | | | | | |
| 5. | New allegation submitted | | | | | | | | | | |
| 5.1 | <table border="1" data-bbox="231 1205 1422 1709"> <tbody> <tr> <td data-bbox="231 1205 507 1283">RSPO/2024/10/RH</td> <td data-bbox="507 1205 1422 1283">PT. Mitra Karya Sentosa (a subsidiary of First Resources Limited)</td> </tr> <tr> <td data-bbox="231 1283 507 1361">Complainant</td> <td data-bbox="507 1283 1422 1361">Requested for confidentiality</td> </tr> <tr> <td data-bbox="231 1361 507 1440">Complaint received</td> <td data-bbox="507 1361 1422 1440">10 July 2024</td> </tr> <tr> <td data-bbox="231 1440 507 1518">Location</td> <td data-bbox="507 1440 1422 1518">Kalimantan Barat, Indonesia</td> </tr> <tr> <td data-bbox="231 1518 507 1709">Allegations</td> <td data-bbox="507 1518 1422 1709"> <ul style="list-style-type: none"> The Respondent conducted land clearing, planting, and construction of a concession road boundary beyond the boundaries set out under its plantation business license (IUP) and/or right-to-cultivate land title (HGU). </td> </tr> </tbody> </table> <p data-bbox="231 1776 596 1809">Discussion on 28 August 2024</p> <p data-bbox="279 1843 890 1877">1. This Complaint is formally accepted by the CP.</p> | RSPO/2024/10/RH | PT. Mitra Karya Sentosa (a subsidiary of First Resources Limited) | Complainant | Requested for confidentiality | Complaint received | 10 July 2024 | Location | Kalimantan Barat, Indonesia | Allegations | <ul style="list-style-type: none"> The Respondent conducted land clearing, planting, and construction of a concession road boundary beyond the boundaries set out under its plantation business license (IUP) and/or right-to-cultivate land title (HGU). |
| RSPO/2024/10/RH | PT. Mitra Karya Sentosa (a subsidiary of First Resources Limited) | | | | | | | | | | |
| Complainant | Requested for confidentiality | | | | | | | | | | |
| Complaint received | 10 July 2024 | | | | | | | | | | |
| Location | Kalimantan Barat, Indonesia | | | | | | | | | | |
| Allegations | <ul style="list-style-type: none"> The Respondent conducted land clearing, planting, and construction of a concession road boundary beyond the boundaries set out under its plantation business license (IUP) and/or right-to-cultivate land title (HGU). | | | | | | | | | | |



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| RSPO/2024/11/RH | PT. TAPIAN NADENGGAN - LANGGA PAYUNG PALM OIL MILL (a subsidiary of Golden Agri-Resources Ltd) |
| Complainant | Requested for confidentiality |
| Complaint received | 15 July 2024 |
| Location | Sumatera Utara, Indonesia |
| Allegations | <ul style="list-style-type: none"> The Respondent wrongfully terminated the Complainant's employment relationship without any compensation. |

Discussion on 28 August 2024

1. Initial Diagnosis submitted to the CP.

6. Complaints Cases Statistics

Total cases in 2024

| Month | Complaints received | Country | Open | Closed | Rejected | Withdrawn |
|----------|---------------------|---------------------------|------|--------|----------|-----------|
| January | 1 | Indonesia | 0 | 0 | 1 | 0 |
| February | 1 | Indonesia | 1 | 0 | 0 | 0 |
| March | 3 | Indonesia (2) Colombia | 3 | 0 | 0 | 0 |
| April | 3 | Guatemala | 1 | 0 | 2 | 0 |
| May | 1 | Peru | 1 | 0 | 0 | 0 |
| June | 0 | 0 | 0 | 0 | 0 | 0 |
| July | 2 | Indonesia | 2 | 0 | 0 | 0 |
| August | 0 | 0 | 0 | 0 | 0 | 0 |

Total Active Cases by Country and Year (as of 26.08.2024)



| Country | Active Cases |
|--------------|--------------|
| Indonesia | 13 |
| Colombia | 2 |
| Ecuador | 2 |
| Guatemala | 1 |
| Peru | 1 |
| | |
| TOTAL | 19 |

| Year | Active Cases |
|--------------|--------------|
| 2014 | 1 |
| 2020 | 1 |
| 2021 | 2 |
| 2022 | 3 |
| 2023 | 4 |
| 2024 | 8 |
| TOTAL | 19 |

7. Complaints Panel

7.1 Dates for Complaints Panel monthly meetings

Discussion on 28 August 2024

1. CP meeting dates for the first half of 2025 have been scheduled.

7.2 Dates for Complaints Panel Physical Meetings

Discussion on 28 August 2024

1. Next quarterly meeting to proceed virtually on 4.09.2024 and the CP physical meeting to proceed on 10.11.2024.

7.3 Expansion of Complaints Panel

Discussion on 28 August 2024

1. No further updates.



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| 8. | Post Complaint's Monitoring |
| 8.1 | FELDA Global Venture - (Article by The Wall Street Journal) |
| | <p>Discussion on 28 August 2024</p> <ol style="list-style-type: none"> 1. Pending receipt of a further document from the Respondent. |
| 8.2 | Extractor de la Gloria SAS |
| | <p>Discussion on 28 August 2024</p> <ol style="list-style-type: none"> 1. Pending outcome of the local judicial and administrative processes. |
| 8.3 | Golden Veroleum Liberia (GVL) |
| | <p>Discussion on 28 August 2024</p> <ol style="list-style-type: none"> 1. The CP is to deliberate on the next step of the Post Complaints Monitoring status based on the feedback from the Independent Facilitator. |
| 8.4 | PT. Bumitama Gunajaya Agro (subsidiary of Bumitama Agri Ltd) |
| | <p>Discussion on 28 August 2024-</p> <ol style="list-style-type: none"> 1. The parties met at the Secretariat's Jakarta office on 15 August 2024 to engage in amicable discussions. 2. The parties will meet again for continued talks in Pontianak on 30 August 2024, which will also be attended by the Secretariat. 3. The parties furnished their PCM progress report for the month of August 2024 to the Secretariat on 23 August 2024. |
| 8.5 | Aceites Y Derivados Sociedad Anonima (ACEYDESA) |
| | <p>Discussion on 28 August 2024</p> <ol style="list-style-type: none"> 1. Pending receipt of a response from the Respondent about the progress in the implementation of the action plan endorsed by the CP. |



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| 9. | Dispute Settlement Facility (DSF) |
| | <p>Discussion on 28 August 2024</p> <ol style="list-style-type: none">1. The next DSF GoA Physical Meeting is scheduled on 11.11.2024. |
| 10. | Commitments of Financial Institution(s) |
| | <p>Discussion on 28 August 2024</p> <ol style="list-style-type: none">1. No further updates. |
| 11. | 1st Internal Voluntary Review of the Complaints and Appeals Procedures |
| | <p>Discussion on 28 August 2024</p> <ol style="list-style-type: none">1. Feedback received from all the Steering Group members on the revised Report on Recommendations. The Secretariat to proceed with the next steps. |
| 12. | ASC - CP JOINT MEETING |
| | <p>Discussion on 28 August 2024</p> <ol style="list-style-type: none">1. Pending the scheduling of the next ASC-CP joint 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 | |
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| 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 | Investigation / Deliberation |
| Decision / Justification | <ol style="list-style-type: none"> 1. The Secretariat is in the midst of preparing the Briefing Note for the CP’s perusal. 2. Pending receipt of additional documents from the Respondent. |



Complaint 1.2 PT Grahadura Leidong Prima (a subsidiary of PT Bakrie Sumatera Plantations TBK) vs Requested for confidentiality

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| Case Reference | RSPO/2023/15/HN |
| Date Filed | 23 November 2023 |
| Respondent | PT Grahadura Leidong Prima (a subsidiary of PT Bakrie Sumatera Plantations TBK) |
| Membership Category | Oil Palm Grower |
| Country | Indonesia |
| Complainant | Requested for confidentiality |
| Complaint Description | <ul style="list-style-type: none"> The Complainant alleges that the Respondent has yet to fulfil the commitment to allocate plasma land to the community. |
| Status | Investigation / Deliberation |
| Decision / Justification | <ol style="list-style-type: none"> The Secretariat communicated the CP’s endorsement of the selected independent investigator for the independent investigation to both Parties on 6 August 2024 and sought their confirmation regarding any conflict of interest with the selected investigator. On 12 August 2024, the Secretariat received a letter from the Respondent officially notifying the Secretariat of PT Bakrie Sumatera Plantations Tbk’s resignation from the RSPO membership. In light of the Respondent’s resignation, the CP delivered a decision on 26 August 2024, pursuant to section 7.1.18 of the RSPO Complaints and Appeals Procedures 2017. |



| Complaint 1.3 Poligrow Colombia S.A.S. vs Inversiones Chirajara S.A.S. | |
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| 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 | <ol style="list-style-type: none"> 1. Pending review of the Respondent’s justification for the request to have confidential information redacted. |

| Complaint 1.4 NATURACEITES S. A. vs Requested for confidentiality | |
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| Case Reference | RSPO/2024/06/MAM |
| Date Filed | 24 April 2024 |
| Respondent | NATURACEITES S. A. |
| Membership Category | Oil Palm Grower |
| Country | Guatemala |



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| 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 Secretariat is in the midst of reviewing the formal response furnished by the Respondent. |

| Complaint 1.5 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. Formal acceptance of Complaint notified to parties. 2. Formal response received from Respondent. |



GROUP 2

| Complaint 2.1 PT. Perkebunan Nusantara V (PERSERO) vs Requested for confidentiality | |
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| Case Reference | RSPO/2022/03/CRP |
| Date Filed | 04 March 2022 |
| Respondent | PT. Perkebunan Nusantara V (PERSERO) |
| Membership Category | Oil Palm Grower |
| Country | Indonesia |
| Complainant | Requested for confidentiality |
| Complaint Description | <ul style="list-style-type: none"> • The Respondent is alleged of illegally controlling some of the KKPA (Primary Member Cooperative Credit) objects, as well as violating the KKPA agreement. • The Respondent is alleged of embezzling funds and fraud in the development of oil palm plantations. • The Respondent is alleged of violating the agreement related to the sale of the farmers' fruits which should have been disbursed to the Complainant to be distributed to its members and illegal bailout funds. |
| Status | Appeals Submitted |
| Decision / Justification | 1. Appeal process ongoing. |

| Complaint 2.2 PT Tunggul Mitra Plantation (a subsidiary of SD Guthrie Berhad) vs Requested for confidentiality | |
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| Case Reference | RSPO/2024/02/RR |
| Date Filed | 23 February 2024 |
| Respondent | PT. Tunggul Mitra Plantation (a subsidiary of SD Guthrie Berhad) |
| Membership Category | Oil Palm Grower |
| Country | Riau, Indonesia |
| Complainant | Requested for confidentiality |



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| Complaint Description | <ul style="list-style-type: none"> Alleged failure by the Respondent Company to carry out its corporate social responsibility with regard to community empowerment and building a sustainable partnership with the community. |
| Status | Investigation/Deliberation - (Bilateral Engagement process) |
| Decision / Justification | <ol style="list-style-type: none"> Bilateral Engagement process ongoing. |

| Complaint 2.3 PT Citra Sawit Cemerlang (a subsidiary of Genting Plantations Berhad) vs Requested for confidentiality | |
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| 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 | Kalimantan Barat, 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"> DSF Mediation is in progress. Pending confirmation from both parties on the draft mediation process agreement before any additional steps can be taken. |



Complaint 2.4 PT Swadaya Mukti Prakarsa (a subsidiary of First Resources Limited) vs Requested for confidentiality

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| 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 | Kalimantan Barat, 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"> Bilateral Engagement process ongoing. |



GROUP 3

| Complaint 3.1 PT. Kartika Prima Cipta (GAR) vs Forest Peoples Programme & TuK | |
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| 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 – Kapuas Hulu, West Kalimantan |
| 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. ● 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 | Investigation / Deliberation |
| Decision / Justification | <p>1. The draft decision letter is still under review by the CP.</p> |



Complaint 3.2 Golden Agri Resources (GAR) vs Forest Peoples Programme & Elk Hills Foundation

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|---------------------------------|--|
| 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 | Investigation / Deliberation |
| Decision / Justification | 1. Pending submission of Briefing Note to the CP. |



| 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 CP has directed for the factual verification process to proceed subject to confidentiality requirements (where applicable). |



| 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 | Investigation / Deliberation |
| Decision / Justification | <ol style="list-style-type: none"> 1. The CP's deliberations on the Briefing Note have concluded. 2. The decision letter is being prepared for issuance. |

| Complaint 3.5 Grasas Y Derivados S.A. Gradesa S.A. vs Requested for confidentiality Adjourned | |
|--|--|
| Case Reference | RSPO/2022/14/MAM |
| Date Filed | 03 November 2022 |
| Respondent | Grasas Y Derivados S.A. Gradesa S.A. |
| Membership Category | Processors and / or Traders |
| Country | Colombia |
| Complainant | Requested for confidentiality |
| Complaint Description | <ul style="list-style-type: none"> • Prosecution of union workers in order to lay off them and weaken the union. • Infringement of constitutional rights, because the company is affecting the |



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| | <p>right of union association.</p> <ul style="list-style-type: none"> Dismissals of labour contracts without a fair cause. |
| Status | Investigation / Deliberation - (Adjourned) |
| Decision / Justification | <ol style="list-style-type: none"> The Secretariat received the CP members' endorsement to issue a decision letter directing the termination of the Respondent's membership status (due to their intention to resign amidst an active Complaint and in accordance with the provisions of the Key Documents). The Secretariat is in the midst of drafting the decision letter for the perusal of the CP members. |

| Complaint 3.6 Energy & Palma S.A. (subsidiary of HOLDING LA FABRIL S.A) vs Requested for confidentiality | |
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| 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. |



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| Status | Investigation / Deliberation - Independent investigation |
| Decision / Justification | 1. Independent Investigation by Independent Investigator ongoing. |

| Complaint 3.7 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 | 1. The Secretariat has received the Special Audit Report and is currently reviewing the same. |



| Complaint 3.8 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 | <ol style="list-style-type: none"> 1. The Secretariat has received the Special Audit Report and is currently reviewing the same. |