

COMPLAINTS PANEL MINUTES OF MEETING

for Website

Date: 28 July 2021@ 5.00pm - 7.55pm (Meeting No. 07/2021)

Meeting location: *via Zoom Link*

<p>List of Complaints Panel Member</p>	<table border="1"> <tr> <td data-bbox="376 528 906 797"> <ol style="list-style-type: none"> 1. Henry Barlow (Chair - CCP) 2. Lim Sian Choo (Co Chair) 3. Michelle Desilets 4. Matthias Diemer 5. Marieke Leegwater </td> <td data-bbox="914 528 1442 797"> <ol style="list-style-type: none"> 6. Lanash Thanda 7. Peter van der Werf 8. José den Toom 9. Robert Kruger 10. Priya Gopalan </td> </tr> </table>	<ol style="list-style-type: none"> 1. Henry Barlow (Chair - CCP) 2. Lim Sian Choo (Co Chair) 3. Michelle Desilets 4. Matthias Diemer 5. Marieke Leegwater 	<ol style="list-style-type: none"> 6. Lanash Thanda 7. Peter van der Werf 8. José den Toom 9. Robert Kruger 10. Priya Gopalan
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<p>Agenda</p>	<p style="text-align: center;"><u>General Agenda:- 5.00pm - 6.25pm</u></p> <ol style="list-style-type: none"> 1. Opening Remarks by Chairperson 2. RSPO Antitrust Guidelines 3. Declaration of Conflict of Interest 4. To confirm and adopt the minutes of 23 June 2021 during the CP Meeting 5. New Allegations:- <ol style="list-style-type: none"> 5.1 RSPO/2021/09/EN - PT. Cipta Usaha Sejati (subsidiary of Pasifik Agro Sentosa) 5.2 RSPO/2021/10/LSL - PT. Nabatindo Karya Utama (subsidiary of Bumitama Agri Limited) 5.3 RSPO/2021/11/HN - PT SMART TBK (subsidiary Golden Agri Resources Ltd) 6. Complaints Case Statistics. 7. Complaints Panel meeting Dates <ol style="list-style-type: none"> 7.1 Dates for CP monthly meetings in 2021 7.2 Dates for CP Physical Meetings 7.3 Expansion of the Complaints Panel 8. Post Complaints Monitoring 		

	<ul style="list-style-type: none"> 8.1 FELDA Global Venture - (Article by The Wall Street Journal) 8.2 PT Temila Agro Abadi - subsidiary of FGV - (Article by Chain Reaction Research) 8.3 Poligrow Colombia SAS 8.4 PT Permata Hijau Sawit Kebun Papaso (subsidiary of Permata Hijau Group) 9. Dispute Settlement Facility (DSF) 10. Commitment of Financial Institutions. 11. GA Resolution - GA15-6d: Discouraging RSPO members subject to complaints from avoiding their obligations by divesting or withdrawing their membership. 12. Any Other Matters
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13. Complaints for deliberation:-

Group 1:- 6.40pm - 7.30pm

1. FELDA vs Orang Dusun Lahad Datu (Desa Begahak/Robin Balud)
2. PT. Mitra Austral Sejahtera (PT. MAS) - subsidiary of Sime Darby vs Transformasi untuk Keadilan (TuK-NGO)
3. Golden Veroleum Liberia (GVL) vs. Green Advocate for the Butaw Community & Forest Peoples Programme & SDI & SESDev & A-Bloteh
4. HSA Group (Pacific Inter Link, Pacific Oils & Fats Industries Sdn Bhd, PT Pacific Indopalm Industries, PT. Pacific Medan Industri, PT. Pacific Palmindo Industri) vs Environmental Investigation Agency (EIA) & Greenpeace
5. Pacific Inter-Link (Papuan Concessions) vs Environmental Investigation Agency (EIA) & Greenpeace
6. PT Wahana Prima Sejati (subsidiary of First Resources) vs *requested for confidentiality*
7. PT Nabire Baru and PT Sariwana Adi Perkasa (subsidiary Goodhope Asia Holdings Ltd) vs Awasmiffee, Greenpeace & FPP
8. PT. Mitra Karya Sentosa (a subsidiary of First Resources Limited) vs *requested for confidentiality*
9. Papaso Estate & PT Damai Nusa Sekawan - Sosa & Bukit Udang Estate (a subsidiary of Permata Hijau Group) vs *requested for confidentiality*

Group 2:- 7.30pm - 7.55pm

1. Extractora La Gloria S.A.S. vs ASOCOL & ASOCADAR
2. PT. Hati Prima Agro (PT. HPA) - subsidiary of Bumitama vs Sawit Watch
3. Golden Agri Resources (GAR) vs Forest Peoples Programme & TuK - Indonesia
4. Presco PLC Nigeria (SIAT SA) vs *requested for confidentiality*
5. PT. Perkebunan Nusantara IV (PERSERO) vs Koalisi Organisasi Serikat Pekerja dan Lembaga Swadaya Masyarakat Kabupaten Labuhan Batu, FSMI. TIPAN-RI
6. PT. Perkebunan Nusantara IV (PERSERO) vs *requested for confidentiality*
7. PT. Perkebunan Nusantara IV (PERSERO) vs Federasi Serikat Pekerja Metal Indonesia (FSPMI)
8. PT Musim Mas Holding Pte Ltd vs *requested for confidentiality*
9. Palmaceite S.A. vs *requested for confidentiality*
10. Agroaceite S.A. vs *requested for confidentiality*
11. Pabrik Kelapa Sawit Batang Kulim POM & Pabrik Kelapa Sawit Pangkalan Lesung POM (subsidiary of PT Musim Mas) vs KC FSPMI
12. PT Agro Kati Lama - subsidiary of SIPEF group vs *requested for confidentiality*
13. PT Agrowiratama (a subsidiary of Musim Mas Holdings Pte. Ltd.) vs Tim Advokasi Dewan Pengurus Pusat Komite Nasional Pemuda Indonesia (DPP KNPI) on behalf of 4 Datuak (Batuah, Bonsu, Sati, and Malenggang) of customary community in Muara Kiawai, Pasaman Barat.

	<p><u>Group 3:- 6.25pm - 6.40pm</u></p> <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. Goodhope Asia Holdings Ltd vs RSPO Secretariat 3. IOI Pelita - subsidiary of IOI Group vs Community of Long Teran Kanan 4. Golden Agri Resources (GAR) vs Forest Peoples Programme & Elk Hills Foundation 5. Aceites Y Derivados Sociedad Anonima (ACEYDESA) vs <i>requested for confidentiality</i> 6. Benso Oil Palm Plantation (subsidiary of Wilmar International Limited) vs Mrs. Joseph Yankey & Mr Solomon Asante-Sefa 7. IOI Plantation Mekassar Estate (subsidiary of IOI Corporation Berhad) vs <i>requested for confidentiality</i> 8. PT Nubika Jaya (subsidiary of Permata Hijau Group) vs LSM-Baris Labuhanbatu Selatan 9. Palmas y Trabajo S.A.S; Progreso Palmero S.A.S and Oleaginosas de Yuma S.A.S (Daabon Group) vs Puerto Wilches Section Sintrainagro Deputy Director’s Office 10. First Resources Limited vs <i>requested for confidentiality</i> 11. PT Inecda (a subsidiary of S&G Biofuel Pte. Ltd) vs <i>requested for confidentiality</i>
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DETAILS OF THE AGENDA:

No.	Agenda
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1.	<p>Opening Remarks from Chairperson</p> <p>Opening speech by Co-Chair.</p>
2.	<p>RSPO Antitrust Guidelines</p> <p>RSPO Antitrust Guidelines were read to the Complaints Panel.</p>
3.	<p>Declaration of “No Conflict of Interest”</p> <p>No further conflict of interest declared at this time of the meeting.</p>
4.	<p>To confirm and adopt the minutes of 23 June 2021 during the Complaints Panel Meeting.</p> <p>Minutes of 23 June 2021 adopted unanimously.</p>
5.	<p>New allegation submitted</p>

5.1

RSPO/2021/09/EN	PT. Cipta Usaha Sejati (Subsidiary of Pasifik Agro Sentosa)
Complainant	Petrus Suwito (Binua Tingkajok Kalimantan) representing - Isak Aloka and Simon P. Liunesi
Complaint received	11 May 2021
Location	Indonesia
Allegations	<ul style="list-style-type: none"> • Embezzlement of severance pay by the Company's head of administration.

Discussion from 28 July 2021 (CP Meeting):-

- 1. The CP endorsed and the Complaint was officially accepted.**
- 2. The formal acceptance of the Complaints has been informed to the parties and pending response from the Respondent. The due date for the formal response from the Respondent is on 13 August, 2021.**

5.2

RSPO/2021/10/LSL	PT. Nabatindo Karya Utama (subsidiary of Bumitama Agri Limited)
Complainant	requested for confidentiality
Complaint received	1 July 2021
Location	Indonesia
Allegations	<ul style="list-style-type: none"> Allocation of plasma land for Tumbang Koling Village was not fulfilled.

Discussion from 28 July 2021 (CP Meeting):-

- 1. Initial Diagnosis is in progress.**

5.3

RSPO/2021/11/HN	PT SMART TBK (Golden Agri Resources Ltd)
Complainant	requested for confidentiality
Complaint received	11 July 2021
Location	Indonesia
Allegations	<ul style="list-style-type: none"> Supply CPO & FFB from unsustainable sources. The Respondent supplies FFB and CPO from PT Kapuasindo Palm Industri (a subsidiary of Kencana Group), a non-RSPO member, which has a series of conflicts with the local community and violations to the RSPO standards.

Discussion from 28 July 2021 (CP Meeting):-

- 1. Initial Diagnosis is in progress.**

6. Complaints Cases Statistics

Total Cases in 2021

	Jan-2021	Feb-2021	Mar-2021	Apr-2021
Complaints received	2	1	5	0
Status	Open (2)	Open (0) Closed (1)	Open (4) Rejected (1)	-
Country	Indonesia (2)	Switzerland (1)	Indonesia (4) Malaysia (1)	-
Case Category	-Operating without having a HGU -Labour Issues	-“no palm oil” claim	-prohibits the workers to conduct union activities -FPIC -HCV and HCS area -Labour abuse	-

	May 2021	Jun 2021	Jul 2021	Aug 2021
Complaints received	1	0	2	-
Status	Open (1)	-	Open (2)	-
Country	Indonesia (1)	-	Indonesia (2)	-
Case Category	-Embezzlement of severance pay	-	-Plasma land transferred to the alleged illegal production forest area -Allocation of plasma land not fulfilled	-

Total Active Cases by Country and Year (as of 17.07.2021)

Country	Active Cases	Year	Active Cases
Indonesia	24	2010	1
Malaysia	3	2012	1
Colombia	3	2014	1
Nigeria	1	2015	2
Liberia	1	2017	3
Guatemala	1	2018	4
Ghana	1	2019	3
Cayman Island	1	2020	12
Honduras	1	2021	9
TOTAL	36	TOTAL	36

7. Complaints Panel Meeting Dates

7.1 Dates for Complaints Panel monthly meetings

Discussion from 28 July 2021 (CP Meeting):-

1. No further updates on the timing and scheduling of the monthly CP meeting.

7.2 Dates for Complaints Panel Physical Meetings in 2020

Discussion from 28 July 2021 (CP Meeting):-

1. The upcoming 3rd CP Quarterly Meeting has been scheduled for 8 September 2021.

7.3 Expansion of Complaints Panel

Discussion from 28 July 2021 (CP Meeting):-

1. The Complaints Desk will schedule a meeting between the selection committee and candidate.

8. Post Complaints Monitoring



8.1	<p>FELDA Global Venture - (Article by The Wall Street Journal)</p> <p>Discussion from 28 July 2021 (CP Meeting):-</p> <ol style="list-style-type: none"> The Briefing Note has been furnished for CP's review.
8.2	<p>PT Temila Agro Abadi - subsidiary of FGV - (Article by Chain Reaction Research)</p> <p>Discussion from 28 July 2021 (CP Meeting):-</p> <ol style="list-style-type: none"> Pending further discussion with GHG and Certification.
8.3	<p>Poligrow Colombia SAS</p> <p>Discussion from 28 July 2021 (CP Meeting):-</p> <ol style="list-style-type: none"> Status quo. The monitoring of the implementation progress will be recorded in the next surveillance audit report.
8.4	<p>PT Permata Hijau Sawit Kebun Papaso (subsidiary of Permata Hijau Group)</p> <p>Discussion from 28 July 2021 (CP Meeting):-</p> <ol style="list-style-type: none"> The Briefing Note has been furnished for CP's review.
9.	<p>Dispute Settlement Facility (DSF)</p> <p>Discussion from 28 July 2021 (CP Meeting):-</p> <ol style="list-style-type: none"> No further updates from the Complaints Desk.
10.	<p>Commitments of Financial Institution(s)</p>



	<p>Discussion from 28 July 2021 (CP Meeting):-</p> <ol style="list-style-type: none"> The CP member from the financial institution sector updated that the FI group had discussion on the shared responsibilities and the roles that the FI's can take in communicating those expectations for the shared responsibility with various companies in the palm oil supply chain to invest in and what is expected from the FI.
<p>11. GA Resolution - GA15-6d - Discouraging RSPO members subject to complaints from avoiding their obligations by divesting or withdrawing their membership</p>	
	<p>Discussion from 28 July 2021 (CP Meeting):-</p> <ol style="list-style-type: none"> The upper management had decided to proceed with the Resolution 6D.
<p>13. Any Other Matters</p>	
	<p>ASC-CP MEETING</p> <p>Discussion from 28 July 2021 (CP Meeting):-</p> <ol style="list-style-type: none"> A joint session between HRWG, ASC and the CP to take place in August 2021 with the topic of "sharing of a labor issue".

COMPLAINTS FOR DELIBERATION:

GROUP 1

Complaint 1.1 FELDA vs Orang Dusun Lahad Datu (Desa Begahak/Robin Balud)

Case Reference	PreCAP/2015/05/PR
Date Filed	16 February 2015
Respondent	FELDA (Federal Land Development Authority) (Felda Ventures Bhd)
Membership Category	Oil Palm Grower
Country	Malaysia
Complainant	Orang Dusun Lahad Datu (Desa Begahak/Robin Balud)
Nature of Complaint	<ul style="list-style-type: none"> ● According to the Enquiry National Hak Tanah Malaysia document, the state government had given 1260 acres of land to the Dusun Begahak community in 1981. At the same time, the same land was alienated to FELDA for development. ● The complainant raised the issue that FELDA has no right to develop their land and should return it to the community because the land originally belonged to the community. The complainant also stated that the cemetery area is being developed by FELDA. ● FELDA enclaved 916 acres of the said land and gave it back to the community. The community planted fruits and other crops on the land. ● A police report has been made by the community and that is the source of the complaint.
Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. Pending updates with respect to the status of the appeal before the SLSD. 2. FELDA has requested a period of time to provide the feedback on this matter following the change of staff in management in the Sahabat region. They will conduct several reviews and follow up on this matter.

Complaint 1.2 PT. Mitra Austral Sejahtera (Sime Darby) vs NGO TuK

Case Reference	PreCAP/2012/06/PR
Date Filed	31 October 2012 (Under DSF) 9 June 2017 (Transferred to the CP)

Respondent	PT Mitra Austral Sejahtera (Sime Darby subsidiary)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Transformasi untuk Keadilan (TuK)
Complaint description	<ul style="list-style-type: none"> ● The communities of Sanggau have alleged that the company PT Mitra Austral Sejahtera is operating without : <ol style="list-style-type: none"> 1. Lack of Transparency on land status and partnership agreements; 2. Lack of compliance to our customary land rights; 3. The absence of (documented) compensation; 4. Lack of compliance to local regulations; ● In acting so they are alleged to have breached RSPO Principles and Criteria specifically on: <ol style="list-style-type: none"> 1. Principle 1 on Transparency, 2. Principle 2 on Compliance with applicable laws and Principle 6 Responsible consideration of employees and individuals and communities affected by growers and mills.
Status	(D) Investigation / deliberation
Decision / Justification	1. Pending for the Respondent’s final comments.

Complaint 1.3 Golden Veroleum Liberia (GVL) vs. Green Advocate for the Butaw Community; FPP; SDI; SESDev; A-Bloteh

Case Reference	PreCAP/2012/09/PR
Date Filed	3 October 2012

Respondent	Golden Veroleum Liberia (GVL)
Membership Category	Oil Palm Grower
Country	Liberia
Complainant	Green Advocate for the Butaw Community; FPP; SDI; SESDev; A-Bloteh
Complaint description	<p>Golden Veroleum Liberia:</p> <ul style="list-style-type: none"> • has not provided public notification for a 30 day period consistent with the New Planting Procedures; • commencing land preparation new planting and infrastructure development prior to the expiry of the minimum 30-day period; • By not conducting a comprehensive and participatory independent social and environmental impact assessment(s) of the area concerned and incorporate the results into relevant action plans (see RSPO criteria 5.1, 6.1, 7.1 & 7.4) including the identification of: (a) all primary forest, (b) any area required to maintain or enhance one or more High Conservation Values (HCVs), and (d) local peoples' land; • Clearing land without the free, prior and informed consent of the customary land owners as represented through representative organizations of their choice (P&C 2.2, 2.3, 7.5 and 7.6).
Status	(D) Investigation / deliberation
Decision / Justification	1. Pending discussion with African Desk and consultant.

Complaint 1.4 HSA Group (Pacific Inter-Link, Pacific Oils & Fats Industries Sdn Bhd, PT. Pacific Indopalm Industries, PT. Pacific Medan Industri, PT. Pacific Palmindo Industri) vs Environmental Investigation Agency (EIA) & Greenpeace

Case Reference	RSPO/2018/18/RB
Date Filed	15 October 2018

Respondent	HSA Group (Pacific Inter-Link, Pacific Oils & Fats Industries Sdn Bhd, PT. Pacific Indopalm Industries, PT. Pacific Medan Industri, PT. Pacific Palmindo Industri)
Membership Category	Oil Palm Grower
Country	Cayman Island
Complainant	Environmental Investigation Agency (EIA) & Greenpeace
Complaint description	<ul style="list-style-type: none"> Breach of Code of Conduct - violation of the RSPO Group Membership rules. All the companies (stated above) are alleged to be part of the Hayel Saeed Anam (HSA) Group, but still registered as separate RSPO members.
Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> Pending a report from the membership unit.

Complaint 1.5 Pacific Inter-Link (Papuan Concessions) vs Environmental Investigation Agency (EIA) & Greenpeace

Case Reference	RSPO/2018/19/RB
Date Filed	15 October 2018
Respondent	Pacific Inter-Link (Papuan Concessions)

Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Environmental Investigation Agency (EIA) & Greenpeace
Complaint description	<ul style="list-style-type: none"> Violation of the RSPO Code of Conduct because of their alleged involvement in the control/ownership and operational development of four palm oil plantation companies in Papua.
Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> Pending a report from the membership unit.

Complaint 1.6 PT Wahana Prima Sejati (subsidiary of First Resources Limited) vs requested for confidentiality	
Case Reference	RSPO/2020/12/EN
Date Filed	14 July 2020
Respondent	PT Wahana Prima Sejati (subsidiary of First Resources Limited)
Membership	Oil Palm Grower

Category	
Country	Indonesia
Complainant	<i>requested for confidentiality</i>
Complaint description	<ul style="list-style-type: none"> • Deforestation and land clearing including in the High Conservation Value Forest within the Respondent’s concession for construction; • Development of road cutting across one of the major wildlife corridors connecting two river systems – Berenga and Tempadung Rivers; and • Development of a jetty, which includes reclamation of the sea floor as long as 590 meters
Status	(D) Investigation / deliberation
Decision / Justification	<p>1. The EIA reviewer team has been selected. The review will start on the 1st August 2021 for a one month period.</p>

Complaint 1.7	PT Nabire Baru and PT Adi Perkasa (subsidiary of Goodhope Asia Holdings Ltd) vs Awasmiffee, Greenpeace and Forest Peoples Programme
Case Reference	RSPO/2020/17/SW
Date Filed	18 September 2020
Respondent	PT Nabire Baru and PT Sariwana Adi Perkasa (subsidiary of Goodhope Asia Holdings Ltd)

Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Awasmiffee, Greenpeace & FPP
Complaint description	<ul style="list-style-type: none"> The Complaint was lodged as a result of the comments that have been given by the Complainant during the Respondent's NPP consultation period have not been resolved. The allegations as below: "that the Respondent withheld two important documents which should have been made available to stakeholders under the RSPO principle on transparency. The documents are the original draft of the 2011 HCV assessment and the Respondent's legal review commissioned by the RSPO Secretariat."
Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> The CP directs the Complaints Desk to have a final check on the Legal Opinion that has been conducted in relation with the other cases to see whether the Respondent already complies with the Indonesian regulation.

Complaint 1.8 PT Mitra Karya Sentosa (subsidiary of First Resources Limited) vs requested for confidentiality	
Case Reference	RSPO/2021/07/SW
Date Filed	19 March 2021
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 did not pay the full land compensation to the six (6) individuals; • The Respondent unilaterally marking up the cost of plasma development and did not refer to the relevant regulations in deciding the cost of plasma development; • The Respondent did not pay the land compensation for the land identified as HCV and HCS area; and • The Respondent did not provide the complete map along with its coordinates for the land that has been handed over by the six (6) individuals.
Status	(D) Investigation / deliberation
Decision / Justification	<p>1. The Bilateral Engagement is about to start, pending for the CoC for complaints that have been signed by the Respondent.</p>

Complaint 1.9	Papaso Estate & PT Damai Nusa Sekawan - Soso & Bukit Udang Estate (a subsidiary of Permata Hijau Group) vs requested for confidentiality
Case Reference	RSPO/2021/05/SW
Date Filed	19 March 2021
Respondent	Papaso Estate & PT Damai Nusa Sekawan - Sosa & Bukit Udang Estate (a subsidiary of Permata Hijau Group)

Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	requested for confidentiality
Complaint description	<ul style="list-style-type: none"> ● Complainant alleged that the Respondent prohibits the workers to conduct union activities (protest with regards to the Omnibus Law); ● Complainant alleged that the Respondent has conducted a unilateral termination of employment for the 2 (two) PT Permata Hijau Sawit workers; and ● Complainant alleged that the Respondent did not socialize the Company Regulations (<i>Peraturan Perusahaan</i>) to the workers in PT Damai Nusa Sekawan.
Status	(D) Investigation / deliberation
Decision / Justification	<p>1. The Respondent has furnished their formal response and the same has been forwarded to the Complainant for their feedback and the due date for the Complainant to furnish the feedback is on 29.07.2021.</p>

GROUP 2

Complaint 2.1 Extractora de La Gloria SAS vs ASOCOL, ASOCADAR	
Case Reference	PreCAP/2015/35/PR
Date Filed	19 November 2015
Respondent	Extractora de la Gloria SAS
Membership Category	Oil Palm Grower

Country	Colombia
Complainant	Fredy Antonio Corrales, representative of the Colombian Association for Displaced Peoples' Prospects (ASOCOL), Adelfo Segundo Rodríguez, representative of the Association of Returning Displaced Farmers (ASOCADAR), Senator Iván Cepeda, Senator Alberto Castilla, and Representative Alirio Uribe
Complaint description	<p>Extractora La Gloria SAS, in planting palm oil in the former Hacienda Bellacruz-today Hacienda La Gloria- occupies 9,000 hectares in the municipalities of La Gloria, Pelaya and Tamalameque, in the southern Cesar Department without following RSPO rules. It does not comply with the following RSPO principles:</p> <ul style="list-style-type: none"> ● Principle 1.1. Given that it does not provide clear and sufficient information regarding the Business Group. ● Principle 2.1. The Business Group has not declared itself to Colombian authorities and the crops were planted without an Environmental Management Plan for the Forest Reserve, which goes against national business and environmental regulations. ● Principle 2.2. Property ownership claims in the areas where Extractora La Gloria grows the majority of its crops have been called into question at national and international judicial bodies. Farming communities have demanded the formalization of their customary land rights, which were violently denied by paramilitary groups. ● Principle 2.3. Business operations have not recognized the rights of farmers who are also displacement victims, in contravention of businesses' duty to guarantee free, prior and informed consent regarding land use. ● Principle 4.4. While installing and processing palm crops, Extractora La Gloria affected the Caño Alonso Forest Reserve Buffer Zone and the Singaré, El Carmen and Simaña streams. ● Principle 5.2. The company has not avoided damaging the Caño Alonso Forest Reserve Buffer Zone, a specially protected habitat such as installing palm crops over the Reserve's environmental buffer zone. ● Principle 6.4. The company has neglected the claimants, despite the fact that they have been the most affected by its business activities. The company has also refused to create negotiation platforms. ● Principle 6.13. The company has benefited from grave human rights violations of vulnerable farmers, who were also forcefully displaced by illegal armed actors. The company has not publicly rejected the threats and intimidations against the claimants. It even requested that the Constitutional Court lift the cautionary measures protecting the victims.
Status	(G) Decision delivered with period to appeal (60 WD)
Decision / Justification	1. Pending expiry of appeal period on 24.08.2021.

Complaint 2.2 PT. Hati Prima Agro (PT.HPA - Bumitama) vs Sawit Watch	
Case Reference	RSPO/2017/06/SW
Date Filed	13 October 2017
Respondent	PT Hati Prima Agro (subsidiary of Bumitama)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Sawit Watch
Complaint description	<ul style="list-style-type: none"> • A complaint was initially lodged in 2012 on allegations related to land matters. It was dismissed in April 2015 when Bumitama said that they were planning to divest the property and no longer had management control. However, in this request for reopening of the complaint, the complainant (Sawit Watch, EIA, and Greenpeace) has made allegations that although Bumitama claimed to have divested the property they continued to have management control. Further, in July 2016 Bumitama had repurchased the concession unit. • Thus, the request for reopening is on the basis that Bumitama allegedly made deceptive claims before the Complaints Panel. The Complainants further claim that Bumitama had not submitted NPP despite the land clearance.
Status	(D) Investigation / deliberation
Decision / Justification	1. The Complaints Panel has decided to deliberate based on the Legal Opinion.

Complaint 2.3 Golden Agri Resources vs Forest Peoples Programme (FPP) & TuK	
Case Reference	RSPO/2018/14/IR
Date Filed	22 August 2018
Respondent	Golden Agri Resources
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Forest Peoples Programme (FPP) and Tuk- Indonesia

Complaint description	<ul style="list-style-type: none"> GAR’s shadow companies are actively clearing lands.
Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> The SOP for the ring fencing budget has been sent out to CP members and awaiting for the CP's comments and feedback on the documents.

Complaint 2.4 Presco PLC Nigeria (SIAT SA) vs requested for confidentiality	
Case Reference	RSPO/2018/17/PR
Date Filed	17 September 2018
Respondent	Presco PLC Nigeria (SIAT SA)
Membership Category	Oil Palm Grower
Country	Nigeria
Complainant	<i>requested for confidentiality</i>

<p>Complaint description</p>	<ul style="list-style-type: none"> For the past five years, PRESCO, in conjunction with the Edo State Government, through its Ministry of Agriculture and Natural Resources; the Police in Benin City, Edo State; and the Nigeria Army’s 4th Brigade (also located in Benin City, Edo State), has been forcefully encroaching into ancestral and customarily owned indigenous farm lands, including Oruarivie-Abraka ancestral farm lands, situated in Delta State (a neighbouring State to Edo State, where PRESCO’s Head Office is located), and forcefully evicting local farmers from these ancestral and customarily owned indigenous farm lands measuring approximately three thousand hectares (well beyond the Edo State boundaries), and forcefully and illegally grabbing same for its palm oil plantation expansionist activities.
<p>Status</p>	<p>(D) Investigation / deliberation</p>
<p>Decision / Justification</p>	<ol style="list-style-type: none"> The request for an extension of 3 months by Parties has been granted by the CP. The above directive will be furnished to both parties.

<p>Complaint 2.5 PT Perkebunan Nusantara IV (PERSERO) vs Koalisi Organisasi Serikat Pekerja dan Lembaga Swadaya Masyarakat Kabupaten Labuhan Batu, FSMI. TIPAN-RIPT</p>	
<p>Case Reference</p>	<p>RSPO/2019/07/IR</p>
<p>Date Filed</p>	<p>10 April 2019</p>
<p>Respondent</p>	<p>PT Perkebunan Nusantara IV (PERSERO)</p>
<p>Membership Category</p>	<p>Oil Palm Grower</p>
<p>Country</p>	<p>North Sumatera, Indonesia</p>

Complainant	Koalisi Organisasi Serikat Pekerja dan Lembaga Swadaya Masyarakat Kabupaten Labuhan Batu, FSMI. TIPAN-RI
Complaint description	<ul style="list-style-type: none"> ● Lack of adequate health and safety equipment; ● Worker died due to lack of safety equipment; and ● No festive holidays for temporary workers.
Status	(D) Investigation/Deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. The ASI has agreed to carry out the audit on to the relevant management units. However, they are facing some difficulties at this moment in light of the COVID-19 restrictions and the rising number of COVID-19 cases in Indonesia. 2. The ASI has found a way to still conduct the audit as soon as possible by having their team members who are located in Indonesia to carry the audit and the lead auditor providing input virtually.

Complaint 2.6 PT Perkebunan Nusantara IV (PERSERO) vs requested for confidentiality	
Case Reference	RSPO/2019/11/IR
Date Filed	23 April 2019
Respondent	PT Perkebunan Nusantara IV (PERSERO)
Membership Category	Oil Palm Grower
Country	North Sumatera, Indonesia
Complainant	<i>requested for confidentiality</i>

Complaint description	<ul style="list-style-type: none"> • Temporary workers contract and wages issues; • Intimidation of workers
Status	(D) Investigation/Deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. The ASI has agreed to carry out the audit on to the relevant management units. However, they are facing some difficulties at this moment in light of the COVID-19 restrictions and the rising number of COVID-19 cases in Indonesia. 2. The ASI has found a way to still conduct the audit as soon as possible by having their team members who are located in Indonesia to carry the audit and the lead auditor providing input virtually.

Complaint 2.7 PT Perkebunan Nusantara IV (PERSERO) vs Federasi Serikat Pekerja Metal Indonesia (FSPMI)	
Case Reference	RSPO/2019/12/IR
Date Filed	6 May 2019
Respondent	PT Perkebunan Nusantara IV (PERSERO)
Membership Category	Oil Palm Grower
Country	North Sumatra, Indonesia
Complainant	Federasi Serikat Pekerja Metal Indonesia (FSPMI)
Complaint	<ul style="list-style-type: none"> • Alleged fraud of wages for 7 workers,

description	<ul style="list-style-type: none"> No festive holidays and bonus for temporary workers
Status	(D) Investigation/Deliberation
Decision / Justification	<ol style="list-style-type: none"> The ASI has agreed to carry out the audit on to the relevant management units. However, they are facing some difficulties at this moment in light of the COVID-19 restrictions and the rising number of COVID-19 cases in Indonesia. The ASI has found a way to still conduct the audit as soon as possible by having their team members who are located in Indonesia to carry the audit and the lead auditor providing input virtually.

Complaint 2.8 PT Musim Mas Holdings Pte Ltd vs requested for confidentiality	
Case Reference	RSPO/2020/03/EN
Date Filed	11 February 2020
Respondent	PT Musim Mas Holding Pte Ltd
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	<i>requested for confidentiality</i>
Complaint description	<ul style="list-style-type: none"> Land fires occurred in the conservation area within the PT MusimMas HGU covering an area of 12 hectares;

	<ul style="list-style-type: none"> • Damaging the river by damming the river flow; • Community owned plantation and public cemetery are not enclaved; • Planting on peatland and in protected areas of river banks.
Status	(D) Investigation / deliberation
Decision / Justification	<p>1. The Briefing Note has been endorsed by the Complaints Pane and the draft of the decision letter is in progress.</p>

Complaint 2.9 Palmaceite S.A vs requested for confidentiality

Case Reference	RSPO/2020/05/HN
Date Filed	24 March 2020
Respondent	Palmaceite S.A.
Membership Category	Oil Palm Grower
Country	Colombia
Complainant	<i>requested for confidentiality</i>
Complaint description	<ul style="list-style-type: none"> • The Respondent has allegedly failed to fulfill the agreement with the Complainant to implement and monitor the operations of the Complainant's

	plantation which led to the collapse of the production within the plantation.
Status	(D) Investigation / deliberation
Decision / Justification	1. The draft of the decision letter is under peer review.

Complaint 2.10 Agroceite S.A. vs requested for confidentiality	
Case Reference	RSPO/2020/11/HN
Date Filed	6 July 2020
Respondent	Agroceite, S.A.
Membership Category	Oil Palm Grower
Country	Guatemala
Complainant	<i>requested for confidentiality</i>
Complaint Description	<ul style="list-style-type: none"> The Complainant alleges that the Respondent has destroyed the biodiversity of the Manchón Guamuchal nature reserve, a coastal-marine wetland, located

	<p>along the Pacific coast of Guatemala in the San Marcos and Retalhuleu department;</p> <ul style="list-style-type: none"> The Respondent allegedly discharged immense quantities of toxic chemicals and hazardous waste which affected the local marine species, the mangrove's ecosystem and the local community.
Status	(D) Investigation/Deliberation
Decision / Justification	<p>1. Pending report from the CB on the interview with the affected community.</p>

Complaint 2.11 Pabrik Kelapa Sawit Batang Kulim POM & Pabrik Kelapa Sawit Pangkalan Lesung POM (subsidiary of PT Musim Mas) vs KC FSPMI	
Case Reference	RSPO/2020/13/EN
Date Filed	5 August 2020
Respondent	Pabrik Kelapa Sawit Batang Kulim POM & Pabrik Kelapa Sawit Pangkalan Lesung POM (subsidiary of PT. Musim Mas)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	KC FSPMI
Complaint	<ul style="list-style-type: none"> Unauthorised Company Regulations;

Description	<ul style="list-style-type: none"> ● Flat rate overtime premium; ● Copy of the Collective Bargaining Agreement is not furnished to the workers; ● Workers working night shift is not provided with extra food; ● Inadequate and unsanitary worker’s housing; ● Daily casual workers are not provided with a written employment agreement; ● Daily casual workers are not provided with Employment security (BPJS Ketenagakerjaan) cards; ● Complicated healthcare insurance (BPJS Kesehatan) and paid sick day processes; ● Unfair dismissal/termination for unjustified reason such as participating in union activities; ● Limitation of worker’s right to organize outside the established independent/non-affiliated trade union.
Status	(G) Decision delivered with period to appeal (60 WD)
Decision / Justification	<ol style="list-style-type: none"> 1. Pending expiry of appeal period on 09.09.2021.

Complaint 2.12 PT Agro Kati Lama (subsidiary of SIPEF group) vs requested for confidentiality	
Case Reference	RSPO/2021/01/EN
Date Filed	22 January 2021
Respondent	PT Agro Kati Lama (subsidiary of SIPEF group)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	<i>requested for confidentiality</i>

<p>Complaint Description</p>	<ul style="list-style-type: none"> • The daily casual workers are paid below the minimum wage set out by the Musi Rawas District Government; • The daily casual workers are not protected and no remedy available for work accidents; • The daily casual workers are not equipped with personal protection equipment [PPE] and are not equipped with working tools; • The daily casual workers did not receive festive allowance in accordance with the regulation; • The daily casual workers, who are hired through the third party, do not get a pay slip. The amount written in the payment receipt is without formal stamp and without the name of the party who rendered the payment.
<p>Status</p>	<p>(D) Investigation/Deliberation</p>
<p>Decision / Justification</p>	<p>1. The first pre-mediation meeting will be on 13.08.2021.</p>

<p>Complaint 2.13 PT Agrowiratama (a subsidiary of Musim Mas Holdings Pte. Ltd) vs Tim Advokasi DPPKNPI - (adjourned)</p>	
<p>Case Reference</p>	<p>RSPO/2021/02/SW</p>
<p>Date Filed</p>	<p>27 January 2021</p>
<p>Respondent</p>	<p>PT Agrowiratama (a subsidiary of Musim Mas Holdings Pte. Ltd.)</p>
<p>Membership Category</p>	<p>Oil Palm Grower</p>
<p>Country</p>	<p>Indonesia</p>
<p>Complainant</p>	<p>Tim Advokasi Dewan Pengurus Pusat Komite Nasional Pemuda Indonesia (DPP KNPI) on behalf of 4 Datuak (Batuah, Bonsu, Sati, and Malenggang) of customary community in Muara Kiawai, Pasaman Barat.</p>

Complaint Description	<ul style="list-style-type: none"> Operating in the protected forest area without having a license from the Ministry of Forestry; Operating without having a HGU; and Did not develop plasma plantations for the community as agreed
Status	(D) Investigation/Deliberation - (adjourned)
Decision / Justification	<ol style="list-style-type: none"> The Respondent had informed the progress of the ongoing Court process and on 22.06.2021 the interlocutory decision had been made and awaiting the announcement of the court decision and appeal process. The Complainant has still not responded and another reminder has been sent.

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 – 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

	<p>consent (FPIC). Lack of FPIC of the local Dayak and Malay people in the process of land take over.</p> <ul style="list-style-type: none"> • 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	(D) Investigation / deliberation
Decision / Justification	<p>1. The Briefing Note is pending the ongoing process of peer review within the Complaints Desk.</p>

Complaint 3.2 Goodhope Asia Holdings vs RSPO Secretariat	
Case Reference	PreCAP/2017/06/SW
Date Filed	19 April 2017
Respondent	Goodhope Asia Holdings
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	RSPO Secretariat (Following Joint Comment by FPP, Greenpeace, EIA and PUSAKA on the NPP Posting of PT Nabire Baru / Goodhope)
Complaint	<ul style="list-style-type: none"> • Note: FPP and the other NGOs also sent a complaint to the BoG on the fact that

description	Goodhope had insisted that their NPP be posted for public consultation despite the Secretariat’s finding that the HCV Assessment was not satisfactory. They had also questioned the role of the Secretariat in acting in accordance to GA 12 Resolution 6(H).
Status	(D) Investigation / deliberation
Decision / Justification	1. Pending an update from the Respondent and the Compensation unit on the progress of the RaCP.

Complaint 3.3 IOI Pelita (IOI Group) vs Community of Long Teran Kanan	
Case Reference	PreCAP/2010/01/PR
Date Filed	15 March 2010 Transferred back from DSF to Complaints Panel on 17 January 2017
Respondent	IOI Pelita (IOI Group)
Membership Category	Oil Palm Grower
Country	Sarawak, Malaysia
Complainant	Community of Long Teran Kanan
Complaint description	<ul style="list-style-type: none"> • Infringement of P&C No.2.2 – the right to land use disputed.

Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> The Respondent has invited the RSPO Secretariat to participate in the second phase of negotiation and witness the process of the signing of the settlement agreement by the communities.

Complaint 3.4 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;

	<ul style="list-style-type: none"> The Respondent, through its employees have been involved in the payment of bribes to provincial officials in Central Kalimantan.
Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> The resources of the ring fencing budget is pending the finalisation of the SOP.

Complaint 3.5 Aceites Y Derivados Sociedad Anonima (ACEYDESA) vs requested for confidentiality	
Case Reference	RSPO/2020/07/LSL
Date Filed	6 April 2020
Respondent	Aceites Y Derivados Sociedad Anonima (ACEYDESA)
Membership Category	Oil Palm Grower
Country	Honduras
Complainant	<i>requested for confidentiality</i>
Complaint	<ul style="list-style-type: none"> Modification of property deeds to remove areas identified by the government

description	<p>as environmental protection zone;</p> <ul style="list-style-type: none"> ● Employees not paid minimum wage; not provided with equipment; and not given workers' benefits; ● Non-compliance with labour laws; ● Threatening of workers to suppress information from auditors; ● Bribing workers and government agencies; ● Manipulation of scale systems; Falsification of data; ● Operating without an environmental license.
Status	(D) Investigation / deliberation
Decision / Justification	<p>1. The Complaints Desk has received a draft revised special audit report from the CB and currently is in the midst of reviewing the same.</p>

Complaint 3.6 Benso Oil Palm Plantations (subsidiary of Wilmar International Limited) vs Mrs Joseph Yankey & Mr Solomon Asante-Sefa	
Case Reference	RSPO/2020/15/LSL
Date Filed	25 August 2020
Respondent	Benso Oil Palm Plantation (subsidiary of Wilmar International Limited)
Membership Category	Oil Palm Grower
Country	Ghana
Complainant	Mrs. Joseph Yankey & Mr Solomon Asante-Sefa

Complaint description	<ul style="list-style-type: none"> ● The Respondent has acquired land to develop oil palm in Ghana; ● The Respondent has destroyed farmers’ rubber plantation; ● The Respondent is not willing to pay for the damages caused to the rubber farmers; ● The Respondent is still cutting down rubber farms to plant oil palm; ● The remaining uncultivated lands have been taken over for the Respondent’s project; ● The Respondent has shown no interest in resolving these issues despite several Complaints made to the Respondent by the Complainants.
Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. The CP’s directives have been furnished to the parties. 2. The Complaints Desk will seek further clarification and follow up with the parties.

Complaint 3.7 IOI Plantation Mekassar Estate (subsidiary of IOI Corporation Berhad) vs requested for confidentiality	
Case Reference	RSPO/2020/19/IR
Date Filed	5 October 2020
Respondent	IOI Plantation Mekassar Estate (subsidiary of IOI Corporation Berhad)
Membership Category	Oil Palm Grower
Country	Malaysia
Complainant	<i>requested for confidentiality</i>
Complaint	<ul style="list-style-type: none"> ● Unilateral pay cut by the Respondent

description	<ul style="list-style-type: none"> ● Poor living conditions for the labourers ● Intimidation of workers ● Forced labour ● Lack of transparent grievance system
Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. Briefing Note is still in progress.

Complaint 3.8 PT Nubika Jaya (subsidiary of Permata Hijau Group) vs LSM-Baris Labuhanbatu Selatan	
Case Reference	RSPO/2020/20/SW
Date Filed	12 November 2020
Respondent	PT Nubika Jaya (subsidiary of Permata Hijau Group)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	LSM-Baris Labuhanbatu Selatan
Complaint description	<ul style="list-style-type: none"> ● No Domestic Wastewater Treatment Plant; ● The Oleochemical equalization pool was not built with concrete;

	<ul style="list-style-type: none"> ● Sludge from the Oleochemical Wastewater Treatment Plant has never been transported to a designated waste processing agency. ● Dispose of liquid waste without permit; ● Inconsistency on the volume of Hazardous Waste transported to a designated waste processing agency; ● A sparring equipment has yet installed at the Wastewater Treatment Plant; ● No certified Wastewater Treatment Operational Responsible and Water Pollution Control Officer onsite; ● Processing fresh fruit bunches from non-RSPO certified plantations.
Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. The Complaints Desk had received the final response/feedback from the Complainant on 21.07.2021 and is in the midst of translating. 2. Pending confirmation from the Certification unit with regards to the management certified unit.

Complaint 3.9 Palmas y Trabajo S.A.S; Progreso Palmero S.A.S and Oleaginosas de Yuma S.A.S (Subsidiary of Daabon Group) - (Adjourned)	
Case Reference	RSPO/2020/16/LSL
Date Filed	10 September 2020
Respondent	Palmas y Trabajo S.A.S; Progreso Palmero S.A.S and Oleaginosas de Yuma S.A.S (subsidiary of Daabon Group)
Membership Category	Oil Palm Grower
Country	Colombia
Complainant	Puerto Wilches Section Sintrainagro Deputy Director's Office

Complaint description	<ul style="list-style-type: none"> ● Non-compliance with labour rights/laws; ● Anti-union practices; and ● Employees not provided sufficient protection equipment.
Status	(D) Investigation / deliberation
Decision / Justification	<p>1. The Complaint is adjourned pending the outcome of the claims lodged before the Ministry of Labour.</p>

Complaint 3.10 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	<i>requested for confidentiality</i>

<p>Complaint description</p>	<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.
<p>Status</p>	<p>(D) Investigation / deliberation</p>
<p>Decision / Justification</p>	<p>1. The Membership unit is finalizing the due diligence report before sharing the same to the Complaints Panel.</p>

<p>Complaint 3.11 PT Inecda (a subsidiary of S&G Biofuel Pte. Ltd) vs requested for confidentiality</p>	
<p>Case Reference</p>	<p>RSPO/2021/06/SW</p>
<p>Date Filed</p>	<p>19 March 2021</p>
<p>Respondent</p>	<p>PT Inecda (a subsidiary of S&G Biofuel Pte. Ltd)</p>
<p>Membership Category</p>	<p>Oil Palm Grower</p>
<p>Country</p>	<p>Indonesia</p>
<p>Complainant</p>	<p><i>requested for confidentiality</i></p>
<p>Complaint</p>	<ul style="list-style-type: none"> • Respondent is operating in the area own by the Luak Talang Parit



<p>description</p>	<p>Community without obtaining prior consent from the community;</p> <ul style="list-style-type: none"> ● Respondent did not develop the plasma plantations for the community; and ● Respondent did not have an internal grievance mechanism that the stakeholders can access
<p>Status</p>	<p>(D) Investigation / deliberation</p>
<p>Decision / Justification</p>	<ol style="list-style-type: none"> 1. The Respondent has furnished the Complaints Desk with their formal response and the same has been forwarded to the Complainant for their feedback. 2. Pending feedback from the Complainant.