

Grievance List updated as at 5 May 2019

A. Grievances on First Resources Entities

| Date | Stakeholder (Grievance Channel) | Entity | Key Issues | Status |
|----------|---|-----------------------------|---|--|
| Aug 2018 | Greenpeace (article) | PT Limpah Sejahtera | Fires | Case closed. – Clarification statement |
| May 2018 | Linkar Borneo (RSPO Complaints System) | PT Swadaya Mukti Prakarsa | FPIC | Case closed by RSPO on 2 Jan 2019. – After bilateral clarifications and verification, the stakeholder agreed that the complainant's claims were unsubstantiated and the complaint was withdrawn. – RSPO case tracker: https://askrspo.force.com/Complaint/s/case/50090000028EoXoAAK/detail |
| May 2015 | The community of Pungkat village (media article) | PT Setia Agrindo Lestari | Peat development and water pollution | Case closed. – Case summary |
| May 2015 | Linkar Borneo (RSPO Complaints System) | PT Swadaya Mukti Prakasa | Plasma commitments and fire incidents | Case closed by RSPO on 20 Jul 2016. – Case summary – not listed on RSPO case tracker |
| Oct 2012 | Environmental Investigation Agency, AMAN and the community of Muara Tae (RSPO Complaints System) | PT Borneo Surya Mining Jaya | Free, Prior and Informed Consent | Case closed by RPSO on 22 Dec 2015. – Case summary – RSPO case tracker: https://askrspo.force.com/Complaint/s/case/50090000028ErzcAAC/detail |
| Feb 2011 | International Animal Rescue Indonesia (RSPO Complaints System) | PT Limpah Sejahtera | HCV clearance and HCV management and monitoring | Open and ongoing discussion with IAR and RSPO. – Case summary – RSPO case tracker: https://askrspo.force.com/Complaint/s/case/50090000028ErzxAAC/detail |

B. Grievances on non-First Resources Entities

| Date | Stakeholder (Grievance Channel) | Entity (Group) | Key Issues | Status |
|-----------|--|---|----------------------------------|--|
| Jan 2019 | Mighty (Rapid Response Report #9) | PT Ketapang Hijau Lestari (Fangiono Agro Plantation) | Deforestation | Case closed. <ul style="list-style-type: none"> We have obtained the HCS map of the concession and checked that there were no developments within the identified HCS area. HCS assessment was conducted in 2017 by registered HCS Approach assessor. |
| Sep 2018 | Greenpeace (report "Final Countdown") | PT Agrindo Green Lestari PT Citra Agro Abadi (Ciliandry Anky Abadi) | Deforestation | Case closed. <ul style="list-style-type: none"> PT Ciliandry Anky Abadi, PT Agrindo Green Lestari and PT Citra Agro Abadi are not subsidiaries, associated companies, or related parties of First Resources. First Resources' controlling shareholder and its key management personnel do not have any ownership or hold any management roles in these companies. We have not purchased any palm oil products and do not have any financial or operational relationship with these companies. Clarification statement |
| Jun 2018 | Chain Reaction Research (research report) | PT Ciliandry Anky Abadi (Ciliandry Anky Abadi) | | |
| Jan 2018 | Mighty (direct engagement) | PT Setia Agro Utama PT Marsam Citra Adiperkasa (Fangiono Agro Plantation) | Forest degradation | Case closed. <ul style="list-style-type: none"> FAP Agri is a third-party supplier to First Resources. FAP Agri clarified that they have completed HCS assessments for their developmental area. We have obtained the maps of PT Setia Agro Utama's and PT Marsam Citra Adiperkasa's concession areas and checked that the areas highlighted by Mighty are not within these companies' concession areas. |
| Sept 2016 | Mighty (direct engagement) | Fangiono Agro Plantation | Deforestation and fire incidents | Case closed. <ul style="list-style-type: none"> FAP Agri is a third-party supplier to First Resources. After our engagement with FAP in late 2016, they have agreed to observe First Resources' policy on HCS forests for their future development. |

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| | | | | <p>– FAP Agri updated that they have completed HCS assessments for their developmental area in 2017.</p> |
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