

Grievance List updated as at 18 June 2021

A. Grievances on First Resources Entities

Date	Stakeholder (Grievance Channel)	Entity	Key Issues	Status
Jun 2021	Forest Peoples Programme	PT Pancasurya Agrindo	Conflicts with villagers	– Clarification statement
Feb 2021	Forest Peoples Programme Chain Reaction Research	First Resources Ltd	Allegation of control over other groups	– Clarification statement
Dec 2020	Mongabay	PT Citra Agro Kencana	Termination of workers' employment	– Clarification statement
Nov 2020	Transnational Palm Oil Labour Solidarity (TPOLS)			
Nov 2020	Stakeholder 2 (Group of NGOs, led by Pro Wildlife)	PT Wahana Prima Sejati	Deforestation	Case ongoing. <ul style="list-style-type: none"> – Complaint was received from Stakeholder 1 in Jun 2020. After several discussions, Stakeholder 1 submitted a formal complaint to RSPO in Jul 2020. The complaint was accepted by RSPO at end Sep 2020. – The complaint is being tracked on RSPO's website here. We are cooperating with RSPO to address the complaint according to the RSPO Complaints and Appeals Procedure, and is currently waiting to hear from RSPO on the next steps for an RSPO investigation. – In Nov 2020, we received a letter by Pro Wildlife raising the same issue. Please find our response to Pro Wildlife here.
Jun 2020	Stakeholder 1 (Stakeholder has requested confidentiality)			
Nov 2019	Mighty Earth (Rapid Response Report #21)	PT Ketapang Agro Lestari	Deforestation	Case closed. <ul style="list-style-type: none"> – After conducting ground verification, we found that a small area of 0.55 ha was cleared in an area classified as "Recommended for Conservation". – Subsequently, we carried out rehabilitation works in the affected area. The rehabilitation work is now complete and we will continue to monitor it.

Date	Stakeholder (Grievance Channel)	Entity	Key Issues	Status
Nov 2019	Greenpeace (article)	PT Limbah Sejahtera PT Priatama Riau	Fires	<ul style="list-style-type: none"> On 30th Oct 2019, we received a letter and an attachment from Greenpeace with regard to the allegations of our subsidiaries in this report, and was asked to provide a response by 1st Nov 2019. Please find our response to Greenpeace on 1st Nov 2019 here. Note that our response was not acknowledged by Greenpeace in the report.
Sep 2019	Greenpeace (article)	PT Surya Dumai Agrindo	Fires	<p>Case closed.</p> <ul style="list-style-type: none"> Clarification statement
Aug 2018	Greenpeace (article)	PT Limbah Sejahtera	Fires	<p>Case closed.</p> <ul style="list-style-type: none"> Clarification statement
May 2018	Linkar Borneo (RSPO Complaints System)	PT Swadaya Mukti Prakarsa	Free, Prior and Informed Consent (FPIC)	<p>Case closed by RSPO on 2nd Jan 2019.</p> <ul style="list-style-type: none"> 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	<p>Case closed.</p> <ul style="list-style-type: none"> Case summary
May 2015	Linkar Borneo (RSPO Complaints System)	PT Swadaya Mukti Prakasa	Plasma commitments and fire incidents	<p>Case closed by RSPO on 20th Jul 2016.</p> <ul style="list-style-type: none"> 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 (FPIC)	<p>Case closed by RPSO on 22nd Dec 2015.</p> <ul style="list-style-type: none"> Case summary RSPO case tracker: https://askrspo.force.com/Complaint/s/case/50090000028ErzcAAC/detail
Feb 2011	International Animal Rescue Indonesia (RSPO Complaints System)	PT Limbah Sejahtera	HCV clearance and HCV management and monitoring	<p>Case closed by RSPO on 17th Feb 2020.</p> <ul style="list-style-type: none"> On 10th May 2019, the RSPO Complaints Panel (CP) transferred the case to RSPO Investigation Monitoring Unit (IMU) to monitor the implementation of the CP's decision. On 17th Feb 2020, the case was closed by RSPO IMU. Case summary

B. Grievances on non-First Resources Entities

Date	Stakeholder (Grievance Channel)	Entity (Group)	Key Issues	Status
Jan 2019	Mighty Earth (Rapid Response Report #9)	PT Ketapang Hijau Lestari (FAP Agri)	Deforestation	Case closed. <ul style="list-style-type: none"> – HCS assessment for PT Ketapang Hijau Lestari was conducted in 2017 by a registered HCS Approach assessor. – In Sep 2019, FAP Agri registered the HCS assessment of PT Ketapang Hijau Lestari with HCS Secretariat for peer review. – In Oct 2019, FAP Agri released an NDPE policy on their website. – In Dec 2020, the peer review of the HCS assessment has been completed (HCSA peer review report).
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.
Jun 2018	Chain Reaction Research (research report)	PT Ciliandry Anky Abadi (Ciliandry Anky Abadi)		<ul style="list-style-type: none"> – We have not purchased any palm oil products and do not have any financial or operational relationship with these companies. – Clarification statement
Jan 2018	Mighty Earth (direct engagement)	PT Setia Agro Utama PT Marsam Citra Adiperkasa (FAP-Agri)	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 Earth are not within these companies' concessions.
Sept 2016	Mighty Earth (direct engagement)	FAP-Agri	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-Agri in late 2016, they have agreed to observe First Resources' policy on HCS forests for future development. – FAP-Agri updated that they have completed HCS assessments for their developmental area in 2017. – Clarification statement