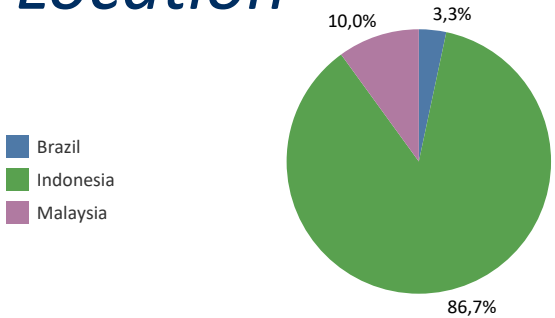


# Grievances Report

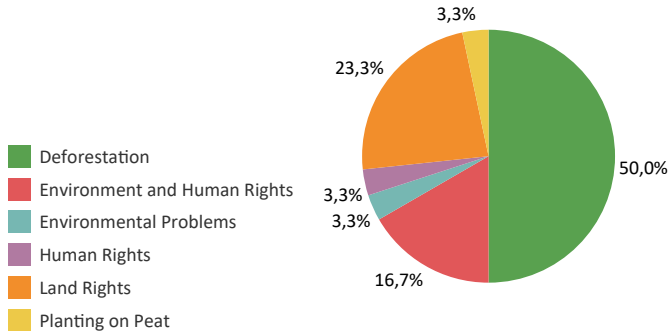
## 2024 2st half

Note: As part of our commitment to the responsible management of our palm supply chain, we conducted a thorough review of the monitoring process for related grievances in 2024. During this review, we assessed the relevance and consistency of each initially recorded case, and the number of monitored grievances was updated.

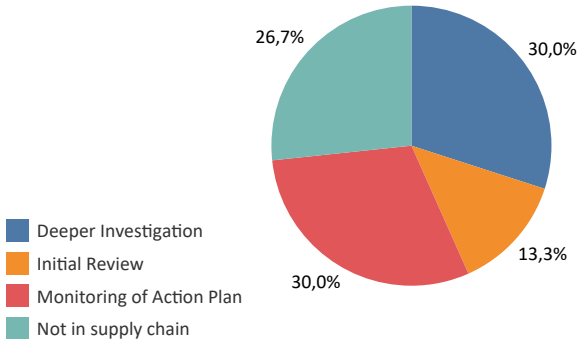
### Location



### Classification



### Status



30

Registered Grievances

20

Proactive Search Grievances

*\*Of the total number of grievances registered, this was the number found by proactive search*



**INDORAMA**  
VENTURES

Indovinya Palm Chain Grievances



#	Group	Reported Company	Summary of case	Source	Date	Status	Grievance Report Source
1	Golden Agri Resources	Ramajaya Pramukti	A complaint was lodged in the RSPO by Bahtera Alam, Sawit Watch, Lembaga Adat Kenegerian Petapahan. The complaint outlined 7 allegations on various topics.	Bahtera Alam, Sawit Watch, Lembaga Adat Kenegerian Petapahan <a href="https://sforce.co/3AzZ3aO">https://sforce.co/3AzZ3aO</a>	16/02/2022	Deeper Investigation	<a href="https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/">https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/</a>
2	None	1. Estate in Aceh Taming region (allegedly owned by Mr. Bukhary) 2. Estate in the Singkil Bengkung Trumon region and the Rawa Singkil Wildlife Reserve (allegedly owned by another local elite)	RAN published an investigation report that mentioned a problem of deforestation beyond, or outside, known concessions was occurring within the district of Aceh Tamiang and in the priority landscape of the Singkil Bengkung Trumon region and the Rawa Singkil Wildlife Reserve.	Rainforest Action Network <a href="https://bit.ly/3GpgpYM">https://bit.ly/3GpgpYM</a>	25/04/2022	Not in supply chain	<a href="https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/">https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/</a>
3	Astra Agro Lestari (AAL)	1. Mamuang 2. Lestari Tani Teladan 3. Agro Nusa Abadi	A list of allegations against PT Mamuang, PT Lestari Tani Teladan, and PT Agro Nusa Abadi was raised by Friends Of The Earth and Walhi. The allegations are issues in relation to governance, human right, and environmental risks and impacts.	Friends Of The Earth and Walhi: <a href="https://bit.ly/3IzjpOX">https://bit.ly/3IzjpOX</a>	29/04/2022	Deeper Investigation	<a href="https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/">https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/</a>
4	Rimbunan Hijau	LPF 0026: Rimbunan Hijau	In Jun 2021, Rapid Response Report No.34 reported that between the period June/Aug 2020 and April 2021, ~614 hectares of forest were logged/cleared within the Rimbunan Hijau LPF 0026 concession.	Mighty Earth <a href="https://bit.ly/3hkRv1q">https://bit.ly/3hkRv1q</a>	13/03/2023	Monitoring of Action Plan	<a href="https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/">https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/</a>

5	Teguhkarsa Wanalestari	Sawit Sukses Sejati, Usaha Sawit Unggul	Mighty Earth Rapid Response Report 39 reported that between April 2021 and March 2022 a total of approx. 340 hectares of forest (indicative HCS) were cleared in the PT Sawit Sukses Sejati concession and a total of ~390 hectares of forest (indicative HCS) was cleared in the PT Usaha Sawit Unggul concession. Both companies are said to be affiliated with PT Teguhkarsa Wanalestari.	Mighty Earth <a href="https://bit.ly/3bk6eJk">https://bit.ly/3bk6eJk</a>	28/10/2022	Not in supply chain	<a href="https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/">https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/</a>
6	Cemerlang Abadi	Cemerlang Abadi	In May 2022, RAN reported that satellite evidence shows that PT. Cemerlang Abadi has resumed clearance of forests and peatland areas since September of last year (2021). Deforestation persisted until at least February 2022, with over 24 acres of secondary forests being cleared to make way for a palm oil plantation. According to the report, a significant area of the land cleared appears to be secondary and young regenerating forests (regrowth forests). Over 24 acres of secondary forests have been cleared, as well as a further 740 acres of young regenerating forests. In Aug 2022, RAN also published another report against PT CA on social issues/conflict.	RAN <a href="https://bit.ly/3d1tM6I">https://bit.ly/3d1tM6I</a> <a href="http://bit.ly/3hoU0IO">http://bit.ly/3hoU0IO</a>	08/11/2022	Not in supply chain	<a href="https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/">https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/</a>
7	Astra Agro Lestari (AAL)	Astra Agro Lestari (AAL)	Allegedly responsible for numerous environmental, human rights, and governance violations	<a href="https://www.walhi.or.id/index.php/open-letter-from-indigenous-peoples-and-civil-society-organisations-to-consumer-goods-companies-re-ongoing-criminalization-human-rights-abuses-and-land-grabbing-by-astra-agro-lestari-and-subsidiaries">https://www.walhi.or.id/index.php/open-letter-from-indigenous-peoples-and-civil-society-organisations-to-consumer-goods-companies-re-ongoing-criminalization-human-rights-abuses-and-land-grabbing-by-astra-agro-lestari-and-subsidiaries</a>	01/03/2022	Initial Review	<a href="https://www.musimmas.com/sustainability/grievances/grievance-case/">https://www.musimmas.com/sustainability/grievances/grievance-case/</a>
8	Astra Agro Lestari (AAL)	Astra Agro Lestari (AAL)	Allegedly responsible for numerous environmental, human rights, and governance violations	<a href="https://foeus.wenginepowered.com/wp-content/uploads/2022/03/Astra_Agro_Lestari_Report_v4.pdf">https://foeus.wenginepowered.com/wp-content/uploads/2022/03/Astra_Agro_Lestari_Report_v4.pdf</a>	01/09/2022	Initial Review	<a href="https://www.musimmas.com/sustainability/grievances/grievance-case/">https://www.musimmas.com/sustainability/grievances/grievance-case/</a>
9	Group companies held by Mr Chow Chuin Hai and Sultan of Johor	PTD 1815	Deforestation	<a href="https://www.mightyearth.org/wp-content/uploads/RR-Report-38_final_vers_b.pdf">https://www.mightyearth.org/wp-content/uploads/RR-Report-38_final_vers_b.pdf</a>	15/02/2022	Not in supply chain	<a href="https://www.musimmas.com/sustainability/grievances/grievance-case/">https://www.musimmas.com/sustainability/grievances/grievance-case/</a>
10	PT Runding Putra Persada	PT Runding Putra Persada	Sourcing FFB from Mr. Mahmudin (via Buana Indah)	<a href="https://www.ran.org/wp-content/uploads/2022/09/Rainforest-Action-Network-Leuser-Report-FINAL-WEB.pdf">https://www.ran.org/wp-content/uploads/2022/09/Rainforest-Action-Network-Leuser-Report-FINAL-WEB.pdf</a>	19/09/2022	Initial Review	<a href="https://www.musimmas.com/sustainability/grievances/grievance-case/">https://www.musimmas.com/sustainability/grievances/grievance-case/</a>

11	Hardaya Plantation Group / Cipta Murdaya (CCM Group)	Sebuku Inti Plantation	Alleged Deforestation	<a href="https://www.mightyearth.org/wp-content/uploads/RR-Report-41_final_a.pdf">https://www.mightyearth.org/wp-content/uploads/RR-Report-41_final_a.pdf</a>	01/02/2023	Initial Review	<a href="https://www.musimmas.com/sustainability/grievances/grievance-case/">https://www.musimmas.com/sustainability/grievances/grievance-case/</a>
12	Agropalma AS	Agropalma AS	<p>While performing supply chain monitoring, Cargill identified an incident involving Agropalma and Quilombola communities located at the Acará River, near plantations managed by the said Company. This issue was also raised in other articles and included general allegations related to human rights and labor issues.</p> <p>Since 2021, Cargill has engaged Agropalma to support its transformation through the ART Program, an initiative to help palm oil mills in Cargill's supply chain achieve alignment with NDPE criteria.</p>	Grievance Source: Media	01/02/2022	Monitoring of Action Plan	<a href="https://www.cargill.com/sustainability/palm-oil/managing-grievances">https://www.cargill.com/sustainability/palm-oil/managing-grievances</a>
13	Astra Agro Lestari (AAL)	PT Mamuang	<p>Cargill received a report by Friends of the Earth (FoE) raising allegations related to Astra Agro Lestari's operations. In October 2022, we also received a summary report from our consultant titled: PT Astra Agro Lestari Grievance Case - Field Verification Executive Summary dated 19 August 2022. The issues related to PT Mamuang are summarized as follows:</p> <p>PT Mamuang and the local community are both claiming overlapping 50ha of land. Alleged criminalization of farmers linked to reports from employees of PT Mamuang</p>	Grievance Source: Media	01/04/2022	Monitoring of Action Plan	<a href="https://www.cargill.com/sustainability/palm-oil/managing-grievances">https://www.cargill.com/sustainability/palm-oil/managing-grievances</a>
14	Astra Agro Lestari (AAL)	PT Lestari Tani Teladan	<p>Cargill received a report by Friends of the Earth (FoE) raising allegations related to Astra Agro Lestari's operations. In October 2022, we also received a summary report from our consultant titled: PT Astra Agro Lestari Grievance Case - Field Verification Executive Summary dated 19 August 2022. The issues related to PT Lestari Tani Teladan (PT LTT) are summarized as follows:</p> <p>PT Lestari Tani Teladan has claimed approximately 100ha allegedly from farmers in the villages of Rio Mukti and Tawi. The company also allegedly implements an outsourcing system, allegedly mismatches working hours and fails to follow a wage system in accordance with Indonesian labor law, whereby the price of palm oil fruits produced by the farmers are allegedly determined by the company alone.</p>	Grievance Source: Media	01/04/2022	Monitoring of Action Plan	<a href="https://www.cargill.com/sustainability/palm-oil/managing-grievances">https://www.cargill.com/sustainability/palm-oil/managing-grievances</a>

15	Astra Agro Lestari (AAL)	PT Agro Nusa Abadi	<p>Cargill received a report by Friends of the Earth (FoE) raising allegations related to Astra Agro Lestari's operations. In October 2022, we also received a summary report from our consultant titled: PT Astra Agro Lestari Grievance Case - Field Verification Executive Summary dated 19 August 2022. The issues related to PT Agro Nusa Abadi (PT ANA) are summarized as follows:</p> <p>PT Agro Nusa Abadi has claimed 5,000ha of land allegedly belonging to farmers of Molino Village, Bungintimbe Village, Tompira Village and Butna Village, and is operating without a land use permit (HGU). The company is allegedly to have only location permits, thus being in violation of local laws concerning taxation and regional income.</p>	Grievance Source: Media	01/04/2022	Monitoring of Action Plan	<a href="https://www.cargill.com/sustainability/palm-oil/managing-grievances">https://www.cargill.com/sustainability/palm-oil/managing-grievances</a>
16	Global Sawit Semesta	Global Sawit Semesta	Mr. Mahmudin and Ibu Nasti is allegedly responsible for operating illegal plantations inside the boundaries of the Rawa Singkil Wildlife Reserve	Rainforest Action network	19/09/2022	Monitoring of Action Plan	<a href="https://www.apicalgroup.com/sustainability/grievance/grievance-tracker/">https://www.apicalgroup.com/sustainability/grievance/grievance-tracker/</a>
17	PT Teguh Karsa Warna Lestari	PT Teguh Karsa Warna Lestari	PT Teguh Karsa Warna Lestari (PT TKWL) was allegedly linked to PT Sawit Sukses Sejati (PT SSS) which being implicated clearing land inside the concession.	Mighty Earth	16/05/2022	Monitoring of Action Plan	<a href="https://www.apicalgroup.com/sustainability/grievance/grievance-tracker/">https://www.apicalgroup.com/sustainability/grievance/grievance-tracker/</a>
18	Bukhary and a plantation in Rawa Singkil	Bukhary and a plantation in Rawa Singkil	Mr Bukhary was allegedly responsible for deforestation inside the boundaries of the Gunung Leuser National Park and an illegal plantation encroaching into peat forest inside Rawa Singkil Wildlife Reserve	RAN	25/04/2022	Not in supply chain	<a href="https://www.apicalgroup.com/sustainability/grievance/grievance-tracker/">https://www.apicalgroup.com/sustainability/grievance/grievance-tracker/</a>
19	PT Astra Agro Lestari	PT Astra Agro Lestari	Three subsidiaries of AAL - PT Agro Nusa Abadi, PT Lestari Tana Teladan, and PT Mamuang - was allegedly conducted various violations of the environment, human rights, and governance.	FoE / Walhi	29/04/2022	Monitoring of Action Plan	<a href="https://www.apicalgroup.com/sustainability/grievance/grievance-tracker/">https://www.apicalgroup.com/sustainability/grievance/grievance-tracker/</a>
20	Surya Sawit Sejati	SURYA SAWIT SEJATI	Deforestation	Greenpeace 10.21	10/10/2023	Deeper Investigation	<a href="https://www.greenpeace.org/static/planet4-southeastasia-stateless/2021/10/85efa777-illegal_palm_oil_in_forest_estate.pdf">https://www.greenpeace.org/static/planet4-southeastasia-stateless/2021/10/85efa777-illegal_palm_oil_in_forest_estate.pdf</a>
21	Gandaerah Hendana	GANDAERAH HENDANA	Deforestation	Greenpeace 11.19	10/10/2023	Deeper Investigation	<a href="https://www.greenpeace.org/southeastasia/press/3221/asean-haze-2019-the-battle-of-liability">https://www.greenpeace.org/southeastasia/press/3221/asean-haze-2019-the-battle-of-liability</a>
22	Chini 3	Chini 3	Deforestation	MightYearth38.02.21	10/10/2023	Deeper Investigation	<a href="https://www.mightyearth.org/wp-content/uploads/RR-Report-38_final_vers_b.pdf">https://www.mightyearth.org/wp-content/uploads/RR-Report-38_final_vers_b.pdf</a>
23	PKS Malata	PKS MALATA	Deforestation	CHAINREACTION02.21]	25/02/2021	Not in supply chain	<a href="https://chainreactionresearch.com/the-chain-one-of-indonesias-largest-deforesters-raises-questions-about-ndpe-policy-scope/">https://chainreactionresearch.com/the-chain-one-of-indonesias-largest-deforesters-raises-questions-about-ndpe-policy-scope/</a>

24	First Resources	First Resources	In November 2023, Gecko Project published an article "Chasing Shadows" that reported indications of a link between First Resources (FR) and several companies namely Ciliandry Anky Abadi (CAA), FAP Agri (FAPA), and New Borneo Agri/Sulaidy group. Among the companies mentioned, only FR was in the GAR supply chain when the report was published,	The Gecko Project <a href="https://thegeckoproject.org/articles/chasing-shadows/">https://thegeckoproject.org/articles/chasing-shadows/</a>	04/11/2023	Deeper Investigation	<a href="https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/">https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/</a>
25	FAP Agri	PT Karangjuang Hijau Lestari	Both companies have allegedly taken over the ancestral lands of the Dayak Agabag Community in North Kalimantan, Indonesia, without prior consultation with the affected communities.	FPP report titled First Resources' Shadow Hangs over the Dayak Agabag	01/11/2022	Not in supply chain	<a href="https://www.musimmas.com/sustainability/grievances/grievance-case/">https://www.musimmas.com/sustainability/grievances/grievance-case/</a>
26	PT Sari Dumai Sejati	PT Sari Dumai Sejati	Apical received a complaint regarding environmental pollution (noise and air) at the Sari Dumai Sejati plant in Dumai	<a href="https://www.apicalgroup.com/sustainability/grievances/pt-sari-dumai-sejati/">https://www.apicalgroup.com/sustainability/grievances/pt-sari-dumai-sejati/</a>	25/09/2023	Not in supply chain	<a href="https://www.apicalgroup.com/sustainability/grievance/grievance-tracker/">https://www.apicalgroup.com/sustainability/grievance/grievance-tracker/</a>
27	First resources	First Resources	Cargill was contacted by The Gecko Project regarding their latest findings on First Resources' connection to three palm-oil companies: FAP Agri, Ciliandra Anky Abadi (CAA) and Sulaidy Group. This is the third time such allegations have been made regarding First Resources, since initial allegations were raised in 2018 and 2021	Grievance Source: The Gecko Project (2023), Greenpeace (2018, 2021)	24/11/2023	Deeper Investigation	<a href="https://www.cargill.com/sustainability/palm-oil/managing-grievances">https://www.cargill.com/sustainability/palm-oil/managing-grievances</a>
28	Paku Juang	Paku Juang	Mill PO1000001207: The Complainant alleges that the final payment compensation paid by the Respondent was not in accordance.	<a href="https://rspo.my.site.com/Complaint/s/case/500GB00003vN6MYYA0/detail">https://rspo.my.site.com/Complaint/s/case/500GB00003vN6MYYA0/detail</a>	29/10/2024	Monitoring of Action Plan	<a href="https://rspo.my.site.com/Complaint/s/case/500GB00003vN6MYYA0/detail">https://rspo.my.site.com/Complaint/s/case/500GB00003vN6MYYA0/detail</a>
29	PT Atak	PT Atak	PT Aceh Trumon Anugerah Kita (PT ATAK) PO1000014955 with deforestation issue oAn independent mill established in July 2020, located near Rawa Singkil Wildlife Reserve. oBeing an independent mill with no sustainability policy or an NDPE commitment, PT ATAK is more likely to receive fruit from areas that are not compliant with NDPE standards. They also sit at proximity (within 50km) to several smallholder's FFB supply.	Nestle, P&G investigate palm oil sourcing after green group's Indonesia deforestation report   Reuters	04/12/2024	Deeper Investigation	Nestle, P&G investigate palm oil sourcing after green group's Indonesia deforestation report   Reuters
30	Global Sawit Semesta	Global Sawit Semesta	PO1000007646 PT Global Sawit Semesta (PT GSS) deforestation grievance PT GSS oOriginates from a grievance raised by Rainforest Action Network (RAN). According to RAN, PT GGS and another mill, PT SSN (PT Sumatera Sawit Nabati), were allegedly sourcing fresh fruit bunches (FFB) from peatlands within the protected Leuser Ecosystem, specifically the Rawa Singkil Wildlife Reserve (RSWR). oRAN's report indicated that these FFBs were indirectly sourced through an intermediary, CV Buana Indah (BI). PT GGS acknowledged that it had sourced FFB from CV BI and claimed to discontinue this practice following the publication of RAN's report.	Leuser_Watch_Singkil-Bengkung_2019.pdf	04/12/2024	Deeper Investigation	Leuser_Watch_Singkil-Bengkung_2019.pdf