

COMPLAINTS PANEL MINUTES OF MEETING

for Website

Date: 25 January @ 5.00pm - 9.10pm (Meeting No.01/2023)

Meeting location: *via Zoom Link*

| | | | |
|---|---|---|---|
| <p>List of Complaints Panel Members</p> | <table border="1"> <tr> <td data-bbox="376 483 906 710"> <ol style="list-style-type: none"> 1. Henry Barlow (Chair - CCP) 2. Lim Sian Choo (Co Chair) 3. Michelle Desilets 4. Marieke Leegwater 5. Lanash Thanda </td> <td data-bbox="912 483 1441 710"> <ol style="list-style-type: none"> 6. Robert Kruger 7. Nunik Maharani 8. Florentine van den Eerenbeemt 9. Laszlo Mathe 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. Marieke Leegwater 5. Lanash Thanda | <ol style="list-style-type: none"> 6. Robert Kruger 7. Nunik Maharani 8. Florentine van den Eerenbeemt 9. Laszlo Mathe 10. Priya Gopalan |
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| <p>Agenda</p> | <p style="text-align: center;"><u>General Agenda:- 5.00pm to 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 November 2022 during the CP Meeting 5. New Allegations 6. Complaints Case Statistics 7. Complaints Panel meeting Dates <ol style="list-style-type: none"> 7.1 Dates for CP monthly Meetings - 2023 7.2 Dates for CP Physical Meetings 7.3 Expansion of the Complaints Panel 8. Post Complaints Monitoring 9. Dispute Settlement Facility (DSF) 10. Commitment of Financial Institutions. 11. 1st Internal Voluntary Review of the Complaints and Appeals Procedures 12. Any Other Matters 13. Complaints for deliberation:- | | |

Group 1:- 7.20pm to 8.10pm

1. PT. Mitra Austral Sejahtera (PT. MAS) - subsidiary of Sime Darby vs Transformasi untuk Keadilan (TuK-NGO)
2. Golden Veroleum Liberia (GVL) vs. Green Advocate for the Butaw Community & Forest Peoples Programme & SDI & SESDev & A-Bloteh
3. Pacific Inter-Link (Papuan Concessions) vs Environmental Investigation Agency (EIA) & Greenpeace
4. PT Wahana Prima Sejati (subsidiary of First Resources) vs *requested for confidentiality*
5. PT. Mitra Karya Sentosa (a subsidiary of First Resources Limited) vs *requested for confidentiality*
6. Papaso Estate & PT Damai Nusa Sekawan - Sosa & Bukit Udang Estate (a subsidiary of Permata Hijau Group) vs *requested for confidentiality*
7. PT. Nabatindo Karya Utama (subsidiary of Bumitama Agri Limited) vs *requested for confidentiality*
8. PT. Eagle High Plantations vs vs *requested for confidentiality*
9. Reforestadora de Palmas del Peten S.A. (REPSA) vs vs *requested for confidentiality*

Group 2:- 6.25pm to 7.20pm

1. Golden Agri Resources (GAR) vs Forest Peoples Programme & TuK - Indonesia
2. PT. Perkebunan Nusantara IV (PERSERO) vs Koalisi Organisasi Serikat Pekerja dan Lembaga Swadaya Masyarakat Kabupaten Labuhan Batu, FSMI. TIPAN-RI
3. PT. Perkebunan Nusantara IV (PERSERO) vs *requested for confidentiality*
4. PT. Perkebunan Nusantara IV (PERSERO) vs Federasi Serikat Pekerja Metal Indonesia (FSPMI)
5. 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.
6. PT. Ramajaya Pramukti (subsidiary of Golden Agri Resources Ltd) vs Lembaga Adat Kenegerian Petapahan (Ninik Mamak Kenegerian Petapahan), Bahtera Alam & Sawit Watch
7. Mados's Holdings Sdn Bhd vs Mighty Earth Inc
8. PT. Perkebunan Nusantara V (PERSERO) vs *requested for confidentiality*
9. PT Farinda Bersaudara (subsidiary of TSH Resources Berhad) vs RSPO Secretariat

Group 3:- 8.10pm to 9.10pm

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. Golden Agri Resources (GAR) vs Forest Peoples Programme & Elk Hills Foundation
4. Aceites Y Derivados Sociedad Anonima (ACEYDESA) vs *requested for confidentiality*
5. IOI Plantation Mekassar Estate (subsidiary of IOI Corporation Berhad) vs *requested for confidentiality*
6. 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
7. First Resources Limited vs *requested for confidentiality*
8. PT Inecda (a subsidiary of S&G Biofuel Pte. Ltd) vs *requested for confidentiality*
9. PT. Bumi Pratama Khatulistiwa (subsidiary of Wilmar International Limited) vs Teraju Foundation

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 Complaints Panel. |
| 3. | Declaration of “No Conflict of Interest” No new conflict of interest declared by the CP members at this time of the meeting. |
| 4. | To confirm and adopt the minutes of 23 November 2022 during the Complaints Panel Meeting. Minutes of 23 November 2022 adopted unanimously. |

5. New allegation submitted

5.1

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| RSPO/2022/14/MAM | Grasas Y Derivados S.A. Gradesa S.A. |
| Complainant | Requested for confidentiality |
| Complaint received | 03 November 2022 |
| Location | Colombia |
| Allegations | <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 right of union association. ● Dismissals of labour contracts without a fair cause. |

Discussion from 25 January 2023 (CP Meeting):-

- CP has endorsed the acceptance with a condition that it be adjourned because the Complainant has raised a similar Complaint with the Ministry of Labour and a lawsuit before a local Court.**

5.2

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| RSPO/2022/16/RR | PT. Agro Abadi Cemerlang (subsidiary of Genting Plantation Berhad) |
| Complainant | Requested for confidentiality |
| Complaint received | 14 November 2022 |
| Location | Kalimantan Barat, Indonesia |
| Allegations | <ul style="list-style-type: none"> ● Allegations made against the Respondent are essentially in relation to a land abandoned by a previous company, subsequently taken over by the Respondent, having entered into a purported arrangement with the Complainant to revive the land. ● The Complainant now however finds themselves in a huge debt, based on this arrangement. ● The Complainant find themselves to have been allegedly deceived by the purported arrangement that took place. |

Discussion from 25 January 2023 (CP Meeting):-

- The CP is deliberating on the Initial Diagnosis.**

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| 5.3 | RSPO/2022/17/LSL | PT. Bumi Pratama Khatulistiwa (subsidiary of Wilmar International Limited) |
| | Complainant | Requested for confidentiality |
| | Complaint received | 26 December 2022 |
| | Location | Kalimantan Barat, Indonesia |
| | Allegations | <ul style="list-style-type: none"> The allegations are with respect to labour related issues and union busting. |
| | <p>Discussion from 25 January 2023 (CP Meeting):-</p> <p>1. The Initial Diagnosis is in progress.</p> | |
| 5.4 | RSPO/2022/18/RR | Unilever PLC |
| | Complainant | Requested for confidentiality |
| | Complaint received | 27 December 2022 |
| | Location | Kalimantan Barat, Indonesia |
| | Allegations | <ul style="list-style-type: none"> The Complainants filed this complaint against the Respondent for alleged illegal deforestation, land grabbing, and criminalization of villagers. |
| | <p>Discussion from 25 January 2023 (CP Meeting):-</p> <p>1. The Initial Diagnosis is in progress.</p> | |
| 5.5 | RSPO/2023/01/MAM | Energy & Palma S.A. (a subsidiary of HOLDING LA FABRIL S.A) |
| | Complainant | Requested for confidentiality |
| | Complaint received | 05 January 2023 |
| | | |

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|-------------|--|
| Location | Ecuador |
| Allegations | <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. |

Discussion from 25 January 2023 (CP Meeting):-

- The Initial Diagnosis is in progress.**

6. Complaints Cases Statistics

Total Cases in 2022

| | Jan-2022 | Feb-2022 | Mar-2022 | Apr-2022 |
|----------------------------|----------|--|--------------------------|----------|
| Complaints received | 0 | 1 | 3 | 0 |
| Status | - | Open (0) Withdrawn(1) | Open (2) Rejected (1) | - |
| Country | - | Malaysia (1) | Indonesia (3) | - |
| Case Category | - | land clearing without prior HCV assessment | FPIC | - |

| | May-2022 | Jun-2022 | Jul-2022 | Aug-2022 |
|----------------------------|----------|--------------------------|----------|--------------------------|
| Complaints received | 1 | 1 | 0 | 1 |
| Status | Open (1) | Open (0) Rejected (1) | - | Open (0) Rejected (1) |
| Country | Malaysia | Indonesia | - | Singapore |

| | | | | |
|----------------------|--|--------------------------|---|--------------------|
| Case Category | land clearing without prior HCV assessment | Pollution of river water | - | Breach of contract |
|----------------------|--|--------------------------|---|--------------------|

| | Sep-2022 | Oct-2022 | Nov-2022 | Dec-2022 |
|----------------------------|--|---|---|-----------|
| Complaints received | 3 | 3 | 3 | 2 |
| Status | Open (1) Rejected (2) | Open (1) Rejected (2) | Open (3) | Open (2) |
| Country | Indonesia | Malaysia Nigeria Guatemala | Colombia Indonesia | Indonesia |
| Case Category | workers wage Land compensation HCV | -Staff harassment -wrongful termination of employment -violation of labour rights | -working conditions and safety of workers -Land issues | 2 |

Total cases in 2023

| | Jan-2023 | Feb-2023 | Mar-2023 | Apr-2023 |
|----------------------------|------------------------------|----------|----------|----------|
| Complaints received | 1 | 0 | 0 | 0 |
| Status | Open (1) | - | - | - |
| Country | Ecuador | - | - | - |
| Case Category | -degradation & deforestation | - | - | - |

Total Active Cases by Country and Year (as of 20.01.2023)

| Country | Active Cases |
|-----------|--------------|
| Indonesia | 24 |
| Malaysia | 2 |

| Year | Active Cases |
|------|--------------|
| 2012 | 1 |
| 2014 | 1 |



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|--------------|--|----------|---|---------|---|----------|---|-----------|---|---------|---|--|--|--|--|--------------|-----------|--|--|------|---|------|---|------|---|------|---|------|---|------|----|------|---|--------------|-----------|
| | <table border="1"> <tr><td>Colombia</td><td>2</td></tr> <tr><td>Liberia</td><td>1</td></tr> <tr><td>Honduras</td><td>1</td></tr> <tr><td>Guatemala</td><td>1</td></tr> <tr><td>Ecuador</td><td>1</td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td>TOTAL</td><td>32</td></tr> </table> | Colombia | 2 | Liberia | 1 | Honduras | 1 | Guatemala | 1 | Ecuador | 1 | | | | | TOTAL | 32 | | <table border="1"> <tr><td>2017</td><td>2</td></tr> <tr><td>2018</td><td>2</td></tr> <tr><td>2019</td><td>3</td></tr> <tr><td>2020</td><td>5</td></tr> <tr><td>2021</td><td>7</td></tr> <tr><td>2022</td><td>10</td></tr> <tr><td>2023</td><td>1</td></tr> <tr><td>TOTAL</td><td>32</td></tr> </table> | 2017 | 2 | 2018 | 2 | 2019 | 3 | 2020 | 5 | 2021 | 7 | 2022 | 10 | 2023 | 1 | TOTAL | 32 |
| Colombia | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Liberia | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Honduras | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guatemala | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ecuador | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TOTAL | 32 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2017 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2018 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2019 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2020 | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2021 | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2022 | 10 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2023 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TOTAL | 32 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

7. Complaints Panel Meeting Dates

7.1 Dates for Complaints Panel monthly meetings

Discussion from 25 January 2023 (CP Meeting):-

- Dates for Complaints Panel meetings have been fixed up to June 2023.

7.2 Dates for Complaints Panel Physical Meetings

Discussion from 25 January 2023 (CP Meeting):-

- Minutes of the physical meeting on 27.11.2022 have been drafted and are being reviewed before submission to the CP.
- The Secretariat has proposed for the next meeting to be held virtually sometime in April 2023.

7.3 Expansion of Complaints Panel

Discussion from 25 January 2023 (CP Meeting):-

- The Selection Panel has endorsed the appointment of one candidate. Pending endorsement of the notification email to the said candidate.

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| | <p>2. The Secretariat is waiting to hear back from two other candidates on the application and/or supporting documents for the application.</p> |
| <p>8. Post Complaints Monitoring</p> | |
| 8.1 | <p>FELDA Global Venture - (Article by The Wall Street Journal)</p> <p>Discussion from 25 January 2023 (CP Meeting):-</p> <ol style="list-style-type: none"> 1. Pending receipt of a further document from FGV. |
| 8.2 | <p>Poligrow Colombia SAS</p> <p>Discussion from 25 January 2023 (CP Meeting):-</p> <ol style="list-style-type: none"> 1. The Secretariat is waiting for a response from the Certification Unit about the findings in the audit report with respect to compliance with the CP’s directive. |
| 8.3 | <p>PT Permata Hijau Sawit Kebun Papaso (subsidiary of Permata Hijau Group)</p> <p>Discussion from 25 January 2023 (CP Meeting):-</p> <ol style="list-style-type: none"> 1. The Secretariat furnished the Briefing Note to the Complaints Panel on 15-Dec-2022. 2. The Secretariat is to proceed with drafting of the decision letter while seeking clarification on the Respondent’s time bound plan. |
| 8.4 | <p>Extractor de la Gloria SAS</p> <p>Discussion from 25 January 2023 (CP Meeting):-</p> <ol style="list-style-type: none"> 1. The Respondent has requested the closure of certain items in the post complaints monitoring phase on the grounds that there has been compliance. 2. The CP has reviewed the Respondent’s request and has made a directive. 3. The Secretariat is to prepare a Briefing Note for the CP perusal and confirmation of directive. |
| <p>9. Dispute Settlement Facility (DSF)</p> | |
| | <p>Discussion from 25 January 2023 (CP Meeting):-</p> <ol style="list-style-type: none"> 1. The minutes of meeting for the recent DSF GoA physical meeting has been furnished to the DSF Advisers and the CP members who attended the same for their perusal and comments. |

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| | <p>2. The next DSF GoA online meeting is scheduled on 16.02.2023.</p> |
| <p>10. Commitments of Financial Institution(s)</p> | |
| | <p>Discussion from 25 January 2023 (CP Meeting):-</p> <p>1. No further updates.</p> |
| <p>11. 1st Internal Voluntary Review of the Complaints and Appeals Procedures</p> | |
| | <p>Discussion from 25 January 2023 (CP Meeting):-</p> <p>1. The review is ongoing with the first Steering Group meeting held on 12.01.2023.</p> <p>2. The Steering Group has requested for the next meeting to be physical. Consultation process with stakeholders ongoing.</p> |
| <p>12. Any Other Matters</p> | |
| | <p>ASC-CP MEETING</p> <p>Discussion from 25 January 2023 (CP Meeting):-</p> <p>1. Pending fixing of the next ASC-CP joint meeting.</p> |

COMPLAINTS FOR DELIBERATION:

GROUP 1

| Complaint 1.1 PT. Mitra Austral Sejahtera (Sime Darby) vs NGO TuK | |
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| 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. Deliberation to take place by way of email discussions. |

| Complaint 1.2 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 submission of further documents received from parties to the CP for a review and a directive. |

| Complaint 1.3 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 | Processors and / or Traders |
| 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"> 1. Having considered parties' comments/suggestions to the draft ToR, the CP has collectively decided to endorse the original draft ToR, with minor amendments to item No. 4 of the same. |

| Complaint 1.4 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 Category | Oil Palm Grower |
| 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 |

| | |
|---------------------------------|---|
| | <ul style="list-style-type: none"> Development of a jetty, which includes reclamation of the sea floor as long as 590 meters |
| Status | (D) Investigation / deliberation |
| Decision / Justification | <ol style="list-style-type: none"> The CP is in the midst of reviewing the draft of the Decision Letter. |

| Complaint 1.5 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 | <ol style="list-style-type: none"> Pending receipt of the final response form the Respondent which is due on or before 26 January 2023. |

| Complaint 1.6 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 | 1. Briefing note is in progress. |

| Complaint 1.7 PT. Nabatindo Karya Utama (subsidiary of Bumitama Agri Limited) vs requested for confidentiality | |
|---|---|
| Case Reference | RSPO/2021/10/LSL |
| Date Filed | 1 July 2021 |
| Respondent | PT. Nabatindo Karya Utama (subsidiary of Bumitama Agri Limited) |
| Membership Category | Oil Palm Grower |
| Country | Indonesia |

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| Complainant | requested for confidentiality |
| Complaint description | <ul style="list-style-type: none"> It is alleged that the Respondent and Koperasi Koling Hapakat did not use the plasma area in accordance with the permission allocated. It is alleged that there is a transfer of ownership of community-owned SHM (“Sertifikat Hak Milik”) by Koperasi Koling Hapakat to the Respondent. |
| Status | (D) Investigation / deliberation |
| Decision / Justification | <ol style="list-style-type: none"> The Complainant decided to proceed with the investigation by the Complaints Panel. In that regard, the BE process has ended. The directives from the CP on the way forward of this Complaint were furnished to both parties. The Respondent submitted its formal response and added that they were unable to obtain updates from the Ministry of Environment and Forestry. The Complainant has provided a response and the Secretariat is in the midst of reviewing the same. |

| Complaint 1.8 PT. Eagle High Plantations vs requested for confidentiality | |
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| Case Reference | RSPO/2022/15/RR |
| Date Filed | 08 November 2022 |
| Respondent | PT. Eagle High Plantations |
| Membership Category | Oil Palm Grower |
| Country | Indonesia |
| Complainant | requested for confidentiality |
| Complaint description | <ul style="list-style-type: none"> Allegations made against the Respondent are pertaining to rights of workers, working conditions, and safety concerns. |
| Status | (D) Investigation / deliberation |
| Decision / Justification | <ol style="list-style-type: none"> Parties have indicated that they would like to pursue Bilateral Engagement. The same was conveyed to the CP and that the Bilateral Engagement Rules will apply, i.e 60 working days from the time the Secretariat notifies parties. |

| Complaint 1.9 Reforestadora de Palmas del Peten S.A. (REPSA) vs requested for confidentiality | |
|--|--|
| Case Reference | RSPO/2022/13/MAM |
| Date Filed | 21 October 2022 |
| Respondent | Reforestadora de Palmas del Peten S.A. (REPSA) |
| Membership Category | Oil Palm Grower |
| Country | Guatemala |
| Complainant | requested for confidentiality |
| Complaint description | <ul style="list-style-type: none"> • The Complainant alleged that the Respondent violates the fundamental and labour rights of employees, because there are bad work conditions, unjustified dismissals, mistreatment, and false and unfounded suspicions; • The Respondent uses retaliation against farm workers and human rights defenders; • The Respondent uses the figure of the blacklist to designate employees who will not be rehired; • The Respondent uses organic fertilizer that generates pestilent odour and flies affecting communities. |
| Status | (D) Investigation / deliberation |
| Decision / Justification | <ol style="list-style-type: none"> 1. The formal acceptance of Complaint was communicated to the Complainant on 2.12.2022. 2. The Respondent was furnished with the Complaint for their official response on the allegations raised and the Respondent replied on 29.12.2022. 3. Pending review of the responses and consideration of confidential information/documents. |

GROUP 2

| Complaint 2.1 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"> 1. The CP is still reviewing the report from the independent investigator. 2. The CP has requested for a meeting with the independent investigator to discuss the findings of the report. |

Complaint 2.2 PT Perkebunan Nusantara IV (PERSERO) vs Koalisi Organisasi Serikat Pekerja dan Lembaga Swadaya Masyarakat Kabupaten Labuhan Batu, FSMI. TIPAN-RIPT

| | |
|---------------------------------|--|
| Case Reference | RSPO/2019/07/IR |
| Date Filed | 10 April 2019 |
| Respondent | PT Perkebunan Nusantara IV (PERSERO) |
| Membership Category | Oil Palm Grower |
| Country | North Sumatera, Indonesia |
| 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 Secretariat has since received the annual surveillance audit report from the Certification Body and is currently in the midst of reviewing the same. |

Complaint 2.3 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 | 1. Pending receipt of the Annual Surveillance Audit report from the Certification Body. |
|---------------------------------|--|

| Complaint 2.4 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 description | <ul style="list-style-type: none"> ● Alleged fraud of wages for 7 workers, ● No festive holidays and bonus for temporary workers |
| Status | (D) Investigation/Deliberation |
| Decision / Justification | 1. Pending receipt of the Annual Surveillance Audit report from the Certification Body. |

| Complaint 2.5 PT Agrowiratama (a subsidiary of Musim Mas Holdings Pte. Ltd) vs Tim Advokasi DPPKNPI | |
|---|---|
| Case Reference | RSPO/2021/02/SW |
| Date Filed | 27 January 2021 |
| Respondent | PT Agrowiratama (a subsidiary of Musim Mas Holdings Pte. Ltd.) |
| Membership Category | Oil Palm Grower |
| Country | Indonesia |
| Complainant | 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. |
| 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 |
| Decision / Justification | <ol style="list-style-type: none"> 1. The CP has declared the close of the investigation phase and has directed the Secretariat to prepare a Briefing Note for deliberation. |

| Complaint 2.6 PT Ramajaya Pramukti (subsidiary of Golden Agri Resources Ltd) vs Lembaga Adat Kenegerian Petapahan (Ninik Mamak Kenegerian Petapahan), Bahtera Alam & Sawit Watch | |
|---|--|
| Case Reference | RSPO/2021/12/CRP |
| Date Filed | 08 November 2021 |
| Respondent | PT. Ramajaya Pramukti (subsidiary of Golden Agri Resources Ltd) |
| Membership Category | Oil Palm Grower |
| Country | Indonesia |
| Complainant | Lembaga Adat Kenegerian Petapahan (Ninik Mamak Kenegerian Petapahan), Bahtera Alam & Sawit Watch |
| Complaint Description | <ul style="list-style-type: none"> ● that the Respondent conducted land expansion to about 167 hectares into the Imbo Putui Customary Forest; ● that the Respondent's used their operational truck passing through the Customary Forest and disturbing the community with the noise and dust pollution, disturbing the growth of trees along the road, cutting off animal paths (bear, deer, pangolin, snake, monitor lizard, monkey), and cutting off water paths; ● that the Respondent's action of planting oil palm up to the riverbank, even in the middle of the river (the company changed the waterway, then planted oil palm on the former river that was stockpiled); ● that the Respondent is not taking the responsibility for the social, economic, and ecological damage that occurred in the Imbo Putui Customary Forest and Petapahan Village; ● that the Respondent changed the natural shape of the rivers and made them straight; ● that the Respondent is destroying the downstream river ecosystem in the Imbo Putui customary forest with fertilizers and pesticides; and ● that the Respondent claimed the Imbo Putui Customary Forest as their conservation area (HCV). |
| Status | (D) Investigation/Deliberation |
| Decision / Justification | <ol style="list-style-type: none"> 1. The Secretariat received the Special Audit Report from the CB in January 2023. 2. Both Complainant and Respondent have provided their feedback (factual verification) to the Special Audit Report. |

| Complaint 2.7 Mados's Holdings Sdn Bhd vs Mighty Earth Inc - Malaysia | |
|--|--|
| Case Reference | RSPO/2022/05/HN |
| Date Filed | 09 May 2022 |
| Respondent | Mados's Holdings Sdn Bhd |
| Membership Category | Oil Palm Grower |
| Country | Johor, Malaysia |
| Complainant | Mighty Earth Inc |
| Complaint Description | <ul style="list-style-type: none"> ● Mados's Holdings Sdn Bhd has not disclosed all potential non-compliant land development within the Company's own concessions and Related Entities' concessions (controlled and influenced by Mados's Holdings Sdn Bhd). ● The potential RaCP liabilities associated with Mados's Holdings Sdn Bhd's RSPO membership (i.e. the 1 Management Unit referenced in the RaCP Tracker) does not currently extend to all non-compliant land clearing of HCVs/HCS within the company's own concessions and Related Entities' concessions: - <ul style="list-style-type: none"> ○ Mados' Holdings Sdn Bhd ○ Ibzi Holdings Sdn Bhd and its subsidiary, AA Sawit Sdn Bhd ○ Nadi Mesra Sdn Bhd |
| Status | (D) Investigation/Deliberation |
| Decision / Justification | <ol style="list-style-type: none"> 1. The Respondent furnished the public summary of the HCV assessment report and the response to the findings of the GIS verification report on 20-Dec-2022. The Respondent confirmed that both reports can be shared to the Complainant and the aforementioned reports were furnished to the Complainant on 22-Dec-2022. 2. The Complaints Panel has directed the Secretariat to proceed with the Briefing Note. |

| Complaint 2.8 PT. Perkebunan Nusantara V (PERSERO) vs requested for confidentiality | |
|--|--------------------------------------|
| Case Reference | RSPO/2022/03/CRP |
| Date Filed | 04 March 2022 |
| Respondent | PT. Perkebunan Nusantara V (PERSERO) |
| Membership | Oil Palm Grower |

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|---------------------------------|---|
| Category | |
| Country | Riau Province, 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 | (D) Investigation/Deliberation |
| Decision / Justification | <ol style="list-style-type: none"> 1. The Secretariat received the Special Audit Report from the CB in January 2023 and has responded with its feedback on the report. 2. Pending receipt of the revised Special Audit Report. |

Complaint 2.9 PT. Farinda Bersaudara (subsidiary of TSH Resources Berhad vs RSPO Secretariat - Indonesia

| | |
|----------------------------|---|
| Case Reference | RSPO/2022/10/HH |
| Date Filed | 26 September 2022 |
| Respondent | PT Farinda Bersaudara (subsidiary of TSH Resources Berhad) |
| Membership Category | Oil Palm Grower |

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|---------------------------------|---|
| Country | Kalimantan Barat, Indonesia |
| Complainant | RSPO Secretariat |
| Complaint Description | <ul style="list-style-type: none"> ● The Respondent cleared High Conservation Value (HCV) areas in one of its subsidiaries, PT Farinda Bersaudara (PT FDB): - <ol style="list-style-type: none"> a. TSH Resources Berhad submitted a self-declaration on 25 September 2020 to the RSPO Secretariat to declare its liability for unintentional clearing of HCV areas in PT FDB and undertake responsibility for the liability; and b. The Secretariat responded by initiating an independent ground verification conducted by independent assessors (Pramitama Bayu Saputro and Nurul Iman Suansa) in July 2021 to verify the self-declaration made by the Respondent. The independent verification results are as follows: - <ol style="list-style-type: none"> i. there was clearance of HCV areas before (69.87ha) and after (256.92ha) the Respondent became an RSPO member; ii. some of the land clearance were caused by community encroachment; iii. implementation of established SOPs in the field was not as effective as intended by the Respondent; and iv. local communities encroached the HCV areas as they were not well aware of where the boundary of Hak Guna Usaha (HGU) is located. <p>Note: The Complaint is lodged by the RSPO Secretariat in line with section 1.4 of the Remediation & Compensation Procedure (2015).</p> |
| Status | (D) Investigation/Deliberation |
| Decision / Justification | <ol style="list-style-type: none"> 1. The Secretariat furnished the Briefing Note to the Complaints Panel on 16-Dec-2022. 2. The Complaints Panel has endorsed the Briefing note and the Secretariat shall proceed with drafting of the decision letter. |

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 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 | (D) Investigation / deliberation |
| Decision / Justification | <p>1. The Secretariat is in the midst of drafting the Briefing Notes for Phase 3, Phase 4 & Phase 5 in parallel.</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 description | <ul style="list-style-type: none"> Note: FPP and the other NGOs also sent a complaint to the BoG on the fact that 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 | <ol style="list-style-type: none"> The CP has received sufficient information to proceed with its deliberations. The CP has made a directive for the Secretariat's next course of action. |

| Complaint 3.3 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 | <ul style="list-style-type: none"> The Respondent, through its subsidiaries located in Central Kalimantan, |

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|---------------------------------|--|
| description | <p>operate its plantations with permits which never had the force of law;</p> <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 | <p>1. The Secretariat is in the midst of collating the feedback from the parties to be furnished to the CP in order to finalise the ToR for an independent investigation.</p> |

| Complaint 3.4 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 description | <ul style="list-style-type: none"> Modification of property deeds to remove areas identified by the government as environmental protection zone; 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. ASI has submitted their compliance audit report.</p> <p>2. The Secretariat is in the midst of reviewing the said report.</p> |

| Complaint 3.5 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 description | <ul style="list-style-type: none"> ● Unilateral pay cut by the Respondent ● 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. With respect to the CP’s directive on assessing the Respondent’s labour practice and policies: - <ol style="list-style-type: none"> a. The Respondent has furnished its Guidelines for Handling Harassment at Workplace and the same was furnished to the CP on 16-Dec-2022. b. No response from the Complainant despite the Secretariats multiple attempts (on 18-Oct-2022, 11-Nov-2022 and 12-Dec-2022) in seeking the available dates for a meeting. 2. With respect to the CP’s directive on reviewing the efficiency and gaps of the Respondent’s internal grievance mechanism: - <ol style="list-style-type: none"> a. The Respondent has furnished the &Wider’s report and the same was furnished to the CP on 16-Dec-2022. 3. With respect to the CP’s directive on the incident surrounding the allegation of fraudulent documents: - <ol style="list-style-type: none"> a. The Secretariat has furnished several documents to the CP on 16-Nov-2022 pertaining to the workers payment system (specifically with respect to one of the workers who is represented in this Complaint). The documents furnished to the CP include the workers employment agreement, the Respondent’s SoP on minimum wage, Malaysia’s minimum wage order, and the worker’s pay slip. 4. The Complaints Panel directed the Secretariat to establish contact with the Complainant by way of mobile to obtain further clarification on the allegations and to report back to the Complaints Panel. |

| Complaint 3.6 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 (adjourned) |
| Decision / Justification | <ol style="list-style-type: none"> 1. On 2.12.2022, the Complainant set out its intention to withdraw the Complaint by way of email. 2. The Secretariat will prepare the Briefing Note for the CP perusal and further directive. |

| Complaint 3.7 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> |
| 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. |
| Status | (D) Investigation / deliberation |
| Decision / Justification | <ol style="list-style-type: none"> 1. The CP has endorsed the final ToR. 2. The Complainant, however, requested for a meeting with the Secretariat to comment and seek clarification on their feedback to the draft ToR. 3. The Secretariat had a meeting with the Complainant on 20.12.2022. The minutes have been shared with the CP members and the Complainant. 4. The CP has raised some queries with respect to the minutes. 5. The Secretariat is to provide clarification to the CP’s queries. |

| Complaint 3.8 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 | <i>requested for confidentiality</i> |
| 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 | (D) Investigation / deliberation |
| Decision / Justification | <ol style="list-style-type: none"> 1. The CP is in the midst of perusing all the information pertaining to the proposals received by candidates before appointing an independent investigator to conduct the independent investigation. |

| Complaint 3.9 PT Bumi Pratama Khatulistiwa (subsidiary of Wilmar International Limited vs Teraju Foundation - Indonesia | |
|--|--|
| Case Reference | RSPO/2022/02/HH |
| Date Filed | 4 March 2022 |
| Respondent | PT. Bumi Pratama Khatulistiwa (subsidiary of Wilmar International Limited) |
| Membership Category | Processors and / or Traders |
| Country | Kalimantan Barat, Indonesia |
| Complainant | Teraju Foundation |
| Complaint description | <ul style="list-style-type: none"> • The Respondent forced a community to give up the rights to their land in order to develop the land into an oil palm plantation. • The company then refused to return the land to the community by involving the police. |
| Status | (D) Investigation / Deliberation |
| Decision / Justification | 1. Pending receipt of the special audit report from the CB. |