

COMPLAINTS PANEL

MINUTES OF MEETING

For Website

25 March 2020 | 6.00pm - 8.15 pm | Meeting No. 03/2020

Meeting location: *Jakarta Conference Room, RSPO Kuala Lumpur - Malaysia & via Zoom Link*

<p>List of Complaints Panel Member</p>	<table border="1"> <tr> <td data-bbox="373 640 906 947"> <ol style="list-style-type: none"> 1. Henry Barlow (Chair - CCP) 2. Lim Sian Choo (LSC - Co Chair) 3. Michelle Desilets (MD) 4. Matthias Diemer (MDM) 5. Marieke Leegwater (ML) 6. Lanash Thanda (LT) </td> <td data-bbox="906 640 1436 947"> <ol style="list-style-type: none"> 7. Suzanne Hall (SH) 8. Peter van der Werf (PVDW) 9. José den Toom (JDT) 10. Robert Kruger (RK) 11. Ian Hay (IH) 12. Priya Gopalan (PG) </td> </tr> </table>	<ol style="list-style-type: none"> 1. Henry Barlow (Chair - CCP) 2. Lim Sian Choo (LSC - Co Chair) 3. Michelle Desilets (MD) 4. Matthias Diemer (MDM) 5. Marieke Leegwater (ML) 6. Lanash Thanda (LT) 	<ol style="list-style-type: none"> 7. Suzanne Hall (SH) 8. Peter van der Werf (PVDW) 9. José den Toom (JDT) 10. Robert Kruger (RK) 11. Ian Hay (IH) 12. Priya Gopalan (PG)
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<p>Agenda</p>	<p style="text-align: center;"><u>General Agenda: 6.05pm - 7.10pm</u></p> <ol style="list-style-type: none"> 1. Opening Remarks by Chairperson 2. Declaration of Conflict of Interest 3. To confirm and adopt the minutes of 26 February 2020 during the CP Meeting 4. New Allegations:- <ol style="list-style-type: none"> a. RSPO/2020/01/IR - Kwantas Corporation Berhad b. RSPO/2020/02/SW - PT Permata Hijau Sawit Kebun Papaso - (subsidiary of Permata Hijau Group) c. RSPO/2020/02/SW - PT Musim Mas Holding Pte Ltd 5. Complaints Statistics 6. Any other matters:- <ol style="list-style-type: none"> a. Dates for Complaints Panel meetings in 2020 b. Expansion of the Complaints Panel c. Collaboration with the Investigation & Monitoring Unit (IMU) d. DSF Updates e. Carrefour's position on Palm Oil. 7. Amnesty International report on Wilmar International - a media enquiry by Sydney Morning Herald. 8. Research Report, "Palming Off Responsibility: Labour rights violations in the Indonesian palm oil sector by SOMO and CNV International (PT Aneka Inti Persada - Sime Darby; and PT Murini Sam Sam – Wilmar). 9. Commitment of Financial Institutions. 		

10. GA Resolution - GA15-6d: Discouraging RSPO members subject to complaints from avoiding their obligations by divesting or withdrawing their membership.

11. Complaints for deliberation:-

Group 1: 7.10pm to 7.30pm

1. FELDA vs Orang Dusun Lahad Datu (Desa Begahak/Robin Balud)
2. Agropalma S.A vs José Maria Tabaranã da Costa and Aida Raimunda Maia da Costa
3. Hap Seng Plantations Holdings Bhd vs Sia Yi Chin
4. PT. Pusaka Agro Lestari (PT. PAL) - subsidiary of Noble Plantation vs RSPO Secretariat
5. PT. Mitra Austral Sejahtera (PT. MAS) - subsidiary of Sime Darby vs Transformasi untuk Keadilan (TuK-NGO)
6. Golden Veroleum Liberia (GVL) vs. Green Advocate for the Butaw Community & Forest Peoples Programme & SDI & SESDev & A-Bloteh
7. PT. Harapan Sawit Lestari (PT. HSL) - subsidiary of Cargill vs Link-AR Borneo
8. AMP Plantation a subsidiary of Wilmar vs KUD Dasra (represented by lawyer)
9. 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
10. Pacific Inter-Link (Papuan Concessions) vs Environmental Investigation Agency (EIA) & Greenpeace
11. PT. Berkat Sawit Sejati (subsidiary of Musim Mas) vs Hutan Kita Institute (HaKI)
12. Nacional Agro Industrial, S. A. (subsidiary of KH Regional Group Inc.) vs Consejo Nacional de Desplazados de Guatemala - CONDEG
13. PT Buana Wira Lestari vs *(requested for confidentiality)*

Group 2: 7.30pm - 7.40pm

1. Extractora La Gloria S.A.S. vs ASOCOL & ASOCADAR
2. PT. Bumitama Gunajaya Abadi (PT. BGA) - subsidiary of Bumitama vs Sawit Watch
3. PT. Hati Prima Agro (PT. HPA) - subsidiary of Bumitama vs Sawit Watch
4. FELDA Global Ventures Holding Berhad (FGV) vs RSPO Secretariat (on the basis of an article by Chain Reaction Research)
5. Golden Agri Resources (GAR) vs Forest Peoples Programme & TuK - Indonesia
6. Presco PLC Nigeria (SIAT SA) vs Indigenous People of Oruarivie-Abraka Kingdom
7. PT. Perkebunan Nusantara IV (PERSERO) vs Koalisi Organisasi Serikat Pekerja dan Lembaga Swadaya Masyarakat Kabupaten Labuhan Batu, FSMI. TIPAN-RI
8. PT. Perkebunan Nusantara IV (PERSERO) vs *requested for confidentiality*
9. PT. Perkebunan Nusantara IV (PERSERO) vs Federasi Serikat Pekerja Metal Indonesia (FSPMI)
10. PT. Bilah Platindo (MP Evans) vs Federasi Serikat Pekerja Metal Indonesia (FSPMI)
11. PRESCO PLC (a subsidiary of SIAT SA) vs Delta Agricultural Stakeholders Farmers Union
12. PT Socfin Indonesia (subsidiary of Socfin SA) vs Lembaga Swadaya Masyarakat Team Investigation Penyelamat Asset Negara Republik Indonesia
13. Presco Plc vs Ovre Eku Community

Group 3: 7.40pm - 8.15pm

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. Primatama Mulia Jaya vs Masyarakat Adat Luhak Saparampek Simpang Tigo
5. PT. Agro Lestari Mandiri (PT. ALM) - subsidiary of Sinarmas vs Serikat Buruh Sejahtera Indonesia Kabupaten Ketapang
6. PT. Perkebunan Nusantara III (PT. PN) vs Pimpinan Cabang Federasi Serikat Pekerja Metal Indonesia
7. PT. SMART Tbk - subsidiary of Golden Agri Resources (GAR) vs Masyarakat Dusun I/II/III Belongkut
8. Oleaginosas Del Peru S.A. (OLPESA) vs Community of Santa Clara de Uchunya.
9. PT. PHP/AMP Plantation (subsidiary of Wilmar) vs Represented by Lawyer on behalf local community
10. Boustead Rimba Nilai (subsidiary of Boustead Plantations Berhad) vs Mr Sauddin Che Lamin
11. Norpalm Ghana Limited vs Landowners of Ewusiejoe
12. Golden Agri Resources (GAR) vs Forest Peoples Programme & Elk Hills Foundation



DETAILS OF THE AGENDA:

No.	Agenda
1.	Opening Remarks from Chairperson Opening speech by CCP.
2.	Declaration of “No Conflict of Interest” New CP Members made the necessary declarations.
3.	To confirm and adopt the minutes of 26 February 2020 during the Complaints Panel Meeting. Minutes of 29 November 2020 adopted unanimously.

4. New allegation submitted

- a. RSPO/2020/01/IR Kwantas Corporation Berhad**
 Complainant :- Boustead Emastulin Sdn Bhd (subsidiary of Boustead Plantations Berhad)
 Complaint received :- 9 January 2020
 Location :- Lahad Datu, Sabah
 Allegations :- Invasion of Boustead Plantations Berhad’s main access road by Kwantas Corporation Berhad

Discussion from 25 March 2020 (CP Meeting):-

- Pending response from the Complainant on the queries posed by the Secretariat in its emails of 27.02.2020 and 23.03.2020.**

- b. RSPO/2020/02/SW PT Permata Hijau Sawit Kebun Papaso**
 (subsidiary of Permata Hijau Group)
 Complainant :- *(requested for confidentiality)*
 Complaint received :- 14 January 2020
 Location :- North Sumatera, Indonesia
 Allegations :- The workers were not issued payslips;
 No adequate health facilities and no adequate housing facilities provided for the workers;
 The workers were not given the freedom to join the unions;
 workers are Imposed working hours that are not in accordance with the provisions;
 Contract workers were employed for the main job;
 Daily Casual workers are not provided with statutory rights;
 Workers are not provided with PPE;
 Workers are not provided with religious festivity allowance;
 The Respondent does not have the company regulations as required by law.

Discussion from 25 March 2020 (CP Meeting):-

- Additional allegations sent to the Secretariat.**
- Initial Diagnosis is in progress.**



c. RSPO/2020/03/SW PT Musim Mas Holding Pte Ltd

Complainant :- (requested for confidentiality)
 Complaint received :- 11 February 2020
 Location :- Riau, Indonesia
 Allegations :- Land fires occurred in the conservation area within the PT Musim Mas HGU covering an area of 12 hectares;
 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.

Discussion from 25 March 2020 (CP Meeting):-

1. **This complaint has been formally accepted.**
2. **The Secretariat will contact the disputing parties on the next steps.**

5. Complaints Cases Statistics

Total Cases in 2018:

	May-2018	June-2018	July-2018	Aug-2018
Complaints received	4	0	1	3
Status	Open (1) Closed (3)	-	Open (1)	Open (2) Closed (1)
Certified	-	-	-	-
Country	Indonesia (4)	-	Indonesia (1)	Indonesia (2) Singapore (1)
Case Category	-FPIC (2) -HCV (2)	-	-FPIC (1)	-Breach of Code of Conduct (2) -Minimum Wage (1)

	Sept-2018	Oct-2018	Nov-2018	Dec-2018
Complaints received	2	6	0	0
Status	Open (1) Closed (1)	Open (2) Closed (4)	-	-
Certified	-	-	-	-
Country	Indonesia (1) Nigeria (1)	Indonesia (3) Nigeria (1) Liberia (1) Others (1)	-	-
Case Category	-Occupational Hazard (1) -FPIC (1)	-Breach of Code of Conduct (2) -FPIC (2) -Compensation (1) -Wage (1)	-	-

Total Cases in 2019:

	Jan-2019	Feb-2019	Mar-2019	Apr-2019
Complaints received	2	1	3	4
Status	Open (1) Closed (1)	Rejected (1)	Open (2) Rejected (1)	Open (2) Rejected (1) Closed (1)
Certified	-	-	-	-
Country	Indonesia (2)	Malaysia(1)	Indonesia (1) Peru (2)	Indonesia (3) Nigeria (1)
Case Category	-Occupational Hazard (1) -FPIC (1)	- FPIC (1)	-Deforestation (3) - FPIC (2)	-Occupational Hazard (1) -No Festive Holidays (3) - Infringement of copyright (1)

	May 2019	Jun 2019	July 2019	Aug 2019
Complaints received	2	3	1	1
Status	Open (1) Closed (1)	Open (3)	Open (1)	Open (1)
Certified	-		-	
Country	Indonesia (1) Malaysia (1)	Indonesia (1) Guatemala (1) Nigeria (1)	Indonesia (1)	Malaysia(1)
Case Category	- Wages (1) -No Festive Holidays (1) -conservation area for water (1)	-Workers unjustifiably dismissed (1) - Social Benefits (1) -Customary rights (1)	-Customary rights (1)	Terminated based on mental health discrimination (1)

	Sept-2019	Oct-2019	Nov-2019	Dec-2019
Complaints received	0	3	0	1
Status	-	Open (3)	-	Rejected (1)
Certified	-	-	-	-
Country	-	Indonesia (1) Ghana (1) Nigeria (1)	-	Sierra Leone (1)
Case Category	-	Breach of Code of Conduct (1) Compensation (1) Pollution (1)	-	Others - Employment

Total Cases in 2020

	Jan-2020	Feb-2020	Mar-2020	Apr-2020
Complaints received	2	1	1	-
Status	Open (2)	Open (1)	Open (1)	-
Certified	-	-	-	-
Country	Malaysia (1) Indonesia (1)	Indonesia (1)	Indonesia (1)	-
Case Category	-Invasion of main access road (1) -Wage, safety (1)	- Land fires - River Pollution - Planting onPeat	- Illegal permit - convicted for Bribery	-

Total Active Cases by Country and Year (as of 22.03.2020)

Country	Active Cases	Year	Active Cases
Indonesia	26	2009	0
Malaysia	5	2010	1
Colombia	1	2011	0
Nigeria	3	2012	1
Singapore	0	2013	0
Peru	1	2014	1
Brazil	1	2015	5
Liberia	1	2016	0
Guatemala	1	2017	5
Ghana	1	2018	10
Sierra Leone	0	2019	14
Cayman Island	1	2020	4
TOTAL	41	TOTAL	41

Discussion from 25 March 2020 (CP Meeting):-

1. The minutes of the recent CP Physical Meeting is in midst of being drafted and will be furnished to the CP members once finalised.
2. The paper and material with respect to the issue of Beneficial Ownership and Group Membership have been furnished to the CP members for their comments. Comments from the CP members will be taken back to the relevant individuals within the Secretariat.

6. Any other matter

A. Dates for Complaints Panel Physical Meeting in 2020:

Discussion from 25 March 2020 (CP Meeting):-

1. CP meeting initially fixed on 27 May 2020 will be brought forward to 20 May 2020 in light of the Eid Celebration (Hari Raya Puasa).
2. The CP physical meeting initially fixed for the 13th and 14th of July are to be held in abeyance pending the outcome of the COVID-19 situation.

B. Expansion of Complaints Panel

Discussion from 25 March 2020 (CP Meeting):-

1. The Secretariat has received applications together with supporting documents from two candidates.
2. The Secretariat will proceed with reviewing all supporting documents before the Selection Committee is convened.

C. Collaboration with the Investigation and Monitoring Unit

i) PT Permata Hijau Pasaman :-

Discussion from 25 March 2020 (CP Meeting):-

1. The meeting on the signing of the agreement has been postponed to the end of March 2020.
2. Pending further updates from the IMU.

ii) FGV :-

Discussion from 25 March 2020 (CP Meeting):-

1. An ad hoc online meeting is to be scheduled at a later date to specifically discuss the developments of this matter.

iii) Poligrow Colombia SAS

Discussion from 25 March 2020 (CP Meeting):-

1. The IMU has written to the CB to get updates on the initial certification audit report and to confirm the schedule for the next surveillance audit and the IMU is still waiting for a response from the CB.
2. The IMU will update the Complaints Desk upon receipt of the same.

D. DSF Updates:

Discussion from 25 March 2020 (CP Meeting):-

1. A new consultant has been identified and that the Secretariat is in midst of finalising the agreement for execution and subsequent engagement of the Consultant.

E. Carrefour's position on Palm Oil.

Carrefour has in a recent advertisement to encourage the sale of their cream-spread claimed as follows:-

"For him (as they show a child with crepes), oil is used to fry, palms are for the beach, so there is no reason to have them on his crepes"

Discussion from 25 March 2020 (CP Meeting):-

1. The Secretariat has reached out to Carrefour for a formal explanation on the same.
2. The CP has agreed to decide on the next course of action upon receiving and reviewing the formal response from Carrefour.

7. Media Inquiry: Amnesty International Investigation report on Wilmar International – Sydney Morning Herald on 28 November 2016

"Amnesty International interviewed 120 workers working on palm plantations owned by two Wilmar subsidiaries and three Wilmar suppliers in Kalimantan and Sumatra in Indonesia. The investigation exposed a wide range of abuses including:

- a. Women were forced to work long hours under the threat of having their pay cut, paid below minimum wage and kept in insecure employment without pensions or health insurance;
- b. Children as young as eight doing hazardous, hard physical work, sometimes dropping out of school to help their parents on the plantation;
- c. Workers suffering severe injuries from paraquat, an acutely toxic chemical banned by the EU and by Wilmar itself;
- d. Workers being made to work outdoors without adequate safety;
- e. Workers having to work long hours to meet ridiculously high targets, some of which involve highly physically demanding tasks".

Discussion from 25 March 2020 (CP Meeting):-

- 1. Pending endorsement of letter of transfer by the CP to have this matter transferred for official investigation under the IMU.**

8. Research Report, "Palming Off Responsibility: Labour rights violations in the Indonesian Palm Oil Sector, by SMO and CNV International (PT Aneka Inti Persada - Sime Darby; and PT Murini Sam Sam - Wilmar)

13 June 2017 – SOMO/CNV International published their report on labour violations at PT Murini Sam Sam and PT Aneka Inti Persada. The report was also forwarded to RSPO.

The following violations were noted in the report:

1. PT Murini Sam Sam
 - Temporary workers and contract issues
 - Wages and overwork
 - Child labour
 - Health and safety
 - Gender equality – mainly hired as plantation maintenance workers and as such employed on a seasonal basis. Day workers are denied their 3 months of paid maternity leave.
 - Freedom of association
2. PT Aneka Inti Persada:
 - Temporary workers and contract issues
 - Wages and workload
 - Child labour



- Health and safety
- Gender equality
- Freedom of association

Discussion from 25 March 2020 (CP Meeting):-

1. Briefing Note drafted and is under internal review before submission to the CP.

9. Commitments of Financial Institution(s)

Discussion from 25 March 2020 (CP Meeting):-

Two issues were discussed:

- i) As there is now an official Interim O & E director, the Secretariat will be writing to DS on the previous query posed by CCP on the issue of central banks and shall update the CP accordingly.
- ii) The divestment by the Norges Bank Investment Management (NBIM) holdings against a Peruvian member as set out in a statement by another UK member on their Website. The UK member claims that the Bank has divested from the Peruvian member because of issues of human rights and deforestation. The Peruvian member has come up with a statement refuting the allegations raised by the UK member and stated that the Bank had made their own decision based on other reasons. In light of these conflicting statements, the CP has directed the Secretariat to obtain further information from the NBIM to identify the accuracy in the statements made by these members.

10. GA Resolution - GA15-6d - Discouraging RSPO members subject to complaints from avoiding their obligations by divesting or withdrawing their membership

Discussion from 25 March 2020 (CP Meeting):-

1. In light of COVID-19, the Resolution 6d Public Consultation is postponed to 31 March 2020.

COMPLAINTS FOR DELIBERATION:

GROUP 1

Complaint 1.1 FELDA vs Orang Dusun Lahad Datu (Desa Begahak/Robin Balud)	
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	<p>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.</p> <p>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.</p> <p>FELDA encaved 916 acres of the said land and gave it back to the community. The community planted fruits and other crops on the land.</p> <p>A police report has been made by the community and that is the source of the complaint.</p>
Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. Status quo. 2. Pending outcome of the appeal before the Sabah Lands and Surveys Department. 3. The Sabah Lands and Surveys Department is currently closed due to the Movement Control Order by the Malaysian Government.



Complaint 1.2 Agropalma S.A. vs José Maria Tabaranã da Costa and Aida Raimunda Maia da Costa	
Date Filed	13 August 2015
Respondent	Agropalma SA
Membership Category	Oil Palm Grower
Country	Brazil
Complainant	José Maria Tabaranã da Costa and Aida Raimunda Maia da Costa.
Complaint description	That Agropalma has acquired land and planted oil palm in violation of the RSPO Principles and Criteria.
Status	(D) Investigation / deliberation
Decision / Justification	1. Status Quo. Pending outcome of the Court's process.

Complaint 1.3 Hap Seng Plantations Holdings Bhd vs Sia Yi Chin

Date Filed	11 November 2015
Respondent	Hap Seng Plantations Holdings Bhd
Membership Category	Oil Palm Grower
Country	Malaysia
Complainant	Sia Yi Chin of Lahad Datu, Sabah
Complaint description	<p>The complainant is claiming that Hap Seng Plantations Bhd is illegally occupying his property (River Estates) of 6,454 acres in Lahad Datu, Sabah.</p> <p>He says that he is the beneficial owner of the said land and the land office in Kota Kinabalu has confirmed that the said land is still in his name as beneficial owner.</p> <p>He has filed a civil suit against Hap Seng; originating summons: BKI-24-127/5 of 2012 filed on 30.07.2015</p>
Status	(D) Investigation / deliberation
Decision / Justification	1. Status Quo. Pending outcome of the Court's process.

Complaint 1.4 PT. Pusaka Agro Lestari (PT. PAL - Noble Plantation) vs RSPO Secretariat

Date Filed	20 June 2017
Respondent	PT Pusaka Agro Lestari
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	RSPO Secretariat
Complaint description	<ul style="list-style-type: none"> ● Potential risk on Clearance a large areas of Primary Forest in Papua; ● Official Complaint against one of HCV Assessors – Nyoto Susanto.
Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. The Secretariat is in the midst of drafting the warning letter and the same will be furnished to the CP members for review.

Complaint 1.5 PT. Mitra Austral Sejahtera (Sime Darby) vs NGO TuK	
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	<p>The communities of Sanggau have alleged that the company PT Mitra Austral Sejahtera is operating without :</p> <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 <p>In acting so they are alleged to have breached RSPO Principles and Criteria specifically on:</p> <p>Principle 1 on Transparency,</p> <p>Principle 2 on Compliance with applicable laws and Principle 6 Responsible consideration of employees and individuals and communities affected by growers and mills.</p>
Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. The Secretariat has furnished the finalised legal review to both parties and shall proceed with the drafting of the Briefing Note.

Complaint 1.6 Golden Veroleum Liberia (GVL) vs. Green Advocate for the Butaw Community; FPP; SDI; SESDev; A-Bloteh	
Date Filed	2 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"> a. has not provided public notification for a 30 day period consistent with the New Planting Procedures; b. commencing land preparation new planting and infrastructure development prior to the expiry of the minimum 30-day period; c. 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; d. 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	<ol style="list-style-type: none"> 1. The CP members have been updated via email. 2. The independent facilitator for the implementation of the CP's decision in the Tarjuowon area has suggested having a call with the parties. The CP directed the Secretariat to inquire on if it will be a simultaneous call and if it is then the Secretariat/Complaints Unit can be the observer. 3. The CP also directed the Secretariat to seek confirmation if there would be cost implications and amendments to the existing contract if there will be an extension until June 2020. 4. As far as the implementation of the CP's decision in the other areas are concerned, parties have agreed to adopt a similar process to the Tarjuowon area in terms of engaging an independent facilitator for the implementation of the remainder of the CP's decision. 5. The Secretariat is to approach all the shortlisted candidates for the Tarjuowon area save for the independent expert already engaged for the Tarjuowon area.

Complaint 1.7 PT. Harapan Sawit Lestari (Cargill) vs Link-AR Borneo	
Date Filed	25 May 2018
Respondent	PT Harapan Sawit Lestari (Cargill)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Link-AR Borneo
Complaint description	PT Harapan Sawit Lestari allegedly commenced the re-planting activities without proper consent from the local community of Asam Besar in West Kalimantan.
Status	(D) Investigation / deliberation
Decision / Justification	1. The Briefing note is in progress.

Complaint 1.8 AMP Plantation (Wilmar) vs KUD Dasra (represented by lawyer)	
Date Filed	30 April 2018
Respondent	AMP Plantation (Wilmar)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Represented by lawyer on behalf of KUD Dasra
Complaint description	Dispute regarding plasma cooperation with KUD Dasra.
Status	(D) Investigation / deliberation
Decision / Justification	1. The Briefing note is in progress.

Complaint 1.9 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

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	Malaysia / Cayman Island
Complainant	Environmental Investigation Agency (EIA) & Greenpeace
Complaint description	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	(C) CP constituted
Decision / Justification	1. Briefing Note has been submitted to the CP for deliberation.



Complaint 1.10 Pacific Inter-Link (Papuan Concessions) vs Environmental Investigation Agency (EIA) & Greenpeace

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	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	(C) CP constituted
Decision / Justification	1. Briefing note has been submitted to the CP for deliberation.

Complaint 1.11 PT Berkat Sawit Sejati (subsidiary of Musim Mas) vs Hutan Kita Institute (HaKI)

Date Filed	12 March 2019
Respondent	PT Berkat Sawit Sejati (subsidiary of Musim Mas)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Hutan Kita Institute (HaKI)(Indonesia)
Complaint description	Allegations : 1. indicated using the area of Dangku Wildlife Reserve (SM) approximately 2,600 Ha and production forest area (HP) of approximately 3,200 Ha.
Status	(D) Investigation / deliberation
Decision / Justification	1. Briefing note in progress.

Complaint 1.12 Nacional Agro Industrial, S.A. (subsidiary of KH Regional Group Inc.) vs Consejo Nacional de Desplazados de Guatemala - CONDEG -(Guatemala)	
Date Filed	8 June 2019
Respondent	Nacional Agro Industrial, S. A. (subsidiary of KH Regional Group Inc.)
Membership Category	Oil Palm Grower
Country	Guatemala
Complainant	Consejo Nacional de Desplazados de Guatemala - CONDEG
Complaint description	<p>Allegations :</p> <ol style="list-style-type: none"> 1. Unjustifiably dismissed 50 workers. 2. Naisa violates the code of ethical conduct through their contractor companies, 1) Hidrogen y oxigeno,SA. (2) Labores y Servicios, SA, (3) Sevicios Agricolas del Peten, SA.
Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. Special Audit Report received from the CB, however further clarification required with respect to the contents of the Special Audit Report. 2. The Certification Unit had a meeting with the CB and the Complaints Desk is waiting for an update from the Certification Unit.

Complaint 1.13 PT Buana Wira Lestari vs <i>requested for confidentiality</i>	
Date Filed	29 October 2019
Respondent	PT Buana Wira Lestari
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	<i>requested for confidentiality</i>
Complaint description	<ol style="list-style-type: none"> 1. The Respondent planted oil palm trees outside the HGU and planted oil palm trees at the edge of the river which resulted in damage to the watershed. 2. The Respondent is polluting the river water and also the surrounding community settlement caused by the liquid waste from the palm oil mills. 3. The Respondent never watered the road traversed by its FFB and CPO transport trucks which affected the health of the community of two villages due to dust pollution. 4. The Respondent mill's chimney emits black smoke and causes air pollution. 5. The Respondent did not provide proper social assistance to the local community.
Status	(D) Investigation / deliberation
Decision / Justification	1. Pending outcome of the Bilateral Engagement process between parties.

GROUP 2

Complaint 2.1 Extractora de La Gloria SAS vs ASOCOL, ASOCADAR	
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 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 is 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 Singararé, 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	(D) Investigation / deliberation
Decision / Justification	1. Briefing Note in progress.

Complaint 2.2 PT. Bumitama Gunajaya Abadi (PT.BGA - Bumitama) vs Sawit Watch

Date Filed	13 November 2015
Respondent	PT Bumitama Gunajaya Abadi
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Sawit Watch
Complaint description	<p>The allegations are:-</p> <ol style="list-style-type: none"> 1. Destroying graves and planting trees surrounding the graves; 2. Dispute on plasma scheme mechanism; 3. Termination of labourers and the status of labourer i.e. are they casual or permanent? 4. Compensation not paid directly to the land owner; 5. Loss of land certification and using the land of migrants which is still under control of the owner.
Status	(F) Complaints Panel Decision
Decision / Justification	1. Decision delivered. Pending expiry of the appeals period on 27.05.2020.

Complaint 2.3 PT. Hati Prima Agro (PT.HPA - Bumitama) vs Sawit Watch	
Date Filed	13 October 2017
Respondent	PT Hati Prima Agro (Bumitama)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Sawit Watch
Complaint description	<p>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.</p> <p>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.</p>
Status	(F) Complaints Panel Decision
Decision / Justification	<ol style="list-style-type: none"> Pending response from the consultant on the fee proposal for additional review of documents.



Complaint 2.4 Felda Global Ventures Holding Berhad vs RSPO Secretariat	
Date Filed	19 April 2017
Respondent	Felda Global Ventures Holding Berhad
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	RSPO Secretariat (on the basis of Article by Chain Reaction Research)
Complaint description	<p>There was a report issued by Chain Reaction which reported the fact that FGV in their Kalimantan concession had cleared 1600 Ha peat forest. On 25th April 2017 Secretariat had a meeting with FGV and they claimed that they only planted on less than 100 Ha of shallow peat. We had requested them to give an update.</p> <p>The update on an independent audit done by Aksenta showed that there was no deforestation. At the moment, we are still waiting for written clarification from FGV and their further actions.</p>
Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> The Secretariat to furnish the CP with an updated draft letter incorporating the comments from the CP.



Complaint 2.5 Golden Agri Resources vs Forest Peoples Programme (FPP) & TuK

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	GAR's shadow companies are actively clearing lands.
Status	(C) CP constituted
Decision / Justification	1. Legal review ongoing.

Complaint 2.6 Presco PLC Nigeria (SIAT SA) vs Indigenous People of Oruarivie-Abraka Kingdom	
Date Filed	17 September 2018
Respondent	Presco PLC Nigeria (SIAT SA)
Membership Category	Oil Palm Grower
Country	Nigeria
Complainant	Indigenous People of Oruarivie-Abraka Kingdom
Complaint description	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.
Status	(C) CP constituted
Decision / Justification	<ol style="list-style-type: none"> 1. The Complaint has been adjourned pending the outcome of a private mediation between both parties. 2. The Secretariat has written to the Respondent seeking an update on the progress of the mediation. The Secretariat is still waiting for a response from the Respondent.

Complaint 2.7 PT Perkebunan Nusantara IV (PERSERO) vs Koalisi Organisasi Serikat Pekerja dan Lembaga Swadaya Masyarakat Kabupaten Labuhan Batu, FSMI. TIPAN-RIPT

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	<ol style="list-style-type: none"> 1. Lack of adequate health and safety equipment; 2. Worker died due to lack of safety equipment; and 3. No festive holidays for temporary workers.
Status	(D) Investigation/Deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. Briefing note in progress.

Complaint 2.8 PT Perkebunan Nusantara IV (PERSERO) vs requested for confidentiality

Date Filed	29 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	<ol style="list-style-type: none"> 1. Temporary workers contract and wages issues 2. Intimidation of workers
Status	(D) Investigation/Deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. Briefing note in progress.



Complaint 2.9 PT Perkebunan Nusantara IV (PERSERO) vs Federasi Serikat Pekerja Metal Indonesia (FSPMI)	
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	<ol style="list-style-type: none"> 1. Alleged fraud of wages for 7 workers, 2. No festive holidays and bonus for temporary workers
Status	(D) Investigation/Deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. Briefing Note in progress.

Complaint 2.10 PT Bilah Platindo (subsidiary of MP Evans) vs Federasi Serikat Pekerja Metal Indonesia (FSPMI)

Date Filed	24 June 2019
Respondent	PT Bilah Platindo (subsidiary of MP Evans)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Federasi Serikat Pekerja Metal Indonesia (FSPMI)
Complaint description	<ol style="list-style-type: none"> 1. 2 daily workers died due to an accident happened on 23 February 2018. 2. Victims were not registered with Indonesia’s social insurance scheme and were not covered during the accident.
Status	(D) Investigation/Deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. The decision letter is being drafted.



Complaint 2.11 Presco PLC Nigeria (SIAT SA) vs Delta Agricultural Stakeholders Farmers Union	
Date Filed	24 June 2019
Respondent	Presco PLC Nigeria (SIAT SA)
Membership Category	Oil Palm Grower
Country	Nigeria
Complainant	Delta Agricultural Stakeholders Farmers Union
Complaint description	There have been major unlawful invasion and forceful takeover of local farm lands by the Respondent.
Status	(D) Investigation/Deliberation
Decision / Justification	1. Decision delivered. Pending expiry of the appeals period on 20.04.2020.

Complaint 2.12 PT. Socfin Indonesia (subsidiary of Socfin SA) vs Lembaga Swadaya Masyarakat Team Investigation Penyelamat Asset Negara Republik Indonesia (LSM.TIPAN-RI)

Date Filed	26 July 2019
Respondent	PT Socfin Indonesia (subsidiary of Socfin SA)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Lembaga Swadaya Masyarakat Team Investigation Penyelamat Asset Negara Republik Indonesia (LSM.TIPAN-RI)
Complaint description	PT Socfin Indonesia used the land of 13 community members of Desa Negeri Lama Seberang without their express consent for the PT Socfin Indonesia water pipeline which is approximately 900 meters in length. The water pipeline extends from the Bilah River to the PT Socfin Indonesia palm oil mill.
Status	(D) Investigation/Deliberation
Decision / Justification	1. Pending response from the Complainant with respect to the confirmation from the community on the status of withdrawal of Complaint.



Complaint 2.13 Presco Plc vs Ovre Eku Community	
Date Filed	28 October 2029
Respondent	Presco Plc
Membership Category	Oil Palm Grower
Country	Nigeria
Complainant	Ovre Eku Community
Complaint description	Invasion forcible entry to Ovre-Eku Land by Presco Plc.
Status	(D) Investigation / deliberation
Decision / Justification	1. Briefing Note has been submitted to the CP for deliberation.

GROUP 3

Complaint 3.1 PT. Kartika Prima Cipta (GAR) vs Forest Peoples Programme & TuK	
Date Filed	14 October 2014
Respondent	Golden Agri Resources (GAR) – PT Kartika Prima Cipta (KPC)
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> <ol style="list-style-type: none"> 1. 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. 2. Land takeover was done without land tenure study and participatory mapping. 3. Late HCV assessment which was done by IPB, final consultation was in May 2014. 4. Dissatisfaction by smallholders and resentment because of reduced post facto set aside for HCV rather than getting plasma scheme (20%). 5. Set aside land as HCS area that made no provision for customary land uses and tenure and local people livelihood. 6. 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. 7. 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	<ol style="list-style-type: none"> 1. The Secretariat has received the draft report from the Consultant and is reviewing the same.

Complaint 3.2 Goodhope Asia Holdings vs RSPO Secretariat	
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	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	1. Pending response from the Complainant on the report from the Consultant.



Complaint 3.3 IOI Pelita (IOI Group) vs Community of Long Teran Kanan	
Date Filed	10 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	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"> 1. Phase 2 of the Resolution Plan is still ongoing. Some activities have been halted due to the Movement Restriction Order imposed by the Malaysian Government. 2. The CP has directed the Secretariat to write to IOI with certain queries for clarification.

Complaint 3.4 PT. Primatama Mulia Jaya v Masyarakat Adat Luhak	
Date Filed	12 July 2018
Respondent	PT Primatama Mulia Jaya [subsidiary of Wilmar International]
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Masyarakat Adat Luhak Saparampek Simpang Tigo and Forest People Programme (FPP)
Complaint description	The issuance of Right of Utilization of the Respondent issued without prior information to the Complainant
Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> The Secretariat is in the midst of reviewing the updated Special Audit report from the CB.

Complaint 3.5 PT. Agro Lestari Mandiri (Sinar Mas) vs Serikat Buruh Sejahtera Indonesia Kabupaten Ketapang

Date Filed	30 August 2018
Respondent	PT Agro Lestari Mandiri (Sinar Mas)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Serikat Buruh Sejahtera Indonesia Kabupaten Ketapang
Complaint description	PT Agro Lestari Mandiri allegedly terminated workers in violation of the Indonesian Employment Law.
Status	(C) CP constituted
Decision / Justification	1. Status quo and pending the outcome of the Supreme Court’s decision.

Complaint 3.6 PT. Perkebunan Nusantara III vs Pemimpin Cabang Federasi Serikat Pekerja Metal Indonesia

Date Filed	18 January 2019
Respondent	PT Perkebunan Nusantara III
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Pemimpin Cabang Federasi Serikat Pekerja Metal Indonesia
Complaint description	Minimum wage Wage withholding/Deduction Occupational Hazard, Unsafe working conditions, exposure to chemicals.
Status	(D) Investigation / deliberation
Decision / Justification	1. Decision delivered and Complaint closed.



Complaint 3.7 PT Smart Tbk - subsidiary of Golden Agri Resources (GAR) vs Masyarakat Dusun I/II/III Belongkut	
Date Filed	18 October 2018
Respondent	PT Smart Tbk - subsidiary of Golden Agri Resources
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Masyarakat Dusun I/II/III Belongkut
Complaint description	The termination of employment by PT Smart Tbk Kebun Adi Pati without severance payment
Status	(D) Investigation / deliberation
Decision / Justification	1. The Briefing Note is in progress.

Complaint 3.8 Oleaginosas Del Peru S.A (OLPESA) vs Community of Santa Clara de Uchunya	
Date Filed	22 March 2019
Respondent	Oleaginosas Del Peru S.A. (OLPESA)
Membership Category	Oil Palm Grower
Country	Peru
Complainant	Community of Santa Clara de Uchunya
Complaint description	<ol style="list-style-type: none"> 1. Sourcing FFB from unsustainable origin. 2. Failure to conduct SIA.
Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. Internal review ongoing for the preparation of the Briefing Note.

Complaint 3.9 PT. PHP/AMP Plantation (subsidiary of Wilmar) vs Represented by Lawyer on behalf of Local Community	
Date Filed	20 August 2018
Respondent	PT. PHP/AMP Plantation (subsidiary of Wilmar)
Membership Category	Oil Palm Grower
Country	Indonesia
Complainant	Represented by Lawyer on behalf of local community
Complaint description	Dispute regarding plasma cooperation with local community
Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. The Briefing Note is in progress.



Complaint 3.10 Boustead Rimba Nilai (subsidiary of Boustead Plantations Berhad) vs Mr Sauddin Che Lamin	
Date Filed	12 August 2019
Respondent	Boustead Rimba Nilai (subsidiary of Boustead Plantations Berhad)
Membership Category	Oil Palm Grower
Country	Malaysia
Complainant	Mr Sauddin Che Lamin
Complaint description	Complainant was terminated on 2 July 2019 via letter without salary for 3 consecutive months based on mental health discrimination.
Status	(D) Investigation / deliberation
Decision / Justification	1. Decision letter being drafted.

Complaint 3.11 Norpalm Ghana Limited vs Landowners of Ewusiejoe	
Date Filed	29 October 2019
Respondent	Norpalm Ghana Limited
Membership Category	Oil Palm Grower
Country	Ghana
Complainant	Landowners of Ewusiejoe
Complaint description	<ol style="list-style-type: none"> 1. Non Transparency to landowners of Ewusiejoe. 2. No minutes provided after meeting with Norpalm management. 3. No information to Landowners on the arrival of the Inspectorate team from RSPO to enable them to participate and express their concerns. 4. No information to Landowners on the demarcation made by Norpalm Ghana Ltd and no documents provided to the Complainant. 5. Payments of monies to Landowners have not been fully made.
Status	(D) Investigation / deliberation
Decision / Justification	<ol style="list-style-type: none"> 1. The Certification Body has furnished the Secretariat with a response with respect to the comments made by the Complainant in the Special Audit report. 2. The Secretariat has requested additional documents from the Certification Body and pending receipt of the same.

Complaint 3.12 Golden Agri Resources (GAR) vs Forest Peoples Programme & Elk Hills Foundation	
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	<ol style="list-style-type: none"> 1. The Respondent, through its subsidiaries located in Central Kalimantan, operate its plantations with permits which never had the force of law; 2. 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"> 1. Complaint formally accepted and parties have been informed. Pending formal acceptance of the Respondent’s response to the allegations raised. 2. An ad hoc online meeting has been scheduled to discuss this Complaint further.