

No	Target of grievance	Relationship with Neste (Direct/Indirect raw material sourcing/others)	Parent Company Group of Grievance Target	Grievance/report/link	Status	Direct Supplier Grievance Dashboard
Neste's renewable raw material grievances (November 2020)						
1	PT Ciliandry Anky Abady (PT CAA)	Not in supply chain but Parent Company Group is a direct supplier	First Resources	https://milieudefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[CLOSED] Sept 2018: Links refer to First Resources response: PT Ciliandry Anky Abadi is not a subsidiary, an associated company, or a related party of First Resources</p> <p>First Resources' controlling shareholder and its key management personnel (either collectively or individually) do not have any ownership or hold any management roles in PT Ciliandry Anky Abadi.</p> <p>First Resources does not have any financial or operational relationship with PT Ciliandry Anky Abadi.</p> <p>First Resources has not purchased any palm oil products from PT Ciliandry Anky Abadi, and will not buy from any company that cannot prove that they are in compliance with First Resources' Sustainability Policy.</p>	<p>http://www.first-resources.com/upload/file/20191018/20191018064810_97802.pdf</p> <p>https://www.first-resources.com/upload/file/20210213/20210213101744_43848.pdf</p>
2	Golden Veroleum Liberia (GVL)	Not in supply chain but Parent Company Group is a direct supplier	GAR	https://milieudefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] 4 Nov 2020 updates on:</p> <p>a) Following the field visit by independent facilitator ProForest Q1 2020, the RSPO Complaints Panel directed a clan mapping exercise in Tarjuowon District to determine clan boundaries and following that a discussion on sharing of benefits from GVL operations accruing to respective clans</p> <p>b) RSPO CP Secretariat further advised that 2 parties have indicated interest in playing independent facilitator roles for other communities. RSPO will hold a selection process and advise all parties to the grievance accordingly.</p> <p>15 Sept 2020: GVL reports latest progress on Sustainability Action Plan and other initiatives in its Sustainability Newsletter: https://bit.ly/2RPFQeBV</p> <p>Aug 2020: The Sustainability Action Plan (SAP) aims to strengthen the company's sustainability processes and practices, implement RSPO Complaints Panel Directives and address identified issues. Implementation of the SAP officially commenced in September 2018 with the advisory support of Earthworm Foundation (EF). https://goldenveroleumliberia.com/wp-content/uploads/2020/09/GVL-SUSTAINABILITY-ACTION-PLAN-20200831.pdf</p> <p>Nov 2018: Engagement with GAR management</p> <p>Aug 2018: https://goldenveroleumliberia.com/sustainability-action-plan/</p> <p>The conflicts around GAR's operations in Liberia have been ongoing since at least 2012. Local communities have been protesting against the way that Golden Veroleum Liberia (GVL) acquired its concessions.</p>	<p>https://goldenagri.com.sg/sustainability-dashboard/grievance-data</p>

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3	PT Binasawit Abadi Pratama (PT BAP)	Direct Supplier (CPO)	GAR	https://milieudedefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] Oct 2020: Case is currently being handled by the RSPO Complaints Panel. The Secretariat is waiting for a response from the Respondent on the issues pertaining land clearing and the final remark from the GIS team.</p> <p>Apr 2020: The key points of GAR's response to the FPP complaints to the RSPO are as follows:</p> <ol style="list-style-type: none"> 1. Allegation that GAR failed to secure necessary permits for eight (8) concessions in Central Kalimantan: the complex issue of obtaining permits in Indonesia affects all companies and is not peculiar to GAR. It is also a well-known issue to stakeholders including the RSPO. GAR has submitted evidence of the various legal changes that have occurred over the years re the allocation and designation of land for palm oil plantations. Through all the legislative changes, GAR and its subsidiaries have complied with the applicable and valid regulations at the time and have therefore been operating legally 2. Allegation that GAR and its subsidiaries failed to comply with RSPO New Planting Procedures: this is factually incorrect and without basis. GAR has submitted a list of documents verified by the RSPO certification body and submitted to the RSPO in 2014. In addition, GAR highlighted that the only new planting since 2014 has been to fulfil plasma development for the community. In this, GAR has also filed all the necessary documentation for the plasma development. 3. Allegation of unethical behaviour by GAR: the claims by FPP are factually incorrect. Since October 2018 when the corruption case was instigated GAR and its subsidiary PT BAP have been transparent about the case, the fact that the individuals in question acted of their own accord and in breach of the company's Code of Conduct. This was proven in the decision of the Jakarta Corruption Court which also ruled that the incident reflected the actions of a few individuals in breach of Government Regulations as well as GAR's own Code of Conduct. Neither GAR nor PT BAP were parties to the case. Therefore, claims that either company acted unethically are without basis. <p>GAR awaits the deliberation of the Complaints Panel and hopes that there will be a swift closure of this matter.</p> <p>March'19: GAR acknowledges the findings of the Jakarta Corruption Court in the matter of three executives of PT Binasawit Abadi Pratama accused of bribery of government officials and hopes that this now draws a line under this unfortunate and regrettable incident.</p>	<p>https://goldenagri.com.sg/wp-content/uploads/2019/03/Statement_Jakarta-Corruption-Court-Decision_GAR.pdf?v1</p> <p>https://askrspo.force.com/Complaint/s/case/5000o00002u2QR1AAM/detail</p> <p>https://goldenagri.com.sg/update-statement-on-new-forest-people-programmes-complaint-against-golden-agri-resources/</p>

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4	Tebo Indah	Indirect supplier via AAA Sari Dumai Sejati Refinery	Agro Inti Semesta	https://milieudedefense.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[CLOSED] In the period January to September 2019, Greenpeace documented a total of 76 fire alerts on PT. Agro Inti Semesta plantations. Between 2015 and 2018, a total area of 12,996 ha in Agro Inti Semesta concessions were affected by fires, with no repeat burns.</p> <p>PT AIS denied the allegation as data published by Greenpeace was incorrect as there was no forest fires occurred in its plantations. PT AIS provided documentation evidence to support their statement:</p> <ol style="list-style-type: none"> 1. Surat Perintah Penghentian Penyidikan (SP3) No. SP-3/02/XI/2015/Reskrim, a letter Police states that there is insufficient evidence of land fires at PT KMS (subsidiary of AIS) 2. Surat Direktorat Jendral Penegakan Hukum Lingkungan dan Kehutanan No. ST 182/PPH/PPHKN/GKM.2/8.2016 (Lampiran 2) – investigation on land fires was held from 12 to 18 August 2016. 3. Surat Direktorat Jendral Penegakan Hukum Lingkungan Hidup dan Kehutanan dated 16 August 2016 informed that there is no forest fires at PT Pagatan Usaha Makmur – a subsidiaries of PT AIS 4. A report of supervision on the compliance in 2017 at PT KMS and PT PUM. 	
5	PT Kahayan Agro Plantation (PT KAP)	Not in supply chain but Parent Company Group of indirect supplier via AAA, GAR, KLK, KIAS, Wilmar	Anglo Eastern Plantations	https://milieudedefense.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] Repeated case since June 2018. Recent progress:</p> <p>Nov 2020: AEP informed that due to Covid-19 pandemic the visit to plasma area has been postponed and no decision made by HCSA.</p> <p>Aug 2020: PT KAP has contacted the HCSA team and they were still unable to make the visit to the plasma area as planned due to the Covid-19 pandemic. The objective of the visit is to help PT KAP convince the plasma community re the importance of conserving the area, given the pressure for opening the area for plasma development. PT KAP said the HCSA Executive Director also plans to join the visit. The community consent will be key to the successful conservation of the "disputed HCS-forest" area.</p> <p>May 2020: A meeting was held between PT KAP and HCSA Secretariat. Based on the meeting, HCSA Secretariat willing to help to engage with plasma community in explaining the proposal to conserve the area and its importance. HCSA Secretariat to help PT KAP to explain to community on why the decision must be taken and HCS forest must be conserved.</p> <p>At the same time, PT KAP willing to conserve and put the area (disputed area – south west area designated for plasma) under moratorium.</p>	<p>https://www.apicalgroup.com/sustainability/grievances/anglo-eastern-plantation/</p> <p>https://goldenagri.com.sg/sustainability-dashboard/files/file_docs/aGolppt_kap_moratorium_5may20.pdf</p>

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6	PT Artha Prigel (PT AP)	Indirect Supplier via GAR Ivo Mas Tunggal and Wilmar Kuala Tanjung / Olenex	Bukit Barisan Indah Prima	https://milieudedefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] Several Indonesian NGOs allege that PT. Artha Prigel (PT. AP), a subsidiary of PT. Bukit Barisan Indah Prima (PT. BBIP), was legally responsible for aviolent action against local residents in Pagar Batu Villega, which resulted in the death of two farmers and injuries of another two in March 2020. Reportedly, the conflict between PT. AP and the local community has been ongoing since the mid-1990s, sparked by a land dispute and allegations of a lack of official legal permits for the company's operations on land claimed by the community. The company denied the allegations in the grievance procedure started by GAR, claiming self-defence by its security officer and referring to its HGU (Right to Business Use) permit.</p> <p>Oct 2020: To better understand the root cause towards developing an effective action plan, GAR commissioned an independent party to conduct a field study / community assessment related to PT AP case.</p> <p>Our supplier, Wilmar, started our engagement with Bukit Barisan Indah Prima (BBIP) since 26 March 2020 to seek clarification on the land conflict issues detected through their regular media monitoring. BBIP responded by sharing the detail chronology event of the case, minutes of their meeting with communities and supporting documents on their engagement with the communities in the past, as well as their internal SOP in addressing social conflict. A teleconference was held with BBIP's management on 23 April 2020 to further discuss the case.</p> <p>We learnt that since the takeover of BBIP by the current shareholding group in 2011, there were no land claims or social conflicts at PT Artha Prigel (AP) with communities from Pagar Batu until 2019, when PT AP completed its replanting programme and preparing for harvesting. The contested area is ~180 ha and is located within PT AP's legal permit area, as per their Hak Guna Usaha (HGU), which is the land use permit. PT AP initiated a series of mediation meetings with the communities since early 2019 with the intent to resolve the case amicably. The mediation process involved various key stakeholders, including Lahat District Government, South Sumatra Provincial Government, Police Department, National Land Agency and some relevant government authorities. The land conflict was not triggered by the COVID-19 situation.</p> <p>Joint field verifications were jointly conducted by key parties to identify the contested area, which is within the HGU. PT AP holds the legal rights, as per their HGU, to operate in the said area. Therefore, PT AP recommended that the communities explore options via legal avenue, since the HGU was already issued for the land. The communities instead chose to set up an illegal blockade at the end of 2019 to forcefully stop workers from PT AP from accessing the contested area, which remained in place for several months till it was removed in February 2020. The blockade was manned by community members armed with dangerous weapons including machetes and spears.</p> <p>On 20 March 2020, the communities began gathering at the contested area but was dispersed by PT AP's team. However, on 21 March 2020, around 70 community members gathered again at the contested area, armed with dangerous weapons, including machetes. These armed community members forcibly stopped PT AP's workers, who were escorted by police officers at the time, from entering the area. The PT AP workers were then left the area. However, the armed community members began attacking the PT AP's security personnel when they attempted to leave the area together with the police officers. This resulted in a clash that only came to a halt when the police officers fired warning shots into the air. Unfortunately, there were serious casualties from both sides resulting from the clash, including the death of two community members.</p> <p>Subsequently, PT AP lodged a police report on the attack. A PT AP security officer has been detained by police as part of the investigation. In the meantime, following the advice received from the police, PT AP has initiated discussion with the families of both the victims to explore provision of compensation due to the tragic deaths.</p>	https://goldenagri.com.sg/sustainability-dashboard/grievance-data https://www.wilmar-international.com/sustainability/grievance-procedure

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7	Bumitama Agri	Indirect Supplier via GAR Marunda & Tarjun	Bumitama Group	https://milieudedefense.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] Jan 2020: Bumitama clarified that the areas were impacted by fires. These are enclaved areas owned by local community, and not developed by the company. Bumitama told GAR it had submitted information to RSPO part of hotspot monitoring. However the extent of the burnt area was larger than what it recorded. A fire incident report was also submitted to authorities in the village and local police. This was also submitted to the RSPO.</p> <p>Bumitama provided further clarification to GAR after on the ground verification</p> <p>Apr 2020: Bumitama updated GAR. It explained that the purpose behind the purchase of PT DAS was to prevent further land clearing prior to the required assessment and review and to conserve the biodiversity-rich forest and peatland areas that it contains. To investigate on the allegations of Mighty Earth, PT DAS has conducted a land-use change analysis, overlaying the latest satellite imagery from 20 March 2020 with an earlier land cover photograph from December 2019. Through this satellite image interpretation, PT DAS did not discover any new land opening. GAR also conducted a spatial analysis and verified that there was no land clearing in PT DAS for the period of January and March 2020.</p>	<p>https://goldenagri.com.sg/wp-content/uploads/2020/01/Bumitama-Clarification-to-GAR-on-Mighty-Earth-Rapid-Response-Report-23.pdf</p> <p>https://goldenagri.com.sg/sustainability-dashboard/files/file_docs/bBY0Gby_eqpt_das_spatial_analysis_me_26.pdf</p>
8	Eagle High Plantations	Indirect Supplier via PT KIAS, GAR Surabaya & Tarjun	Rajawali Group	https://milieudedefense.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] Aug 2020: GAR and Aidenvironment conducted the joint verification visit to PT AER (study). The aim of this study is to assist PT AER in finding the root cause of the fire incidents and developing action plan for improvement.</p> <p>Mar 2020: Due to Covid19, a joint verification visit by GAR and Aidenvironment which was scheduled for March has been postponed.</p> <p>Dec 2019: EHP sent following clarification to GAR: EHP management stated it has no intention to open any new areas for palm oil development due to its new planting moratorium since 2017 and Inpres 8/2018. The company does not willfully conduct any form of deforestation. The alleged deforestation occurred due to fire incidents caused by extreme dry weather conditions in Indonesia. PT AER was affected by fires that spread from beyond its concession area. EHP told GAR that fire prevention and management measures as per existing SOPs have been implemented at PT AER.</p>	<p>https://goldenagri.com.sg/sustainability-dashboard/files/file_docs/5NvZFresponse_to_mighty_earth_report_no_22_pt_smart.pdf</p>

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9	Genting	Direct supplier	Genting	https://milieudefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[CLOSED] Genting Plantations Bhd's Indonesian unit PT Globalindo Agung Lestari (PTGAL), which was listed in the analysis as having 5,000ha of burned land during the period, said no significant burned area has been found in its concession area.</p> <p>"Based on the burn area map from the Indonesian Ministry of Environment and Forestry of the concession area, no significant burned area was found. The burned area was largely outside the concession area," said PTGAL in response to Greenpeace's allegations.</p> <p>"This is comparable to PT Globalindo Agung Lestari's 2016-2018 internal data for three years, which showed burned planted areas covering 6.8 hectares, while the burned area in the community-owned side was 203ha. Investigations showed the cause of the fire was unknown/comes from the community-owned land that was cleared for crop planting," it said.</p> <p>The Indonesian unit went on to say that its fire-fighting team has been extinguishing fires in coordination with local authorities and communities, and that hotspot monitoring via satellite is conducted each morning and evening during the dry season, together with daily fire patrols.</p> <p>"All incidents of burning have been reported to the relevant authorities. We also report to the Roundtable of Sustainable Palm Oil (RSPO) through the Burning Hotspot Monitory system, as dictated by RSPO," it said.</p> <p>"Genting Group, through Genting Plantations Bhd is committed to opening land without burning with the application of the No-Burn Policy. Genting Plantations Bhd has been a member of the RSPO since 2006 and seeks to apply sustainable criteria (sustainability) in all of its operations," it added.</p> <p>[Fire Alerts] In the period from January to September 2019, Greenpeace documented a total of 765 fire alerts on Genting Plantations (part of Genting Group) concessions. This made it the palm oil group with the 2nd highest number of alerts in Greenpeace's analysis. Between 2015 and 2018, a total area of 8,100 ha was affected by fire in Genting Plantations' own concessions, of which 100 ha burned more than once.</p>	
10	Palmina Utama Mill	Indirect supplier via BKP Marunda Refinery	Julong Group	https://milieudefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	[MONITORING] Purchases from Neste's direct supplier BKP has been put on hold	

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11	PT Adei Plantation and Industry	Direct supplier	KLK	https://milieudedefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[CLOSED] KLK regrettably confirms the occurrence of a hotspot area which affected 2.8 ha in the 14,400 ha estate managed by P.T. Adei and the hotspot occurred during an unusually acute dry spell where rain was recorded only 2 days out of the last 60 days. This hotspot was successfully extinguished within the same day through the effort of our own 120 firefighting personnel aided by 11 excavators and Shihbaura pumps. As a safeguard measure, water was continually doused throughout the night to ensure the affected area remained wet and to avoid recurrence.</p> <p>At present, 4.25 ha which includes an isolation area has been sealed off for on-going investigations. P.T. Adei will continue to give full support to KLHK and all relevant authorities to assist in the on-going investigation of the case. P.T. Adei is a RSPO, ISPO and ISCC certified company and complies with the strict requirements of these certification standards, which includes no burning.</p> <p>https://www.thestar.com.my/news/nation/2019/09/15/firm-confirms-forest-fire-in-its-estate</p>	https://www.klk.com.my/wp-content/uploads/2019/09/20190914-Press-Release-KLK-gives-full-support-to-assist-investigation-PT-ADEL_v2-1.pdf
12	Mulia Sawit Agro Lestari	None	Mulia Sawit Group	https://milieudedefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	[CLOSED] Not a supplier	
13	PT. Uni Primacom and PT. Sumur Pandawangi	Not in supply chain but Parent Company Group of indirect supplier via PT KIAS & Olenex	Musirawas Group	https://milieudedefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	[CLOSED] Due to the ongoing land clearing activities, our supplier Wilmar, have ceased sourcing from Musirawas Group, last purchase was in August 2018.	
14	Pipit Mutiara Indah	Indirect supplier via Genting	QL Resources	https://milieudedefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[CLOSED] Repeated case, our supplier, Wilmar, has suspended this indirect supplier of Neste.</p> <p>Engagement with PT Pipit Mutiara Indah (PMI) started in April 2019 to seek clarification on deforestation alert detected through their Supplier Group Compliance Verification program. Based on the supporting documents submitted, it was clarified that the deforestation happened outside their concession boundary. PMI did not carry out any land clearing inside their concession for oil palm development. First meeting with PMI was conducted in May 2019, where Wilmar reiterated the NDPE policy compliance. PMI also provided written confirmation to the commitment of NDPE policy and shared their concession map for our ongoing monitoring.</p> <p>Wilmar continues to monitor the case and internal monitoring report in Oct 2019 had detected land clearing at PT PMI. During their investigation and engagement with PMI, it was clarified that the area had been felled already several years ago, and was now being cleared for planting. However, as there was no HCS/HCV assessment conducted, we considered this as a non-compliant to the NDPE policy. PMI committed to immediate moratorium and continues to guide PMI in NDPE policy compliance.</p>	

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15	Sime Darby Plantation	Indirect supplier via Wilmar, Genting, IOI & Mewah	Sime Darby Plantation	https://milieudedefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[CLOSED] 1 Sept 2020: No further evidence or details has been shared by Liberty Shared to back up allegations after more than 1.5 months.</p> <p>12 July 2020: Sime Darby is not a direct supplier; however, Neste decided not to make any further purchases from supply chains that are verifiably traced back to Sime Darby Plantations until the allegations by Liberty Shared have been sufficiently cleared.</p> <p>With help from our direct suppliers, Neste started to investigate the allegations thoroughly to make further decisions based on verified evidence. By the end of August, Neste had not yet received evidence substantiating that such serious sustainability violations have taken place within our supply chain.</p>	http://www.simedarbyplantation.com/media/press-releases/sime-darby-plantation%E2%80%99s-response-statement-made-liberty-shared-dated-4-august
16	Wilmar	Direct supplier	Wilmar	https://milieudedefensie.nl/actueel/dark-side-of-nestes-biofuel-production/view	<p>[MONITORING] Initial checks on the list of suppliers indicated that PT Tidar Kerinchi Agung is not Wilmar's supplier. PT Karya Agung Mega Utama (PT KAMU) is not a subsidiary under Wilmar International. Some of the cases are already logged into the RSPO Complaints mechanism. More details can be found here (Reference no: RSPO/2018/12/RB, RSPO/2018/06/RB, RSPO/2018/07/SW, R76).</p> <p>Wilmar commissioned Earthworm Foundation (EF) in September 2018 to conduct a thorough evaluation of issues raised against Wilmar's internal systems on social grievance and resolution at three of its subsidiaries in Pasaman Barat in West Sumatra - PT AMP Plantation, PT Gersindo Minang Plantation (GMP) and PT Primatama Mulia Jaya (PMJ).</p> <p>Since November 2019, Wilmar reached out to all the companies to seek clarification on the allegations as part of the investigation. As the issue listed in the interim report are generic and similar for all groups, Wilmar is unable to verify the cases without knowing the specific issues from the complainant. Wilmar had a meeting with FPP and Nagari Institute in November 2019 in Bangkok and it was agreed that a follow up meeting would be held to further discuss the issues and possible resolutions. A meeting with Nagari Institute in Padang on 11 February 2020 was held, and it was reiterated that in order to clearly seek resolution, it was important for Nagari Institute and FPP to provide more details in order for them to further investigate the cases and work towards the resolution. This did not need to have specific persons identified, rather details on the specific allegations. Nagari Institute was unable to share more information beyond the original interim report. However there was agreement to continue with a follow up meeting with Nagari Institute tentatively for March 2020. In the meantime, Wilmar continues to engage with both Nagari Institute and FPP.</p>	https://www.wilmar-international.com/sustainability/grievance-procedure
17	PKPP Plantation Sdn Bhd	Indirect raw material via Wilmar & IOI	LKPP Corporation Sdn Bhd	http://www.mightyearth.org/wp-content/uploads/RR-Report-30_final_vers_b.pdf	<p>[MONITORING] Nov 2020: IOI updated that they are in discussions with PKPP management in developing NDPE Policy, commitment and implementation plans towards protection of conservation areas moving forward.</p> <p>Aug 2020: Engaged with our direct supplier, IOI, whom contacted LKPP for clarification about PKPP. LKPP has verified and replied that PKPP is a company under the same Parent group - PKNP - but there are no commercial connections. LKPP does not source FFB from PKPP.</p>	https://www.ioigroup.com/Content/S/S_Grievance_Update

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18	Felda Global Ventures (FGV)	Indirect raw material via IOI, Genting, Mewah & Wilmar	Felda Global Ventures (FGV)	https://www.aljazeera.com/economy/2020/10/1/us-bans-palm-oil-imports-from-malaysian-producer-fgv	<p>[MONITORING] 14 Dec 2020: US considers lifting import ban on FGV</p> <ul style="list-style-type: none"> - THE US Customs and Border Protection (CBP) could not disclose the details of the allegations against FGV Holdings Bhd which led to the import ban of the planter's products. - However, CBP has informed the planter that it will consider lifting the Withhold Release Order (WRO) imposed on FGV and revoke the import ban, Mustapa said. - "FGV is in talks with several independent firms to find the best options in conducting future audits for FGV. - "FGV has also taken the steps to improve its foreign labor recruitment system as well as establishing a working standard to safeguard the welfare of its employees which is in line with human rights," he said. <p>3 Dec 2020: FGV Updates its Steps to Address the Withhold Release Order (WRO)</p> <ul style="list-style-type: none"> - FGV also reaffirmed its commitment to implement its action plan under its affiliation with the Fair Labour Association (FLA). - FGV also said it had appointed the independent advisory panel (IAP) to advise FGV on matters relating to governance and sustainability including labour matters. <p>13 Oct 2020: FGV is not a direct supplier; however, Neste decided not to make any further purchases from supply chains that are verifiably traced back to FGV until the allegations by US Customs and Border Protection (CBP) have been sufficiently cleared. No further information about CBP's findings including nature or locations of any incidence were disclosed.</p>	https://www.fgvholdings.com/wp-content/uploads/2020/10/Updates-on-the-CBP-WRO.pdf
19	PT Syaukath Sejahtera (PT SS) sourced from PT Tualang Raya (PT TR)	Not in supply chain but Indirect raw material via AAA	PT Syaukath Sejahtera (PT SS) sourced from PT Tualang Raya (PT TR)	https://www.ran.org/leuser-watch/group-links-global-brands-and-financiers-to-deforestation-in-the-leuser/	<p>[MONITORING] 22 Oct 2020: Another discussion with PT SS on the NDPE policy. Apical provides feedback to PT SS on the draft of the NDPE policy.</p> <p>20 Oct 2020: A meeting was held between Apical and PT SS on the progress of action plan agreed by both parties. Based on the discussion, PT SS agreed to develop the policy and completed the traceability information by end of this year.</p> <p>22 Sept 2020: Our supplier, Apical sought clarification from PT SS and highlighted the alleged deforestation by their supplier for immediate action. PT SS has halted sourcing from PT TR with immediate effect until resolution of the matter.</p> <p>PT SS has agreed to implement an action plan to develop a NDPE policy, and to submit traceability information of its supply chain to Apical to conduct risk assessment to identify if any of its suppliers are operating illegally or have committed deforestation in the Leuser Ecosystem. Apical will support PT SS to map out and monitor its supply chain to ensure it eliminates and avoids any sources linked to deforestation.</p>	https://www.apicalgroup.com/sustainability/grievances/pt-syaukath-sejahtera/
20	Aspirasi Kristal (M) Sdn Bhd (area A & B)	Not in supply chain but Indirect raw material via IOI via IJM whom buys from Instant Star	Instant Star Holdings Sdn Bhd	http://www.mightyearth.org/wp-content/uploads/RR-Report-30_final_vers_b.pdf	<p>[MONITORING] 13 Jul 2020: Our supplier IOI have engaged with Millers within the region and they are checking and investigating any potential connection with this palm oil company. Their supplying Mills have agreed to reply and provide updates to within 7 days.</p> <p>24 Jul 2020: Their Suppliers have checked and engaged with the said company to explain IOI's policy commitments. They have also requested land clearing cease as it may not be in accordance to NDPE requirements.</p>	<p>https://www.ioigroup.com/Content/S/S_Grievance_Update</p> <p>https://www.ioigroup.com/Content/S/pdf/Update%20on%20Aidenvironment_Earth%20Equaliser%20Monitoring%20Regarding%20Aspirasi%20Kristal.pdf</p> <p>https://www.ioigroup.com/Content/MEDIA/NewsroomDetails?intNewsID=999</p>

No	Target of grievance	Relationship with Neste (Direct/Indirect raw material sourcing/others)	Parent Company Group of Grievance Target	Grievance/report/link	Status	Direct Supplier Grievance Dashboard
21	PT Sawit Sumbermas Sarana	Indirect supplier via PT Bina Karya Prima	SSMS	https://chainreactionresearch.com/the-chain-neste-oysj-s-updated-dashboard-reveals-the-company-remains-linked-to-deforestation/	<p>[CLOSED] PT SSMS has been engaging with CORE directly, good progress in terms of:</p> <ul style="list-style-type: none"> - Sep 2017: NDPE Policy Development - Since policy adoption, there has been no deforestation or peatland development in their concessions - SSMS submitted RSPO Remediation & Compensation proposal (jointly three PTs; PT MMS, PT SSS and PT KSA) which has been approved by RSPO and is being implemented together with BOSF. It concerns a >2,000 ha orangutan pre-release site in which also a neighbouring village is involved. - RSPO certification target was set 100% for own plantations in 2019, which is still under progress. - There was still deforestation ongoing in PT SML in 2019. Although PT SML was sold-off back in 2016, there is a continuous NGO concern about continuous indirect relationship between PT SML and SSMS. Ongoing monitoring for deforestation of PT SML is recommended. - NDPE implementation roadmap in progress. <p>6 Jul 2020: Share further details and discussed further clarification required from PT BKP's 3rd party suppliers' Indofood & SSMS Aug 2020: Discussion on timebound action plan with BKP & SSMS for re-engagement Nov 2020: SSMS has been suspended by BKP</p>	
22	PT Global Primatama Mandiri	Not in supply chain but Parent Company Group of indirect supplier via PT KIAS & PT LDC	Palma Serasih Group	http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-26_final.pdf	<p>[MONITORING] Sept 2020: LDC has engaged with the supplier. Supplier has provided evidence that HCV assessment was carried out in 2016 by Aksenta, and also undertaken an Orangutan survey with BOSF. The cleared area was not in HCV area. An HCS assessment has recently been done for PT GPM and will imminently be conducted for PT NAS. LDC has requested an immediate stop-work order to any land clearing and conducted several engagements outlining conditions. The commercial relationship is under evaluation with final decision mid-September.</p> <p>May 2020: Both our direct suppliers, PT KIAS & LDC has engaged with the supplier. Noting letter dated 20 May 2020, PT GPM has ceased opening of new land clearing end Feb 2020. Supplier has provided evidence that HCV assessment was carried out in 2016 by PT Gagas Dinamiga Aksenta, and also undertaken an Orangutan survey (both analysis with external parties). The cleared area was not in HCV area. Currently undertaking an HCS assessment. Their progress is in accordance with the timeline and in accordance with RSPO shared by the supplier.</p> <p>HCS site assessment planned for March has been delayed due to COVID-19. Original plan to complete by year end.</p>	<p>https://www.ldc.com/wp-content/uploads/Grievances_master_updated_11.5.2020.pdf</p> <p>https://www.ldc.com/wp-content/uploads/Grievances_master_updated_1.9.2020.pdf</p>

No	Target of grievance	Relationship with Neste (Direct/Indirect raw material sourcing/others)	Parent Company Group of Grievance Target	Grievance/report/link	Status	Direct Supplier Grievance Dashboard
23	PT Medcopapua Hijau Selaras	Indirect from Wilmar Multi Nabati Sulawesi, Bitung	Capitol Group	http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-25_final.pdf	<p>[MONITORING] Sept 2020: Our supplier, Wilmar, conducted further investigation revealed that the land clearance was a result of pressure from the community to develop areas for plasma smallholders programme. Several field assessments have been conducted thereafter to determine the details or the affected areas and location.</p> <p>PT MPHS has agreed to rehabilitate the pockets of land clearing that were identified in the HCV/HCS assessment reports. Engagement with the communities on alternative plasma plans are ongoing, as the communities want the area to be cleared for plasma. PT MPHS also committed to submit the HCV/HCS assessment reports to be peer reviewed while observing a strict moratorium on further land clearance, which has been put place from September 2020. They have also prepared management plans for HCV/HCS areas, therefore protecting these areas while preventing similar incidences from reoccurring.</p> <p>May 2020: HCV/HCS has already been conducted by qualified assessor and the company has clarified that their land clearing was guided by the outcome of the assessments. Wilmar is currently reviewing their documents to verify their claim.</p> <p>The progress of investigation has been slow due to the restricted movement in Indonesia.</p>	https://www.wilmar-international.com/sustainability/grievance-procedure
24	PT Harapan Hibrida Kalbar	Indirect raw material via GAR Marunda Refinery	Union Sampoerna Triputra Persada	http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-23_final.pdf	<p>[MONITORING] Jan 2020: In its response letter to GAR http://bit.ly/2NNWvfQ, USTP/HHK confirmed that the land clearing was located in HHK's IUP area. However, reports from the site confirmed that the land clearing was committed by local communities who had claimed the land. USTP/HHK also informed GAR that there was a prohibition from the Dewan Adat Dayak (the Customary Council of Dayak Tribe) for HHK to open/develop the land due to land conflict issues. HHK has therefore not conducted any land clearing activities in the area. See the letter from Dewan Adat Dayak (Customary Council of Dayak Tribe) in Kecamatan Manis Mata Kabupaten Ketapang here: http://bit.ly/2RhITR5</p>	https://goldenagri.com.sg/sustainability-dashboard/grievance-data
*Neste does not operate any palm oil refineries, plantations and is not a palm oil trader						
**Direct suppliers refers to parent company groups that have direct business relationship with Neste						
***Indirect suppliers refers to parent company groups that do not have direct business relationship with Neste						
Suspended Suppliers						
No	Suppliers / Parent Group Companies	Date Suspended	Reason of suspension	Engagement with supplier		
1	PT BEST	Dec 2018	Lost of RSPO Membership, an additional requirement of Neste	<ul style="list-style-type: none"> - 4 Oct 2018: Engagement at supplier's Surabaya HQ with owners/management - 22 Nov 2018: NDPE/Sustainability Workshop for various departments from PT BEST - 8 Jan 2019: facilitated discussion supplier with RSPO 		

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2		PT Tunas Baru Lampung	Dec 2018	Deforestation	<ul style="list-style-type: none"> - 8 Jan 2019: Engagement at supplier's Jakarta HQ with management on severity of issues, received commitment to work on outstanding issues - 21 Feb 2019: Supplier engagement & workshop planning - 14 Mar 2019: NDPE/Sustainability Workshop for related departments from operations, sustainability, auditing from PT TBL - 10-11 Apr 2019: Neste Annual Supplier Workshop attended by 20 palm/pfad supplying companies - 18 July 2019: Engagement at supplier's Jakarta HQ with sustainability Head & Team to further discuss stop-work-order 	
3		PT BKP	Jul 2020	3rd party suppliers; Indofood & SSMS	- purchases from BKP on hold	
4		FGV	Oct 2020	FGV as an indirect supplier	- purchases from supply chains that are verifiably traced back to FGV on hold	