

No	Target of grievance	Relationship with Nestle (Direct/indirect raw material sourcing/others)	Parent Company Group of Grievance Target	Grievance raiser/report/link	Status	Direct Supplier Grievance Dashboard
Nestle's renewable raw material grievances (July 2022)						
1	Rimbunan Hijau	Not in SC, but part of indirect supplier parent company group (Rimbunan Hijau -> Olenix)	Rimbunan Hijau	https://www.globalwitness.org/en/campaigns/forests/true-price-palm-oil/#key-findings	<p>[MONITORING] 7 Oct 2021: GW released a public report titled 'The True Price of Palm Oil'. The allegations on RH in this report are largely similar to the letter that was sent to Wilmar's customers in July 2021. The report, however, contains additional information related to RH's health and safety practices.</p> <p>Our supplier, Wilmar, continues to monitor and investigate the remaining issues related to worker PPE Provision and RH's safety and health practices, and will guide RH towards resolution of this case.</p> <p>More info can be found here: https://www.wilmar-international.com/sustainability/grievance-procedure</p> <p>July 2021: A letter was sent to Wilmar's customers from the NGO Global Witness (GW), alleging environmental and social non-compliance incidents by Rimbunan Hijau (RH). A summary of the allegations in the letter were as follows:</p> <ul style="list-style-type: none"> - Environmental degradation and deforestation activities; - Violence and harassment against community members, through local police; - Lack of Free, Prior, Informed Consent (FPIC) prior to development of land; - Decent accommodation and facility for employees living in company housing; and - Workers' health and safety. <p>Wilmar immediately reached out to RH for clarification on the issues raised by GW, and has been actively engaging with the company since. RH has rebutted the allegations and provided us with all relevant documents which include:</p> <ul style="list-style-type: none"> - A field visit report by an independent consultant; - Evidence of engagements between RH and GW since 2017; - Landowner consent forms to ascertain FPIC and identify cultural sites that require protection; - Voluntarily written statements by a landowner, contents of which were further corroborated by a statement given by a local ward councillor; - Correspondence between Gifford Ltd and the Royal Papua New Guinea (PNG) Constabulary; - Board meeting minutes by landowner companies; and - A mediated agreement between Gifford Ltd and a landowner company issued by the PNG National Court. 	https://www.wilmar-international.com/sustainability/grievance-procedure
2	PT Tandan Sawitja Papua	Not in SC, but part of indirect supplier parent company group from GAR	Rajawali Group / Eagle High Plantations Tbk	https://www.mightyearth.org/wp-content/uploads/RR-Report-34_final_vers_a_20210630.pdf	<p>[CLOSED] 21 July 2021: GAR has closed the case based on the field verification report and action taken / planned by PT TSP. 30 June 2021: Our supplier, GAR's internal monitoring had detected the deforestation indication.</p> <p>PT TSP carried out a site verification. It was verified that the land clearing was intended for the expansion of the Yaumumi village area and was initiated by the village leadership without the knowledge/consent of PT TSP management as the community did not know that the area was controlled by PT TSP. See the verification report here https://bit.ly/3vjg24W</p> <p>Action taken/planned:</p> <ul style="list-style-type: none"> - PT TSP has had a meeting with the community through the village leadership, and it was agreed that they would stop the expansion. - PT TSP has also notified the Arso Timur District Government and the Keerom Regency Government not to issue a permit to the village of Yaumumi because it overlaps with PT TSP's area. - The District Government will hold a meeting to inform community leaders about the boundaries of the PT TSP area. - In the area that has not yet been cleared, PT TSP will display signage declaring that the area is owned/controlled by PT TSP. 	https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/
3	PT Bumi Agro	Not in SC, but part of indirect supplier parent company group Bumi Gading Prima via Apical/GAR/Musim Mas/Wilmar	Bumi Gading Prima	https://www.mightyearth.org/wp-content/uploads/RR-Report-33_final_vers_a.pdf	<p>[MONITORING] 3 May 2021: Our supplier, GAR contacted BGP to seek feedback on the deforestation allegation against PT BAP.</p> <p>4 May 2021: BGP confirmed that currently it is carrying out land development at PT BAP. As per GAR policy/GSEP, they urged BGP to immediately issue a moratorium statement on PT BAP followed by HCS/HCV study and HCSA/HCV/RM peer review.</p> <p>7 May 2021: PT BAP has agreed on a land clearing moratorium effective 17 May 2021. See PT BAP commitment letter on the moratorium here https://bit.ly/2PVdW2f</p> <p>10 May 2021: Our supplier, Wilmar initiated engagement with PT BGP via a virtual meeting, seeking clarification and documentation evidences of PT BGP's operation.</p> <p>PT Bumi Agro Prima clarified that there was no deforestation taken place as the area was planted with other crops prior converting to palm. Supporting documentation and photos had been submitted to prove their claim, where it was found that the vegetation on the ground consists of mixture of other crops, which is mostly rubber. To ensure that their activities are aligned with the NDPE requirement, the supplier has also agreed to commit to moratorium since May 2021 and engage a license assessor to conduct HCV-HCS assessment.</p> <p>3 May 2021: The report claimed that PT Bumi Agro Prima, a subsidiary of Bumi Gading Prima Group of clearing 25ha of forest between October 2020 to March 2021. Our supplier, Apical sought clarification from Bumi Gading Prima regarding the issue. For info, Apical do not source directly from PT Bumi Agro Prima. In a response, BGP committed to stop land clearing.</p>	https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/ https://www.apicalgroup.com/sustainability/grievances/
4	Sime Darby	Indirect Supplier	Sime Darby	US Customs & Border Proection (CBP)	<p>[MONITORING] 15 Feb 2022: Sime Darby announced several changes and improvements to its governance structures, policies and procedures, with the primary goal of ensuring the wellbeing of its workers. Towards this end, Sime Darby will reimburse recruitment fees to its foreign workers for costs they had incurred to secure employment with Sime Darby. Sime Darby has also established an improved Responsible Recruitment Procedure and implemented new processes to enable better dialogue with its workers. Press release of Sime Darby on 15 February 2022: https://sime-darbyplantation.com/sime-darby-plantation-institutes-sweeping-changes-in-governance-and-operations/</p> <p>Dec 2021: Sime Darby appointed Impact Ltd as a third-party assessor to conduct a comprehensive evaluation of the group's labor practices across its Malaysian operations. Target by early 2022.</p> <p>Nestle continues to monitor for developments on whether Liberty Shared and US CBP are willing to share information to be able to move forward. RSPO investigation result is another key development to observe.</p> <p>1 Mar 2021: Established an expert Stakeholder Human Rights Assessment Commission and appointed Impact Ltd as a third-party assessor to conduct a comprehensive evaluation of the group's labour practices across its Malaysian operations.</p>	

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9	PKPP Plantation Sdn Bhd	Indirect raw material via Wilmar, KLK & IOI	LKPP Corporation Sdn Bhd	http://www.mightyearth.org/wp-content/uploads/RR-Report-30_final_vers_b.pdf	<p>[MONITORING] July 2021: As part of the implementation of their NDPE policy, IOI together with external consultant are reviewing LKPP's labour practices to check on Recruitment procedures, working hours, minimum wages, working conditions, employment contracts, grievance mechanism to counter and increase awareness on Forced Labour. This review is spread over 3 stages and is targeted to be completed in 6 months.</p> <p>April 2021: IOI will be conducting remote engagements and activities with LKPP on traceability, no deforestation and no exploitation to support the delivery of their NDPE Commitments commencing June 2021.</p> <p>Jan 2021: The NDPE policy has been shared and is available here</p> <p>KLK made reference to the engagement of trading partner with Tuan Haji Roslan, Director of PKPP Agro:</p> <p>Nov 2020: a. PKPP has agreed to put a stop to all land clearing activity at Ladang Cherating concession. b. The PKPP management has set aside two land banks located at Lipis, Pahang (426 ha) and Pekan, Pahang (130 ha) for its recovery plan c. A group-wide NDPE policy is in the pipeline, pending for written resolution by the Board of Directors of PKPP. d. A full implementation of NDPE policy is expected to be done latest by 1 Jan-21.</p> <p>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
10	Felda Global Ventures (FGV)	Indirect raw material via IOI, Genting, Mewah & Wilmar	Felda Global Ventures (FGV)	https://www.aljazeera.com/economy/2020/10/14/us-bans-palm-oil-imports-from-malaysian-producer-fgv	<p>[MONITORING] 16 November 2021: FGV has appointed ELEVATE as the independent auditing firm to conduct an assessment of FGV's operations against the 11 International Labour Organization (ILO) Indicators of Forced Labour. The assessment is part of FGV's efforts towards petitioning for the revocation of the WRO by the CBP. Elevate is an independent sustainability and supply chain service provider with vast experience in advancing social compliance and addressing forced labour risks by applying a worker-centric approach.</p> <p>FGV had discussions with their US-based legal counsel and Elevate on the audit design and plan, which is expected to begin in November 2021.</p> <p>20 October 2021: FGV is committed to taking all the necessary steps towards lifting the WRO, including the appointment of an independent auditing firm to conduct an assessment of FGV's operations against the 11 International Labour Organization (ILO) Indicators of Forced Labour, as advised by the CBP.</p> <p>FGV has identified an independent auditor to carry out the audit work and is currently working with a US-based legal counsel to finalise the terms and conditions for the appointment. In ensuring that the scope and methodology of the audit meet the requirements and expectations of the CBP, FGV foresees a slight delay in the appointment and expects to formalise the appointment by November 2021.</p> <p>30 August 2021: https://www.fgvholdings.com/press_release/fgv-updates-its-steps-to-address-the-u-s-customs-and-border-protection-cbps-withhold-release-order-wro-2</p> <p>1 July 2021: https://www.fgvholdings.com/wp-content/uploads/2021/07/FGV-Sustainability-Updates-1-July-2021.pdf</p> <p>1 Apr 2021: FLA Assessment Report on the Implementation of FGV's Action Plan to Enhance Labour Practices 3 key areas of focus as recommended by FLA: grievance mechanism, remediation procedures and worker representation structures</p> <p>FGV is committed to resolving the matter with the CBP and will revisit the appointment of an independent firm in June 2021 for a comprehensive external audit on FGV's labour practices, as suggested by the CBP.</p> <p>27 Jan 2021: FGV has decided to take a systematic approach in ensuring that the rights of its workers are respected and protected, thereby eliminating practices that may be indicative of labour exploitation. This is to ensure that the best labour practices are observed in accordance with international standards throughout its entire operations. FGV has decided to revisit the appointment of an independent third-party audit firm for an audit of FGV's operations after FGV is satisfied that all of the above measures have been strengthened and implemented accordingly, within six months. FGV will continue to engage with the CBP to keep them abreast of the various measures undertaken and its other ongoing initiatives pertaining to labour rights, and FGV is committed to resolving the matter as expeditiously as possible. https://www.fgvholdings.com/wp-content/uploads/2021/01/FGV-Sustainability-Updates-January-2021.pdf</p> <p>3 December 2020: https://www.fgvholdings.com/press_release/fgv-updates-its-steps-to-address-the-withhold-release-order-wro-issued-by-u-s-customs-and-border-protection-cbp?pageno=1%5C</p> <p>13 October 2020: FGV is not a direct supplier; however, Nestle 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/2021/10/Updates-on-the-CBP-WRO.pdf
11	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] 24 July 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>13 July 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>	https://www.ioigroup.com/Content/S/S_Grievance_Update https://www.ioigroup.com/Content/S/pdf/Update%20on%20Environment_Earth%20Equaliser%20Monitoring%20Regarding%20Aspirasi%20Kristal.pdf
12	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>[CLOSED] May 2022: Palma Serasih Group has published NDPE Policy on their website on 1st November 2021. LDC has closed the case. The supplier issued a Stop Work Order on 13th Sept 2020. LDC continues to monitor its progress and to ensure that no clearance takes place following SWO.</p> <p>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 Gagag Dinamga 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>	https://www.ldc.com/wp-content/uploads/Grievances_master_updated_14_12_2020.pdf
13	AA Sawit and Jernih Kemboja Sdn Bhd	1. Jernih Kemboja is an indirect supplier via KLK 2. AA Sawit is not in Nestle's supply chain	Jernih Kemboja Sdn Bhd and AA Sawit Sdn Bhd	https://www.mightyearth.org/wp-content/uploads/RR-Report-38_final_vers_b.pdf	<p>[MONITORING] The allegation on deforestation and ownership structure of the companies mentioned in the report have been verified by our consultant. We engaged with our suppliers who may have potentially sourced from AA Sawit Sdn Bhd and Jernih Kemboja Sdn Bhd.</p> <p>We engaged with IOI to clarify the allegations. IOI informed us that the sustainability engagements and dialogue are hampered as Jernih Kemboja has yet to adopt a NDPE policy to address the protection and conservation of HCS-HCS areas. IOI has ceased new contracts with Jernih Kemboja Sdn Bhd and has also communicated with its supplying millers to cease sourcing with AA Sawit Sdn Bhd.</p> <p>Intercontinental Specialty Fats (ISF) did not source directly from Jernih Kemboja and AA Sawit but its palm kernel crushers sourced from Jernih Kemboja. ISF engaged with its suppliers to investigate the allegations. In the meantime, ISF has suspended all trading activities (including dealers who source palm kernels) with Jernih Kemboja.</p> <p>KLK engaged with Jernih Kemboja to clarify about the allegation. Jernih Kemboja Sdn Bhd's representative clarified that neither Jernih Kemboja Sdn Bhd nor AA Sawit Sdn Bhd is the owner of the alleged concession PTD 1815. However, AA Sawit Sdn Bhd, whereby the owner of Jernih Kemboja Sdn Bhd is also a shareholder, was appointed by the landowner to clear approximately 25 ha of land in PTD 1815. KLK has ceased sourcing with the companies until the case is resolved. More information can be found publicly on KLK's grievance log.</p> <p>We will continue to monitor the case through our direct suppliers.</p>	<p>1. https://www.ioigroup.com/Content/S/S_Grievance_Update</p> <p>2. https://isfb.com/grievances/</p> <p>3. https://www.klk.com/my/sustainability/grievance/</p>

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14	GAR	Direct supplier	GAR	https://news.mongabay.com/2022/05/the-promise-was-a-lie-how-indonesian-villagers-lost-their-cut-of-the-palm-oil-boom/ https://www.bbc.com/news/world-61509744 https://thegeckoproject.org/	[MONITORING] An investigation conducted by The Gecko Project, BBC News and Mongabay reported that palm oil producers are failing to comply with legal obligations requiring them to share their plantations with communities. Neste is aware of the complex issues related to smallholders plasma in Indonesia. We have reached out to GAR to understand the allegation raised in the report. In responding to the report of Gecko Project, GAR had issued advisories outlining the process of plasma implementation in Indonesia and its challenges associated with plasma fulfillment as well as its good practices in mitigating the risks and its commitment towards fulfilling its outstanding plasma obligations. We will continue to engage with our supplier and to monitor their plasma development progress while at the same time, we continued to support smallholders projects to build the capacity and awareness of smallholders as we recognise that smallholders development is a key to more sustainable development of palm oil. Since 2018, we have collaborated with several global brands, palm oil companies as well as non-governmental agencies to aim for a large-scale transformative sustainability impact in the Siak and Pelalawan regions in Indonesia, known as the Siak, Pelalawan Landscape Programme (SPLP). The Siak and Pelalawan regions are home to more than 200 villages, with districts spreading over 2 million hectares. The program has helped protect forests, peat and biodiversity and support sustainability performance of smallholder farmers. The project kick-started with village-level engagements by identifying key sustainability related issues at the villages and capacity building of village facilitators. Various trainings on best management practices - including fire management and good agricultural practices were conducted. Read more about the project on Neste's website and the stories from the field on SPLP's website	https://www.goldenagri.com.sg/gar-advisory-on-the-gecko-project-report-related-to-our-plasma-smallholders-fulfillment
15	1. PT Usaha Sawit Unggul (USU) 2. PT Sawit Sukses Sejati (SSS) 3. Sumber Tani Agung Group (STA) 4. PT Teguhkarsa Wanalestari (TW) 5. PT Asia Sawit Lestari (ASL) 6. PT Prima Mas Lestari (PML)	1. Not in supply chain 2 & 3. Neste may be connected to SSS indirectly via STA via our direct suppliers, Wilmar and ICOF 4 & 5. Indirect suppliers via Apical	1. PT Sawit Sukses Sejati 2. PT Usaha Sawit Unggul 3. Sumber Tani Agung Group 4. PT Teguhkarsa Wanalestari 5. PT Asia Sawit Lestari 6. PT Prima Mas Lestari	Mighty Earth Rapid Response #39	[MONITORING] STA informed Neste's direct suppliers that STA occasionally sourced FFB from SSS and in response to Mighty Earth Rapid Response #39, STA has ceased sourcing from SSS while they are investigating the allegations. With regards to TW, ASL and PML, Neste's direct supplier has engaged with the three mills companies and these companies informed that they have no linkage to USU and SSS, the two companies alleged to have been involved in deforestation.	https://www.apicalgroup.com/sustainability/grievances/pt-teguh-karsa-warna-lestari/ https://www.wilmar-international.com/sustainability/grievance-procedure https://www.musimmas.com/sustainability/grievances/
*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	- 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		
2	PT Tunas Baru Lampung	Dec 2018	Deforestation	- 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/plad supplying companies - 18 July 2019: Engagement at supplier's Jakarta HQ with sustainability Head & Team to further discuss stop-work-order		
3	FGV	Oct 2020	FGV as an indirect supplier	- purchases from supply chains that are verifiably traced back to FGV on hold		
4	Sime Darby	Feb 2021	Sime Darby as an indirect supplier	- purchases from supply chains that are verifiably traced back to Sime Darby on hold		
5	AA Sawit Sdn Bhd Jernih Kemboja Sdn Bhd	March 2022	Allegation of deforestation, as reported by Mighty Earth Rapid Response #38 (https://www.mightyearth.org/wp-content/uploads/RR-Report-38_final_vers_b.pdf)	- Purchases from supply chains that are verifiably tracked back to AA Sawit Sdn Bhd and Jernih Kemboja Sdn Bhd are put on hold.		