

1. Grievance Raised	2. Grievance Verified/Investigated						4. Monitoring
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6.15	FPP	28.11.22	Wilmar, Modulus, Musim Mas	FAP Agri	Indonesia	PT Karangjuang Hijau Lestari (PT KHL) and PT Bulungan Hijau Perkasa (PT BHP), both palm oil companies in North Kalimantan province, Indonesia, and subsidiaries of FAP Agri Plantation company accused on multiple counts of community intimidation and land seizure. Local authorities brought communities together to discuss the allegations at the end of 2023. Ongoing tracking of actions and progress via direct supplier, continue to provide leverage in support of local NGO investigations.	Monitoring Stakeholder Actions
6.8	Earthworm Foundation	09/03/2021	Direct mill connection - Wilmar	First Resources (FR) Sulaidy	Indonesia	KAL mill is owned by FR and supplies their own refinery in Dumai - Adhitya Serayakorita. Since Jan 2016 Starling records over 18k ha of deforestation within 20km of the mill - the vast majority of which are alleged to have taken place in BCPM, BCPJ, BCPA and CPP plantations, all alleged to be owned by Sulaidy (note 6.7 above and possible link to FR). KAL mill has provided 100% TTP data, but those plantations are, with the exception of its own concession, more distant from the mill than the Sulaidy concessions, which lie to the East and West of the mill. Mongabay and Mighty Rapid Response have both reported on the deforestation, connecting it to KAL. Supplier engagement has improved visibility through the provision of TTP data. Continue to engage suppliers to ensure full visibility of final plantations. Ongoing monitoring via satellite analysis.	Monitoring Stakeholder Actions
17.4	Grant & Eisenhofer US Customs and Border Protection (CBP)	30/08/2020	Parent group and multiple mill connections - Stratass Foods, Wilmar, Modulus, RAJ, IOI	Felda Global Ventures (FGV)	Malaysia	In 24 Nov, 2019, Grant & Eisenhofer ESG Institute petitioned the CBP calling for a ban on FGV products. After a year long investigation, the CBP found "abuse of vulnerability, deception, restriction of movement, isolation, physical and sexual violence, intimidation and threats, retention of identity documents, withholding of wages, debt bondage, abusive working and living conditions, and excessive overtime," along with possible child labour and imposed a Withhold Release Order (import ban into the US) on 30-Sep-20. Since then, FGV have commissioned assessments from FLA and Elevate following which FGV have launched remediation process for workers relating to recruitment fees. Continue to follow up with suppliers to evidence appropriate actions have been taken and procedures in place to prevent reoccurrence.	Monitoring Stakeholder Actions
20.4	South East Asia Globe Mighty Earth Friends of the Earth US	03/01/2022	Adani Wilmar, Modulus, Raj, Wilmar China	Astra Agro Lestari / Astra Intl. Group / Jardine Matheson Group	Indonesia	AAL is alleged to not have followed procedures to obtain a FPIC for development of its concessions. PT ANA, an implicated concession is alleged to not have a HGU certificate and to have participated in forced land acquisitions from local communities despite documented ownership claims in land certificates (SKT). PT LTT, also implicated, is alleged to include claims of 1,505 ha of community land in its HGU certificate and to be operating beyond its permitted concession area. PT Mamuang is alleged to occupy 225 ha of Indonesia's protected forest zone. All suppliers have been requested to exclude palm from AAL's Sulawesi operations from Reckitt's supply chains going forward. Continued engagement via our suppliers tracking AAL progress. Clear re-entry criteria have been shared with suppliers. The investigation and its recommendations completed in 2023 has not been accepted by all stakeholders, we continue to engage suppliers to seek a solution that resolves the grievance. AAL Sulawesi operations continues to be excluded from our supply chain and are not listed in our 2023 mill list, we will monitor the pending remediation plan due for publication.	Closed - Monitoring remediation process
39.3	Reuters	25/06/2021	Stratass Quincy, Wilmar PGE0, KLK, Modulus, IOI	IOI Corp Bhd	Malaysia	A letter alleging forced labour was submitted to US Customs and Border Protection (2021) by Andy Hall - IOI responded regarding irregular recruitment fees for Bangladeshi workers. It is not known whether the letter was broader than recruitment fees. No action has been taken by US Customs and Border Protection. IOI have completed an internal audit and did not find any indication of forced labour. Ongoing engagement with supplier to evidence no forced labour. No further known action taken by US CBP.	Monitoring Stakeholder Actions
39.4	Finnwatch	01/06/2021	Stratass Quincy, Wilmar PGE0, KLK, Modulus, IOI	IOI Corp Bhd	Malaysia	IOI's Mekassar estate is alleged to have unacceptable living conditions and to not meet expected working standards. RSPO complaint was raised. RSPO case has been closed.	Closed
100.3	CONDEG (National Council of Displaced Guatemalans)	Nov 2022	Adani Wilmar, Wilmar China	Industrial Chiquibui	Guatemala	A number of concerns have been raised regarding Industrial Chiquibui over a number of years, including through a public letter to the Government of Guatemala in 2020 indicating concerns over forced labour and wage payments. Ongoing supplier engagement regarding appropriate response to allegations.	Investigation
135.1	Mighty Earth	01/07/2020	Wilmar	Widya Corporation (MIP)	Indonesia	Mighty has included PT MIP in several RR reports, most recently in RR 29, and has catalogued over 2k hectares of deforestation between May 2018-January 2020. Wilmar reported that MIP had completed HCS and HCV assessments in September 2018, which is alleged to have found no further HCS forest or areas requiring conservation. However, the HCV and HCS assessment had not followed the correct process and were not available for scrutiny. As deforestation continued, Widya were pressured to submit both for peer review. In September 2020, this finally happened for the HCV assessment, but not the HCS report. By the end of 2020, the concession was completely cleared. Continue to engage with lead supplier on status of HCS report peer review. As PT MIP has accepted responsibility and developed recovery plan we are also following this process through engagement with our direct supplier.	Monitoring Stakeholder Actions
197.1	Global Witness Channel 4 News / ITN	07/10/2021	Adani Wilmar, Modulus, Raj, Wilmar China	1. East New Britain Resources Group (ENB) - East New Britain Palm Oil Limited (ENBPOL), Tzen	Malaysia	A report on three agribusiness companies: ENB, Tobar (ENBPOL's JV partner) and Gifford (owned by Rimbunan Hijau) alleged large-scale deforestation, human rights abuses, corruption, directing police violence against communities, violation of FPIC, child labour, worker health & safety failures and tax evasion. Confirm no sourcing from implicated mill (Ili-wawas) in 2023. Continue to monitor progress of NGO engagement and support this via supplier engagement.	Closed - Monitoring remediation process



Palm Oil Grievance Log
Last Update: June 2024

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204.3	RAN	08/12/2022	Adani Wilmar, India Musim Mas, Indonesia Raj, India Stratas Foods, US Wilmar China Wilmar Indonesia Wilmar PGE0, Malaysia	Bumi Sama Ganda Mr Deddy Sartika	Indonesia	An updated report by RAN (13.12.22) has identified a link between Nia Yulided Bersaudara (NYB) concessions, previously linked to deforestation and land rights concerns, to Bumi Sama Ganda mill (BSG) through FFB tracking - this has been confirmed as taking place for two weeks in November 22. Fresh deforestation was identified through satellite imagery in 2022. Since then, GAR has engaged directly with the implicated mill to identify supply chain links and found evidence FFB had been supplied from the concession by a sub-agent of a dealer for two weeks and was then stopped. GAR is now working with mill to achieve 100% TTP. Supplier investigation closed.	Closed
218.1	BBC Mongabay The Gecko Project	23/05/2022	Adani Wilmar, Modulus, Nimir, Raj, Wilmar China, PP London Sumatra, Royal Cosmetic, VVF, Musim Mas, Stratas Foods, VVF, Wilmar Indonesia, Wilmar PGE0	1. GAR 2. Sulaidy 3. PP London Sumatra Indonesia / Salim Ivomas Pratama	Indonesia	155 companies have been hi-lighted as alleged to have failed to meet their plasma commitments resulting in \$330m loss in revenue for communities and civil unrest. The government audit in 2023 identified plasma as an endemic issue, the list of implicated entities is not however in the public domain so it continues to be difficult to comprehensively identify supply chain connections. We also continue to engage suppliers in our regular supplier calls to report plasma cases linked to our supply chain and with the publication of the identified cases from the original Monga Bay report we are able to follow up specific linkages with suppliers. We continue to monitor the next steps following the Government audit of plasma commitments, and explore opportunities for collaboration with NGO partners and industry groups to address this endemic issue.	Investigation
222.1	Mighty Earth	15/02/2022	Adani Wilmar, Modulus, Raj, Stratas Foods, Wilmar China, Wilmar Pgeo	a. Sultan of Johor / Mr Chow Chuin Hai b.&c. Linked to Sultan of Johor as 'landowner' 1. Mr Chow Chuin Hai 2. FELCRA Berhad 3. Unknown 4. FGV	Malaysia	There is alleged forest reserve clearance in the Jemaluang and Tenggaroh forest reserves that were degazetted in 2014. At 15,011 ha, it is the largest known one-time excision of forest reserves in Peninsular Malaysia since 2000 and is alleged to have led to increased human/elephant conflict. Satellite monitoring shows Nadi Mesra Sdn Bhd has also been heavily deforested. Actions were taken by Reckitt suppliers to suspend Jernih Kembojah and AA Sawit from supply chains and we can confirm these were not in our 2023 mill list. We continue to connect with the lead supplier who is working directly with Jernih Kemboja to address address liability for its own operations as required before there can be any re-entry to our supply chain.	Closed - Monitoring Remediation process
230.1	Mighty Earth	07.07.22	Adani Wilmar, Modulus, Nimir, Raj, Wilmar China, Stratas Foods, Wilmar Indonesia, Wilmar PGE0	PT Teguhkarsa Wanalestari Julong Group (Tianjin Julong) Jalan Abesin Limited Prachinburi Limited Sumber Tani Agung (STA)	Indonesia	Mighty Earth RR39 identifies deforestation in two concessions linked to PT Teguhkarsa, Wanalestari, PT Asia Sawit Lestari, and PT Prima Mas Lestari. Reckitt's satellite monitoring system has also identified the same deforestation. Since the initial report PT Teguhkarsa Wanalestari has stated they are not connected to PT SSS or PT USU. Between April 2021 and March 2022, PT Sawit Sukses Sejati (formerly PT Anugerah Langkat Makmur) is alleged to have lost 340 ha of forest and PT Usaha Sawit Unggul 390 ha. Company ownership is complex involving numerous off shore holdings. Alleged deforestation by PT SSS (and PT PSM) have been raised by other NGOs since the Mighty Earth report RR39. All direct suppliers have been asked to confirm connections to PT SSS (and PT PSM) and known associated mills and ensure these do not enter Reckitt supply chain and to supply information on follow up actions taken where deforestation has occurred. Taking a risk based approach these suppliers have also been requested to identify links to mills in close geographic proximity to the implicated concessions (based on satellite imagery). All supply chain links will be regularly reviewed as part of our bi-annual traceability exercise. Our 2023 mill list confirms PT USU and PT SSS are not part of our supply chain. Given the ongoing deforestation and potential of other mill connections we continue to take a risk based approach using satellite monitoring to identify mills in close proximity to deforestation, following up with suppliers to confirm any supply chain links.	Monitoring Stakeholder Actions
248.1	Mighty Earth	23.03.23	Wilmar, Raj, Modulus	Mukti Group, Murdaya Family, Shin Yang Group	Malaysia	Deforestation reported at PT Sandai Makmur Sawit (PT SMS), Metanik mill and Sarawak Oil Palms Sdn Bhd. Confirm no sourcing in 2023 from PT SMS. Continued engagement with supplier to confirm any connection between deforestation and Metanik mill and Sarawak Oil Palms Sdn Bhd.	Investigation
6.7/6.16	Forest Peoples Programme (FPP) Chain Reaction Research RSPO	08/02/2021	Parent group not direct mill - KLK, Modulus	First Resources (FR) Fangionio Agro Plantation (FAP Agri) Ciliandry Anky Abadi (CAA) Group	Indonesia	FAP Agri and CAA are linked to large scale deforestation, workers-rights violations and land-grabbing leading to multiple social conflicts. FPP maintain that First Resources, an RSPO member, is in fact part of the same corporate grouping, as all three are owned by members of the Fangionio family. The case is linked to RSPO complaint RSPO/2021/04/EN, accepted by RSPO in April-21, but progressing too slowly. Should the complaint be upheld, First Resources could be suspended by RSPO. We continue to press RSPO to complete the process, and engage with suppliers on actions being taken while awaiting the outcome.	Monitoring Stakeholder Actions
No case number as satintelligence	Satintelligence Report	01/05/2023	Wilmar	Sungai Jantui Estate (full mill connections tbc)	Indonesia	PT ASM - Deforestation is confirmed to have taken place in Q2/Q3 2022 by Starling, connection to Reckitt supply chain is being verified but linked to the border of Sungai Jantui Estate (SJE). Ongoing investigation with lead supplier using satellite monitoring and shapefiles.	Monitoring stakeholder actions
No case number as satintelligence	Mighty Earth/Satintelligence report	01/05/2023	Wilmar	PT SIL PT SIP	Indonesia	PT SIL & SIP (Sebakis Inti Lestari and Sebuku Inti Plantation). This case is featured in a recent Mighty Earth report and verified by Starling. We believe Sebakis Inti Lestari mill (ID 550) is the likely connection to SIP and SIL concessions as it sits inside SIL and is owned by the same group (Murdaya Group). Supplier engagement identified land development was located within an HGU area and was guided by the outcome of land clearing and development plan (RKPLP) issued by Food and Agriculture Resilience Agency. Verification of land status pre-clearance via satellite monitoring is being completed before the case can be closed.	Investigation
238.1	RAN	13/09/2022	Wilmar, Musim Mas	Entity not named		RAN report showing extensive field investigation of two cases sourcing palm oil from illegal plantations in the federally protected Rawa Singkil Wildlife Reserve with follow up reports throughout 2023. Following up with suppliers to investigate the 12 mills at risk of sourcing, via full TTP information.	Monitoring Stakeholder Actions
254.1	Mongabay	12/06/2023	Wilmar, Musim Mas	See grievance summary	Indonesia	Tesso Nilo national park was cleared of 50% of its total area by 2016. In Oct-23, Mongabay reported on latest clearance, meaning that last area of intact forest has almost been cut in two. Since 2016, focus has been on the 'Big-4' refiners who have been linked to FFB from inside the national park. In 2023 there is growing attention on local communities who do not always recognise the national parks protected status. Ongoing engagement with suppliers to identify risk level of 20 highest risk mills in the region, including requests for full TTP.	Investigation



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255.1	Mighty Earth	22/06/2023	Tbc	Mentari Agung Jaya Usaha (Mentari Group)	Indonesia	<p>Mighty Earth's Rapid Response Report 42 includes only a case in Riau, Indonesia – peat deforestation in concession PT. Alam Sari Lestari.</p> <p>Our NGO partners Starling Analysis shows canal blocking took place before 2016, and then industrial-scale clearance for expansion of palm oil plantation on peat only began in this area in 2021 – though much of the rest of the concession was developed pre-2016. Clearance accelerated in 2023. First Resources, Wilmar, Apical, Fuji and Bunge have all suspended Mentari Group.</p> <p>Continue to engage with suppliers to confirm sourcing status from Mentari Group and gather full TTP information for at risk mills.</p>	Investigation