

## Grievance Mechanism Issue Tracking Form

Doküman Kodu/	P47.F.01
Revizyon Nosu	0
Yayın Tarihi	8.12.2020
Revizyon Tarihi	8.12.2020

No	Reported Date	Issue Caused By	Issues	Action Taken By Felda Iffco Izmir	Reported By	Status
1	15.10.2018	Pacific Inter-Link Sdn Bhd, Pacific Oils & Fats Industries Sdn Bhd PT. Pacific Indopalm Industries PT. Pacific Medan Industri PT. Pacific Palmindo Industri	The complaint being made is that all five RSPO member companies referred to, are in violation of the RSPO Group Membership rule that all members had to comply with by 6th March 2017, as they are all part of the Hayel Saeed Anam (HSA) Group, but still have separate RSPO membership. The five companies became RSPO members between May 2009 and August 2014.	<b>Felda Iffco Izmir requested an update regarding the status. 'PIL has been taking the actions:</b> 'October 2018: Complaint submitted to RSPO Secretariat. · February 2019: PIL made its submissions. · February 2019: PIL's submission shared with Complainants for comments. · March 2019 – present: PIL in continuing engagement with RSPO Secretariat. · October 2020 - RSPO Complaints Panel is satisfied following the due diligence undertaken by the Secretariat Membership Department and the companies named in the complaint have consolidated under the group membership of Commodities House Investment Ltd. The complaint has been dismissed, however, the complainant may lodge an appeal to RSPO secretariat within 60days. (Please refer to RSPO Website)	Environmental Investigation Agency (EIA) & Greenpeace RSPO/2018/18/RB	Monitoring
2	15.10.2018	Pacific Inter-Link Sdn Bhd, Pacific Oils & Fats Industries Sdn Bhd PT. Pacific Indopalm Industries PT. Pacific Medan Industri PT. Pacific Palmindo Industri	Violation of the RSPO Code of Conduct because of PIL's alleged involvement in the control/ownership and operational development of four palm oil plantation companies in Papua. The allegation states PT Megakarya Jaya Raya, controlled by the HSA Group, has cleared an estimated 4,000 ha of forest for oil palm plantations in Papua. The RSPO members are based in Malaysia and Indonesia, and the complaint involves their involvement in four plantation companies in Papua- - PT Megakarya Jaya Raya (PT MJR), Fofi/Jair Districts, Boven Digoel, Papua, Indonesia - PT Kartika Cipta Pratama (PT KCP), Fofi/Jair Districts, Boven Digoel, Papua, Indonesia - PT Energi Samudera Kencana (PT ESK), Mandobo/Fofi/Jair Districts, Boven Digoel, Papua, Indonesia - PT Graha Kencana Mulia (PT GKM), Fofi/Jair Districts, Boven Digoel, Papua, Indonesia	<b>Felda Iffco Izmir requested an update regarding the status. 'PIL has been taking actions:</b> 'October 2018: Complaint submitted to RSPO Secretariat. · February 2019: PIL made its submissions. · February 2019: PIL's submission shared with Complainants for comments. · March 2019 – present: PIL in continuing engagement with RSPO Secretariat	Mighty Earth – Rapid Response 5 & 23 Environmental Investigation Agency (EIA) & Greenpeace RSPO/2018/19/RB	Engaged
3	12.06.2019	Indirect supplier – TH Plantations (THP) through Pacific Oils and Fats (PACOIL)	Alleged deforestation - Ladang Tabung Haji	<b>Felda Iffco Izmir requested an update regarding the status. 'Pacific has been taking actions:</b> 'June 2019: PIL reached out to direct supplier PACOIL and was alerted about allegation against THP and a response was requested on their position on the grievance. · June 2019: PACOIL confirmed that their supply chain does not involve the alleged concession and shared clarification from THP. · June 2019: THP clarified that the alleged concession no longer belongs to them. THP also shared an excerpt of minutes of their Shareholders meeting held on 30/01/2008 pertaining to the sale of the estates – Ladang Semilajau and Ladang Sebauh.	Mighty Earth – Rapid Response 5, 15, 18, 20 Chain Reaction Ref - April 2020	Engaged

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4	13.08.2019	Indirect supplier – Pinehill Pacific Bhd (PPB) through PT Golden Hope Nusantara (PT GHN)	Alleged deforestation – PT Makmur Jaya Malindo (PT MJM)	<p><b>'PIL took the action.</b> 'August 2019: PIL reached out to PT GHN and was alerted about deforestation done by PT MJM and a response was requested on their position on the grievance.</p> <p>☑ August 2019: PT GHN shared the response received from PPB. Based on PT GHN investigation, it was found that the clearing attributed to PT MJM is actually in PPB's PT Indomal Sawit Jaya (PT. IJS) estate. According to PT GHN's monitoring, the area cleared is an industrial tree plantation and they are continuously monitoring the case.</p> <p>☑ August 2019: PT GHN confirmed that their supply chain does not involve the alleged concession, PT MJM and also PT. IJS.</p> <p>☑ June 2020: Sime Darby Group (SDG) clarified that PT MJM is not specifically in their supply chain, however a previously affiliated mill called Benta (Perak) Plantation (BPP) is. PPB has since disposed off BPP mill in 3Q 2019. Therefore, PT GHN is no longer in SDP's supply chain. Refer to SDG's grievance tracker .</p>	'Mighty Earth – Rapid Response 18	Closed
5	10.09.2019	Direct supplier –Sime Darby Plantation Berhad (SDP)	Alleged deforestation – Derawan, SOU 33	<p><b>'PIL took the action.</b> ' September 2019: PIL reached out to direct supplier, SDP on the report that there are alleged deforestation in their concession.</p> <p>☑ Clarification was requested from SDP on the alleged deforestation activity claimed to have taken place in Derawan, SOU 33.</p> <p>☑ September 2019: SDP responded to PIL that they have conducted an internal investigation and concluded that the clearing is not in their plantation area.</p> <p>☑ SDP further clarified that the clearing is about 100 meters away from the boundary of their operations. Third parties not associated with SDP appear to be clearing for both oil palm and durian estates.</p> <p>☑ SDP shared details of their findings through a press statement.</p> <p>☑ December 2019: The RSPO has now published the boundaries of Sime DDP's concessions in Sarawak, which includes Derawan SOU 33 area. Following further engagement with Mighty Earth regarding the issue of the concession boundary, this matter has been resolved to Mighty Earth's satisfaction.</p>	'Mighty Earth – Rapid Response 19	Closed
6	1.10.2019	IOI Pan Century Edible Oils Sdn Bhd (IOI), Inter-Continental Oils & Fats Pte Ltd (ICOF) and Mewah Oils Pte Ltd (MG)	Alleged deforestation - PT Citra Niaga Perkasa (PT CNP), Felda Global Ventures (FGV)	<p><b>'PIL took the action:</b> 'October 2019: Pacific Inter-Link Sdn Bhd (PIL) had engaged with our direct suppliers, IOI Pan Century Edible Oils Sdn Bhd (IOI), Inter-Continental Oils &amp; Fats Pte Ltd (ICOF) and Mewah Oils Pte Ltd (Mewah).</p> <p>☑ January 2020: It was shared with PIL on the clarification from Felda Global Ventures (FGV) that the cleared area belongs to local community and FGV had reiterate stop work order since May 2017. Kindly refer the clarification from FGV.</p>	'Mighty Earth – Rapid Response 20	Closed

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7	1.03.2020	Pacific Oils & Fats (PACOIL) Industries Sdn Bhd	Deforestation – Prosper Group (PG)	<p><b>'Felda Iffco Izmir requested an update regarding the status. 'PIL has been taking the actions:</b></p> <ul style="list-style-type: none"> <li>☑ March 2020: PIL reached out to direct supplier PACOIL and was alerted about deforestation done by The Tee family who is shareholder of Prosper Group (PG) and associated with The Bewani Oil Palm Project. Bewani is an investment of the Tee family.</li> <li>☑ March 2020: PIL researched on PG's efforts and consulted with industry players. PIL also engaged directly with Prosper Group Action by PG since 2019-</li> <li>☑ Feb 2019: Divested Bewani Oil Palm Plantation Ltd (BOPPL)</li> <li>☑ June 2019: PG published a group wide NDPE policy and engaged Earthworm Foundation to develop a remediation and compensation plan; and implement the NDPE policy.</li> <li>☑ March 2020: PG established a partnership with the Global Environment Centre (GEC). PG is financing a Recovery Project in the form of a long-term conservation initiative to be undertaken by GEC in a portion of the North Selangor Peat Swamp Forest (NSPSF) in Selangor State.</li> </ul>	'Chain Reaction Ref - April 9 2020	'Engaged
8	1.04.2020	Pacific Oils & Fats (PACOIL) Industries Sdn Bhd	Alleged deforestation - <b>Tabung Haji Plantations (THP)</b>	<p><b>'Felda Iffco Izmir requested an update regarding the status. 'PIL has been taking actions:</b></p> <ul style="list-style-type: none"> <li>☑ April 2020: PACOIL reached out to THP and was alerted about deforestation done and a response was requested on their position on the grievance.</li> <li>☑ April 2020: THP informed that they entered into a Management Agreement with Deru Semangat Sdn Bhd (DSSB) to manage their palm oil plantation. THP informed that they are merely acting as a management agent and not the owner</li> <li>☑ April 2020: THP informed that their new management has terminated the Management Agreement with DSSB in March 2020 and now finalizing the agreement and documentation.</li> <li>☑ June 2020: THP officially informed PACOIL that the finalization documentation on the termination of the Management Agreement will be handed over in July 2020.</li> <li>☑ October 2020: PIL has reminded THP to provide evidence of termination of management agreement with DSSB.</li> </ul>	'Chain Reaction Ref - April 9 2020	'Engaged
9	1.08.2020	Bunge Loders Crocklaan (BLC), Mewah Group (MG), Keck Seng (M) Berhad (KS), <b>Sime Darby (SD) and IOI Group (IOI)</b>	Alleged deforestation - Berabong Estate under Amanah Saham Pahang (ASPA) and Mentiga Corporation Bhd (MCB)	<p><b>'Felda Iffco Izmir requested an update regarding the status. 'PIL has been taking the action:</b></p> <ul style="list-style-type: none"> <li>'August 2020: PIL has engaged with direct suppliers (Bunge Loders Crocklaan (BLC), Mewah Group, Keck Seng (M) Berhad, Sime Darby and IOI Group) on the allegation against Mentiga Corporation Bhd (MCB) and Berabong Estate, both subsidiaries of Amanah Saham Pahang (ASPA), for deforestation.</li> <li>☑ August 2020: BLC insisted its suppliers to secure the following commitments from ASPA:             <ul style="list-style-type: none"> <li>i) A moratorium on further land clearing</li> <li>ii) NDPE</li> <li>iii) A recovery plan to address liability for deforestation</li> </ul> </li> <li>☑ September 2020: ASPA presented Sustainability Policy which incorporates NDPE commitment and immediately imposed moratorium on new land development. At the same time, Global Environment Centre (GEC) has been invited to present some possible</li> </ul>	'Mighty Earth – Rapid Response 30	'Engaged

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10	1.08.2020	Pacific Oils & Fats (PACOIL) Industries Sdn Bhd (PACOIL), Mewah Group (MG) and IOI Group (IOI)	Alleged peat development - YP Plantation Holdings Sdn Bhd	<p style="color: red;"><b>'Felda Iffco Izmir requested an update regarding the status. 'PIL has been taking the action:</b> 'August 2020: PIL has engaged with direct suppliers (Pacific Oils &amp; Fats Industries Sdn Bhd (PACOIL), Mewah Group (MG) &amp; IOI Group) on the allegation against YP Plantation Sdn Bhd (YPP) for peat development.</p> <p>☑ August 2020: MG's suppliers shared that YPP is willing to commit NDPE.</p> <p>☑ September 2020: YPP shared the Sustainability Policy which incorporates NDPE commitment. During a stakeholders' engagement, Global Environment Centre (GEC) was introduced by MG's supplier to explore possible conservation and rehabilitation initiative. (Please refer to BLC's grievance tracker for YPP policy)</p>	'Mighty Earth – Rapid Response 30	Engaged
11	1.08.2020	Bunge Loders Crocklaan (BLC), Mewah Group (MG), Keck Seng (M) Berhad (KS) and IOI Group (IOI)	Alleged deforestation - Aspirasi Kristal (M) Sdn Bhd	<p style="color: red;"><b>'Felda Iffco Izmir requested an update regarding the status. 'PIL has been taking the action:</b> 'June - July 2020: IOI declared that Aspira Kistal (M) Sdn Bhd (AK) is not in its supply chain, and IOI is committed not to purchase from any supplier who is not in compliance with IOI's Sustainability Policy.</p> <p>Furthermore, IOI and AK are two different entities and IOI holds separate listed company with their own independent board of directors. IOI has also instructed its third party suppliers to ensure non-compliant FFB does not enter IOI's supply chain. (Please refer to IOI statements in June 2020 &amp; July 2020 respectively)</p> <p>☑ August 2020: PIL has engaged with direct supplier, Mewah Group (MG) on the allegation of deforestation at AK through the supply chain of IJM Plantations Bhd (IJM) and Wilmar - Sandakan Edible Oils. IJM shared with Wilmar and MG that engagement had been done and requested AK to adopt NDPE policy. Meanwhile AK has ceased the land clearing in July 2020. However, AK has constructed the terraces and road development on the cleared area recently.</p>	'Mighty Earth – Rapid Response 30	'Monitoring
12	1.08.2020	Direct supplier Bunge Loders Crocklaan (BLC), Mewah Group (MG), Keck Seng (M) Berhad (KS) and IOI Group (IOI)	Alleged deforestation - PKPP Plantatation Sdn Bhd (PKPPSB)	<p style="color: red;"><b>'Felda Iffco Izmir requested an update regarding the status. 'PIL has been taking the action:</b> 'August 2020: Perbadanan Kemajuan Pertanian Negeri Pahang (PKPP), a state own development body. PKPP owns LKPP Corporation Sdn Bhd (LKPP) and PKPP Plantation Sdn Bhd (PKPPSB). LKPP and PKPP jointly own 31.14% of Far East Holdings Bhd (FEH) while Prosper holds 23.73% in FEH. LKPP owns Dominion Square POM and LCSB Lepar POM which supply to PIL's direct suppliers, Bunge Lorders Crocklaan (BLC), Mewah Group (MG), Keck Seng (M) Bhd and IOI Group through indirect supplier, Prosper/FEH. PKPPSB has been alleged to have deforested at their own concession between February 2019 and May 2020. This is being address at group level of PKPP. PIL has engaged the above mention direct suppliers to resolve the complaint.</p> <p>☑ September 2020: A milestone has set for PKPP to adopt a group level NDPE policy, stop work order on new plantings and address their liability through a recovery plan. PKPP's response was positive and further engagement will follow.</p>	Mighty Earth – Rapid Response 30	'Engaged

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13	1.08.2020	IOI group and Mewah group	Alleged deforestation - Samling LPF 0008 Merudi and Batu Belah under Samling group	<p><b>'Felda Iffco Izmir requested an update regarding the status. 'PIL has been taking the action: ' August 2020: PIL has engaged with direct suppliers, IOI Group (IOI) and Mewah Group (MG). Both suppliers have inturn engaged Samling Group (SG) on the alleged of deforestation activities at LPF0008 Marudi &amp; Batu Belah. SG stated that the cleared areas are Licensed Plantation Forest Area (LPFs) which are used for timber production and not oil palm plantations.</b></p> <p>☑ September 2020: PIL will seek senior management agreement to maintain an Excluded Mill List and communicate the same to our suppliers.</p>	'Mighty Earth – Rapid Response 30	'Monitoring
14	1.08.2020	Sime Darby Oils Pulau Laut	Alleged deforestation - PT Pradiksi Gunatama under Jholin group	<p><b>'Felda Iffco Izmir requested an update regarding the status. 'PIL has been taking the actions: 'August 2020: PIL has engaged with Sime Darby Plantation Berhad (SD) on the alleged of deforestation activities at PT Pradiksi Gunatama (PT PG), subsidiary of Jholin Group (JG).</b></p> <p>☑ September 2020: JG has agreed to issue stop work order on their oil palm concession. The same time, SD is sharing the guidance on High Conservation Value (HCV) and High Carbon Stock (HCV) assessment to JG.</p>	'The Chain Reaction Research	'Engaged
15	1.03.2020	Pacific Oils & Fats (PACOIL) Industries Sdn Bhd	Deforestation – Prosper Group (PG)	<p><b>'Felda Iffco Izmir requested an update regarding the status. 'PIL has been taking the actions: '☑ March 2020: PIL reached out to direct supplier PACOIL and was alerted about deforestation done by The Tee family who is shareholder of Prosper Group (PG) and associated with The Bewani Oil Palm Project. Bewani is an investment of the Tee family.</b></p> <p>☑ March 2020: PIL researched on PG's efforts and consulted with industry players. PIL also engaged directly with Prosper Group Action by PG since 2019-</p> <p>☑ Feb 2019: Divested Bewani Oil Palm Plantation Ltd (BOPPL)</p> <p>☑ June 2019: PG published a group wide NDPE policy and engaged Earthworm Foundation to develop a remediation and compensation plan; and implement the NDPE policy.</p> <p>☑ March 2020: PG established a partnership with the Global Environment Centre (GEC). PG is financing a Recovery Project in the form of a long-term conservation initiative to be undertaken by GEC in a portion of the North Selangor Peat Swamp Forest (NSPSF) in Selangor State.</p>	'Chain Reaction Ref - April 9 2020	'Engaged