



ZSCHIMMER & SCHWARZ

Grievances List

Grievance ID	Supplier targeted	Parent company	Summary of the grievance	Action taken / Progress	Source	Date of closure (or of the situation)	Status June 2025
1	Different mills in West Sumatra	Musim mas Wilmar BASF	Large scale peat fires identified in West Sumatra (over 6000 hectares)	The fire incidences happened nearby supplying mills, where the fires were mostly originated from smallholders area, not related to our supplier's operation.	Mongabay article	November 2022	Closed
2	Smallholders within Rawa Singkil Wildlife Reserve in Indonesia	BASF GOLDEN AGRI RESOURCES WILMAR	Deforestation of peat forests within the protected Rawa Singkil Wildlife Reserve in Indonesia	BASF: Stop sourcing GAR + Wilmar: action plan to solve the issue with the smallholder involved	RAN report titled " <u>Carbon Bomb Scandal</u> " dated 19 September 2022	July 2023	Closed

3	Erasakti Wiraforestama	BASF SINARMAS/ GOLDEN AGRI ICOF KAO KLK- LIPIDOS SANTIGA OLEON WILMAR	Suspect of child labour in Erasakti Wiraforestama (EWF)'s plantation.	Monitored, no evidence of child labour	Cash Investigation November 2022	February 2023	Closed
4	PT Karangjuang Hijau Lestari (PT KHL) and PT Bulungan Hijau Perkasa (PT BHP)	BASF SINARMAS/ GOLDEN AGRI ICOF KAO KLK- LIPIDOS SANTIGA OLEON WILMAR	Land conflicts between PT BHP / PT KHL and Dayak Agabag communities	Agreement signed by the stakeholders including local government to solve the issue	Forestpeople November 2022	February 2023	Closed
5	Felda Global Venture	WILMAR	Child labor, fidelity plantation	FGV committed to adopt NDPE policy	Grievance from "France 2" TV Chanel March 2023	March 2023	Closed

6	Industrias Chiquibul	Sime Darby	<p>Thousands of traditional rural Guatemalan families are negatively impacted by the country's fast-growing palm oil industry, as Guatemala is now the third-largest palm oil producer. The majority of the subsistence farming community are now turning to wage jobs and working for the palm oil industry. Nevertheless, these companies violate workers' rights and are accused of criminalizing the local communities they employ and paid them below the minimum wage. Back in 2019, Industria Chiquibul had refused an independent audit on working conditions. In 2020, four peasants from were arrested and subsequently imprisoned, as Industrias Chiquibul, S.A., for whom they worked, accused them of plagiarism, extortion, aggravated usurpation and illegal detention. The company's accusation stemmed from the fact that a group of workers had expressed their dissatisfaction and organized demonstrations to ask social benefits. In addition, palm oil plantations create an ecological disaster by poisoning the surrounding rivers where local communities used to feed.</p>		<ol style="list-style-type: none"> 1. Chain Reaction Research 2. Earth Journalism Network 3. Mongabay 4. CIR 	June 2024	<p>Closed SIME Darby June 2024 Industria Chiquibul is not in their supply chain</p>
---	----------------------	------------	--	--	--	-----------	---

7	Inti Kebun Sawit	KLK WILMAR	No proven link between the mills indicated and the plantations targeted by the grievance. The report present a comprehensive list of companies involved in converting forests and peatlands into industrial oil palm plantations in 2023. Inti Kebun Sawit is alleged to have deforested 1 702ha. In 2022, Cilindry Anky Abadi keep disregarding the law by clearing the ancestral lands of indigenous peoples even after PT Inti Kebun Sawit permits have been revoked. NEWS: During the period between January 2023 and June 2024, there has been approximately 2380ha of forest loss and clearance preparation.	WILMAR June 2024 Inti Kebun Sawit is not a supplier to Wilmar. Based on our TTP information, none of Wilmar suppliers are currently sourcing from PT Inti Kebun Sawit. The information on TTP from our mill suppliers are based on self declaration basis. KLK indirectly to mills i.e. Mitrasawi Prima (PO1000007464) Tapan (PO1000006222) and Bukit Belaban Jaya (PO1000009566). According to our trading partner's verified TTP information, they confirmed that all these mills do not source from Kebun Sawit	1. Nusantara Atlas 2. Farmlandgrap 3. Nusantara Atlas 4. Migthy Earth	Wilmar June 2024 KLK July 2024	WILMAR Closed KLK Closed
8	Lahan Agro Inti Ketapang	Selected Traders for engagement: WILMAR MUSIM MAS	No proven link between the mills indicated and the plantations targeted by the grievance. The report present a comprehensive list of companies involved in converting forests and peatlands into industrial oil palm plantations in 2023. Lahan Agro Inti Ketapang is alleged to have deforested 1 294ha and to have extended its palm oil plantations over 596ha of peatland.	WILMAR Pt LAIK has been conducting an HCS analysis and has ceased clearing land. Last purchase from DTK was in august 2017. Wilmar continues to monitor Pt LAIK to ensure they will uphold to their commitments	1. Nusantara Atlas January 2023 2. Nusantara Atlas January 2024	May 2024	MUSIM MAS prefers to address grievances directly to customers to keep track previous communications with customers Now closed WILMAR May 2024 PT LAIK is not a supplier to Wilmar. Closed

9	Permata Sawit Mandiri	WILMAR, Musim mas	No proven link between the mills indicated and the plantations targeted by the grievance. The report present a comprehensive list of companies involved in converting forests and peatlands into industrial oil palm plantations in 2023. Permata Sawit Mandiri is alleged to have deforested 685ha.	<p>MUSIM MAS prefers to address grievances directly to customers to keep track previous communications with customers</p> <p>WILMAR May 2024 PT PSM is not a supplier to Wilmar</p>	<p>1. Nusantara Atlas January 2023</p> <p>2. Nusantara Atlas January 2024</p>	On going check in September 2025	<p>MUSIM MAS prefers to address grievances directly to customers to keep track previous communications with customers To be checked</p> <p>WILMAR May 2024 PT PSM is not a supplier to Wilmar. To be checked</p>
10	PT Kusuma Alam Sari	Traders linked to the mills according	Satellite imagery shows that between December 2016 and December 2022 there was a total of ~1,300 ha of peat development (inc forest areas) in the PT Kusuma Alam Sari concession (Source: Planet Inc. 2016-2022). Satellite imagery shows that between December 2022 and April 2023 there was a total of 107 ha of peat development (inc forest areas) in the PT Kusuma Alam Sari concession (Source: Planet Inc. 2022-23).	<p>Wilmar does not source from Alas Kusuma Wilmar engaged with its suppliers (PLK and GAN) sourcing from Alas Kusuma They stopped sourcing from Alan Kusuma since the 15 December 2023</p> <p>MUSIM MAS They do not source from Kusuma Alam Sari as of March 2024</p>	Mighty Earth. March 2024	March 2024	<p>Wilmar closed</p> <p>Musim Mas closed</p>

11	PT Kalimantan Hamparan Sawit	Selected trader for engagement: Wilmar	During the period between January 1, 2019 and December 31, 2023, there was 11,630 ha of Tree Cover Loss in the PT Kalimantan Hamparan Sawit concession. Source: Global Forest Watch website. During the period between December 31, 2023 and April 22, 2024, there was 113 ha of Integrated Deforestation Alerts. Source: Global Forest Watch website.	WILMAR Pt KHS has ceased all land clearing since May 2024 and integrated HCV HCSA assessment	Mighty Earth June 2024	October 2024	No further deforestation from beginning 2024
12	PT Hardaya Inti Plantation	Wilmar	At least nine villagers in Indonesia's Buol district have been injured in clashes with workers from a palm oil company with a history of corruption, land grabbing and other violations. PT Hardaya Inti Plantations (HIP) stands accused of harvesting palm fruit from the villagers' land without paying them according to a profit-sharing agreement reached in 2008. In addition to the lost earnings, the villagers say they've run up massive amounts of debt, including to pay management fees to the company, and have reported HIP to the business competition regulator and to one of its biggest customers, commodity giant Wilmar International. Moreover, the HIP owner was jailed for bribing the	WILMAR In July 2024, the commission for the Supervision of Business Competition (KPPU) issued the decision to condemn HIP to pay a fine and implement several corrective actions to the cooperative. HIP shared with Wilmar its plans to appeal the decision. We are waiting the final decision of the KPPU CASE IN PROGRESS Nov 2024: KPPU rejected the appeal. Pt HIP is now considering filing an appeal to the Suprem Court	1. Mongabay June 2024 2. Mongabay July 2024	July 2025	The grievance must be monitored in October 2025 On going

			<p>district head to issue her the concession; it somehow managed to get a forest-clearing permit from the environment minister despite the clear-cut case of corruption; and it's accused of planting oil palms on thousands of hectares outside its concession. The Alliance for the Agrarian Reform Movement (AGRA) had already raised the issue of payments with Wilmar in December 2023. Wilmar told Mongabay that the company had been engaged with HIP since December 2023 to press for greater transparency on profit-sharing calculations, plasma development costs, loan repayments and the management of plasma system cooperatives. This isn't the first time HIP has been mired in controversy. In 1994, the company reportedly began forcing residents off their land by clearing forest in the area for its plantation. In 2012, HIP's owner, prominent businesswoman and politician Hartati Murdaya Poo, was arrested by anticorruption investigators for bribing the Buol district chief at the time, Amran Batalipu, to grant her the concession. Besides the corruption, HIP's operation has been mired in other irregularities, according to Sawit Watch, an NGO that monitors the Indonesian palm oil industry. It found that HIP's other permits were issued without the requisite documents. It also found the company to be operating inside forest areas that legally would be off-limit for plantation activity.</p>				
--	--	--	---	--	--	--	--

			Update: July 2024 - Indonesian govt required PT HIP to pay the villagers 1 billion rupiah for violating the law and not paying the villagers for the palm oil harvested on the village land.				
13	Astra Agro Lestari (AAL)	Wilmar. KLK	<p>Case recorded before updating the methodology (Update) Astra Agro Lestari (AAL), the Indonesia's second largest palm oil company and supplies palm oil and palm kernel oil to some of the world's largest consumer brands including Procter & Gamble, Pepsico, Unilever, Colgate, and Nestlé. Three plantations owned by Astra Agro Lestari are embroiled in land conflicts with local communities in the provinces of Central and West Sulawesi, accused of violent land grabbing abetted by Indonesian security forces, and implicated in illegal deforestation and soil, air, and water pollution, causing serious harm to communities' livelihoods. None of the three plantation companies have received the Free, Prior and Informed Consent of local communities to operate, as required by the sustainability policies of most of the brands who purchase their palm oil.- PT Agro Nusa Abadi (PT ANA) lacks an HGU certificate, the legal permit which gives companies the right to cultivate land. The company is alleged to have forcibly taken over 5,000 hectares of land despite community ownership claims documented through Land Certificates (SKT).- PT Lestari Tana</p>	Accused of operating plantations without the proper permits, land grabbing from local communities, deforestation of protected areas and planting palm outside their concession boundaries	<ul style="list-style-type: none"> 1. Friends of the Earth March 2022 2. Friends of the Earth June 2024 3. Mongabay July 2024 	July 2025	Case in progress, to be checked October 2025

			<p>Teladan (PT LTT) illegitimately claims 1,505 hectares of community-titled land in its HGU certificate and is operating on 321 hectares outside of its permitted concession area.- PT Mamuang illegally occupies 255 hectares (more than 600 acres) of Indonesia's protected Forest Zone. June 2024 - Update :- 17 AAL subsidiaries' concessions overlap with 17,664 hectares of Indonesia's forest estate. 74 percent of AAL's concessions in the forest estate are in Sulawesi, where 7 AAL subsidiaries' concessions overlap with more than 13,000 hectares of Indonesia's forest estate.- At least 1,100 hectares of AAL's palm oil plantations in Indonesia's forest estate appear to be illegal.- 3 AAL subsidiaries in Sulawesi are operating without the required cultivation permit (HGU).</p>				
--	--	--	---	--	--	--	--

14	First Borneo	Wilmar	<p>First Borneo is alleged to large scale deforestation: 3644ha of primary or secondary loss in 2024 And 1500ha of peat clearing -Borneo International Anugerah 1465 ha of forest loss (second largest contributor of deforestation for oil palm in 2024) -Kathulistiwa Agro Abadi 1000 ha of forest loss -Berkah Sawit Abadi: 898 ha of primary forest loss for oil palm Mitra Kapuas Agro: 181 ha of primary forest loss for oil palm, 1,534ha forest loss.</p> <p>PT Uniseraya is the 7th top company converting old-growth/primary forest to industrial monoculture oil palm in 2024. Nusantara reports 1,434ha of clearing on peat in 2022 and 644 hectares of deforestation in this concession in 2024. Around 3/4 of this concession appears to be peatland (using the Nusantara peatland layer), and the peat reaches depths of over 3 metres. Local news outlet Suara Riau alleges that oil palm was found planted within the HGU before there had been any new HGU for oil palm granted, which PT Uniseraya denied when confronted with satellite imagery. PT Inti Kebun Sejahtera had 1405 ha of deforestation and 56ha of peat clearance in 2024. Parent company of this concession is Ciliandry Anky Abadi which is a shadow company of First Ressources. This case is linked to Inti Kebun Sawit.</p>	On going	<p>1) Simontini February 2025</p> <p>2) Nusantara Atlas February 2025</p> <p>3) Mighty Earth March 2025</p>	July 2025	On going
----	--------------	--------	---	----------	---	-----------	----------

15	PT Uniseraya	APICAL	<p>PT Uniseraya is the 7th top company converting old-growth/primary forest to industrial monoculture oil palm in 2024. Nusantara reports 1,434ha of clearing on peat in 2022 and 644 hectares of deforestation in this concession in 2024. Around 3/4 of this concession appears to be peatland (using the Nusantara peatland layer), and the peat reaches depths of over 3 metres. Local news outlet Suara Riau alleges that oil palm was found planted within the HGU before there had been any new HGU for oil palm granted, which PT Uniseraya denied when confronted with satellite imagery. PT Inti Kebun Sejahtera had 1405 ha of deforestation and 56ha of peat clearance in 2024. Parent company of this concession is Ciliandry Anky Abadi which is a shadow company of First Ressources. This case is linked to Inti Kebun Sawit.</p>	<p>Apical: Apical decided to stop sourcing from Panca Eka Group until further commitment from the group to stop further peat clearance and develop a recovery plan for PT. Uniseraya, in line with Apical's NDPE requirements.</p>	<ol style="list-style-type: none"> 1. Nusantara Atlas February 2025 2. Simontini February 2025 3. Suara Riau (Voice of Riau) October 2021 	July 2025	closed
16	Tewah Bahana Lestari	Wilmar	<p>This concession is alleged to have deforested 783ha during 2024.</p>	<p>No information found in the grievance trackers.</p>	<p>Simontini February 2025</p>	July 2025	On going
17	Adimulia Palmo Lestari	Permata Hijau Wilmar Apical	<p>This report concerns 2 concessions, PT Adimulia Palmo Lestari (PT APL) and PT Sawit Desa Makmur (PT SDM), an oil palm concession with mining sites inside it. Both companies have allegedly had conflicts with the local tribe, Suku Anak Dalam (SAD). Natural food sources in the region are scarce due to the forest loss, and pollution of water sources by coal mine waste. Employees of PT APL have been</p>	<p>No information found in the grievance trackers.</p>	<p>Mongabay Indonesia February 2025</p>	July 2025	<p>The mill Adimulia Palmo Lestari (PO1000010257) is linked to the Adimulia Palmo Lestari plantation, which is suspected of social and environmental grievances including</p>

			<p>allegedly chasing locals away for picking up.</p> <p>The grievance concerns the PT Anugerah Langkat Makmur 2 mill under the concession of PT Sawit Sukses Sejati (formerly PT Anugerah Langkat Makmur), which was identified in Rapid Response Report 39 due to deforestation issues. Report 39 (April 2021 – March 2022): Approximately 340 hectares of deforestation. Report 48 (January 2022 – December 2023): A more significant total of 509 hectares of Tree Cover Loss was recorded.</p>				<p>community land grabbing and intimidation and violence. The same mill is also suspected of sourcing from the Sawit Desa Makmur plantation, with suspected grievances including deforestation, water pollution and licence irregularities.</p> <p>These grievances are affecting the local community, the Suku Anak Dalam, in the Batanghari District.1.</p> <p>On going</p>
18	PT Sawit Sukses Sejati	Sinar mas BASF	<p>The grievance concerns the PT Anugerah Langkat Makmur 2 mill under the concession of PT Sawit Sukses Sejati (formerly PT Anugerah Langkat Makmur), which was identified in Rapid Response Report 39 due to deforestation issues. Report 39 (April 2021 – March 2022): Approximately 340 hectares of deforestation. Report 48 (January 2022 – December 2023): A more significant total of 509 hectares of Tree Cover Loss was recorded.</p>	They have been linked to the clearing of over 400 hectares of HCS forests in Indonesia	1. Mighty Earth March 2025	July 2025	<p>Sinar Mas On their Grievance Tracker, 4 grievances concerned the Sawit Sukses Sejati company are considered closed and 2 are with a ""non-compliant"" status. In January 2023, they declared that the PT SSS concession was</p>

							no longer in its supply chain. Closed BASF: Following engagement with Mighty Earth, BASF has taken action to suspend the PT Anugerah Langkat Makmur 2 mill due to NDPE policy violations. " Closed
19	PT Multipersada Gatramegah	Musim Mas Wilmar	"Deforestation of 99 hectares of native vegetation classified as forest, between 2021 and 2023, despite the company's denial. Restrictions imposed on local residents and workers: prohibition of mobile phone use near the factory, allegedly to prevent documentation of improper waste management practices. Lack of an environmental management plan. Suspected non-compliance with the AMDAL program (Indonesia's mandatory Environmental Impact Assessment program)"	"MUSIM MAS: December 2021: ""We deemed the grievance raised on Mighty Earth RRR 37 against PT MPG is not acceptable"" because the alleged area is not HCV or HCS area, and the alleged area is not within the scope of the 2020 assessment. WILMAR: November 2024 (last update): They put the grievance in their ""ineligible list of grievances"" because the area identified in the report is neither HCV nor HCS area. This area has been assessed and covered under assessment reports (available on HCVRN, HCSA and RSPO websites).	1. Mighty Earth December 2021 2. Aid Environment January 2025	July 2025	Closed

Grievance ID:	Grievance ID that will allow you to identify the case internally and follow up.
Supplier targeted:	Name of the facility targeted by the grievance and which is alleged to be in non-compliance.
Parent company:	Parent company of the target facility from which we buy palm/palm kernel derivatives
Summary of the grievance:	Summary of the non-compliance case and its implications.
Action taken / Progress:	Details of the actions taken by your company to resolve the non-compliance case.
Source:	Link to the report or other documents useful for the monitoring of the resolution.
Date of closure:	Date the grievance was solved or current situation
Status:	Resolution status of the grievance