



# PALM GRIEVANCE TRACKER



P&G is committed to the responsible sourcing of palm from suppliers and via supply chains that protect eco-systems from conversion and deforestation, respect human and labor rights and respect land tenure rights. As such, our direct suppliers are expected to be RSPO Members and have the necessary policies and procedures in place to follow **P&G's Responsible Sourcing Guidelines for External Business Partners** and the **2018 RSPO Principles and Criteria**, which include the following standards:


- High-conservation-value (HCV) areas and high-carbon-stock\* ("HCS") forests are protected\*\*
- No new development of peat lands regardless of depth
- No burning to clear land for new developments or replanting
- Respect for human and labor rights
- Protect and support human rights, land rights and environmental defenders
- Respect for land tenure rights, including rights of indigenous and local communities to give or withhold their free, prior and informed consent (FPIC) for development of land they own legally, communally or by custom.

*\*The High Carbon Stock Approach ("HCSA") Toolkit should be applied to identify and conserve HCS forest.*

*\*\* These provisions prohibit the conversion of Intact Forest Landscapes defined by the IFL Mapping Team) for Oil Palm Production*

In line, with our **Palm Responsible Sourcing Policy** we expect our suppliers to have a public grievance policy and to maintain a public dashboard to share any allegations received and actions being taken to investigate and, when relevant, mitigate concerns.

## P&G PALM GRIEVANCE TRACKER



From January 2021, in the interest of driving even greater transparency, we will publish our own P&G Palm Grievance Tracker. The tracker will cover any palm related grievances which are brought to our attention directly by third parties or which we identify through our on-going supply chain monitoring. The report will be structured by date and provide information on the grievance and any identified actions taken. It will include both environmental and social issues organized against 3 categories as per the published **P&G Forest Grievance Process**.

- **Phase 1 - Receive and Evaluate** (Investigate / No Action)
- **Phase 2 - Investigate** (Investigate Grievance)
- **Phase 3 - Remediate** (Analyze + Develop / Action / Monitor + Report)

P&G Palm Grievance Tracker: will be available on-line at the **P&G ESG Portal**. On-going we will revise and update on-line 3 times a year.

Date Grievance Received	Stakeholder(s) Raising Grievance	Parent Company/Owner	Subsidiary	Description of Grievance/Concerns	P&G External Business Partner (i.e., Tier 1 Supplier)	Current Status	Phase
Oct-23	The Gecko Project	FAP Agri / First Resources	Ciliandry Anky Abadi (CAA), Sulaidy Group, New Borneo Agri	Community Land Rights and Deforestation	Wilmar, KLK, Musim Mas/ ICOF	P&G does not source from Ciliandry Anky Abadi (CAA), Sulaidy Group or New Borneo Agri.	Phase I: Receive + Evaluate (No Action - Not Linked)
Aug-23	Peoples Letter	PT Astra Agro Lestari	PT Pasangkayu, PT Mamuang and PT Letawa	Community Land Rights	KLK	Tier 1 supplier KLK has stopped sourcing from the 3 PT AAL subsidiaries in Central and West Sulawesi, Indonesia and engaged PT AAL to seek solutions to the grievance cases. PT AAL has expressed commitment to operating sustainably with bi-weekly updates on latest status published on their website.	Phase II: Investigate
Mar-23	Mongabay, Friends of the Earth U.S.	Golden Veroleum Liberia (GVL)		Community Land Rights and Deforestation	GAR/ Sinar Mas	There is no known supply chain links to Golden Veroleum Liberia (GVL) in Liberia.  GAR has indicated publicly that they remain committed to ensuring GVL fulfills the requirements of the grievance process.	Phase I: Receive + Evaluate (No Action - Not Linked)
Jan-23	Rainforest Action Network (RAN)	Bumitama Group	Roda Mas	Community Land Rights		There is no known link to PT. Rodamas Tbr Kalimantan (PT RTK) or PT. Kemakuran Berkah Timber (PT KBT).  Please see the attached letter from P&G to RAN for more details.	Phase I: Receive + Evaluate (No Action - Not Linked)
Jan-23	Forest Peoples Programme	FAP Agri / First Resources	PT Karangjuang Hijau Lestari	Community Land Rights and Deforestation	Wilmar, KLK, Musim Mas/ ICOF	P&G has required our Tier 1 Suppliers to initiate a stop sourcing from First Resources and FAP Agri until further notice. We are also monitoring progress of the active RSPO Complaint currently being progressed pending the selection of an independent investigator.	Phase III: Remediate (Action)
Sep-22	Rainforest Action Network (RAN)	PT. Surya Panen Subur II		Deforestation	GAR/Sinar Mas	Tier 1 supplier GAR has suspended PT Kharisma Alam Persada (KAP).	Phase III: Remediate (Monitor + Report)
Sep-22	Rainforest Action Network (RAN)		Ibu Nasti	Deforestation linked to Land Seizure	Apical/AAA, GAR/Sinar Mas, Musim Mas/ICOF	Due to lack of engagement from bu Nasti P&G has worked with Tier 1 Suppliers to exclude her from P&G's supply chain (effective Dec 2022). [Grievance Location: Rawa Singkil Wildlife Reserve]	Phase III: Remediate (Action)
Sep-22	Rainforest Action Network (RAN)		Mr Mahmudin	Deforestation linked to Land Seizure	Apical/AAA, GAR/Sinar Mas, Musim Mas/ICOF	Following initial willingness to engage Mr Mahmudin has shown insufficient progress to meet his commitment to return encroached land to Rawa Singkil Wildlife Reserve. Our Tier 1 Supplier has excluded Mr Mahmudin from P&G supply chain. We have issued this requirement to our other direct suppliers effective immediately (Aug-23). [Grievance Location: Rawa Singkil Wildlife Reserve]	Phase III: Remediate (Action)

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Sep-22	Rainforest Action Network (RAN)	PT Cemerlang Abadi (CA)		Land Seizure		There is no known supply chain links to PT Cemerlang Abadi. P&G continues to monitor.	Phase I: Receive + Evaluate (No Action - Not Linked)
Aug-22	P&G Internal Monitoring	Gagah Putra Satria (GPS Group)	PT Kumai Sentosa	Deforestation	Apical/AAA	Tier 1 supplier Apical has suspended GPS at P&G's request.	Phase III: Remediate (Monitor + Report)
Aug-22	P&G Internal Monitoring	WITA Group	PT Umaq Tukung Mandiri Utama (PT UTMU)	Deforestation	Apical/AAA,Wilmar	P&G has required our Tier 1 suppliers to have their suppliers stop sourcing from PT UTMU until further notice.	Phase III: Remediate (Action)
Jul-22	P&G Internal Monitoring	Mentari Group	PT Alamsari Lestari	Deforestation	KLK, Apical/AAA, Wilmar	P&G has required our Tier 1 suppliers to exclude Mentari Group from P&G's supply chain until further notice.	Phase III: Remediate (Action)
Jul-22	P&G Internal Monitoring	Pipit Group	PT Pipit Citra Perdana	Deforestation	Wilmar	Following investigation we have confirmed P&G does not currently source from Pipit Group. The concerns have been shared with our Tier 1 Supplier Wilmar who is actively engaged with Pipit to assess progress.	Phase I: Receive + Evaluate (No Action - Not Linked)
Jul-22	Mighty Earth	Sumber Tani Agung (STA) / Jalan Abesin Limited	PT Sawit Sukses Sejati (PT SSS)	Deforestation	Wilmar, KLK, Musim Mas/ICOF	Tier 1 suppliers have stopped sourcing from PT SSS at P&G's request.	Phase III: Remediate (Monitor + Report)
Feb-22	Mighty Earth	D.Y.M.M. Sultan Ibrahim Johor, Mr. Chow Chuin Hai	AA Sawit Sdn Bhd	Deforestation	Sime Darby	There is no known supply chain links to P&G as Sime Darby has confirmed that their last purchase from Mentari Group was in March 2021.	Phase III: Remediate (Monitor + Report)
Jan-22	Mongabay	PT Dewa Rencana Perangin Angin (DRPA)		Forced Labor	Wilmar	P&G has reviewed the case with our Tier 1 supplier and they have stopped purchase from this supplier.	Phase III: Remediate (Action)
Nov-21	Rainforest Action Network (RAN)	Royal Golden Eagle (RGE), PT Toba Pulp Lestari (PT TPL)	Apical/AAA	Various Allegations. Click here for more.	Apical/AAA	P&G does not use materials or services from PT TPL. Apical is an independently managed company part of RGE. However, we are concerned by the issues raised by RAN in this case. Using our leverage, P&G has met with TPL and RGE and raised our concerns regarding the case and the need to find a path to resolution. PT TPL has since appointed an independent third party, Earthworm Foundation, to assess current practices, and formulate targeted recommendations and action planning. See Earthworm Foundation's public statement here. For more details please see the letter from P&G to RAN attached.	Phase III: Remediate (Analyze + Develop)
Oct-21	Tempo, Mongabay Indonesia, Betahita, and Auriga Nusantara		PT Ciliandra Perkasa, PT Tasma Puja (Batang Cenaku), PT Padasa Enam Utama (Koto Kampar), and PT Rezeki Kencana	Deforestation	Wilmar, KLK, Musim Mas/ICOF, GAR/Sinar Mas, Sime Darby	No deforestation and liabilities past our cut off date of 31st Dec 2015. P&G will work with Tier 1 suppliers to close out any remaining administrative issues within the 3 year grace period as stipulated by the Omnibus Law.	Phase III: Remediate (Action)

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Oct-21	Rainforest Action Network (RAN)	PT Syaukath Sejahtera (PT SS) / PT Tualang Raya (PT TR)		Deforestation	Apical/AAA	PT SS has suspended sourcing from PT TR. PT SS has agreed to develop an NDPE policy, submit traceability information, and conduct assessment to identify 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 suppliers linked to deforestation.	Phase III: Remediate (Action)
Aug-21	P&G Internal Monitoring/Mighty Earth Response 35	Shin Yang (Sarawak Oil Palms)		Deforestation	KLK	KLK has been checking with Sarawak Oil Palms Bhd and Sarawak Oil Palms Group. They have confirmed that there is no palm planting within the LPF area as per Sarawak State requirement, hence no palm will enter the P&G supply chain.	Phase III: Remediate (Monitor + Report)
Jul-21	Achmea Investment Management, Actiam, Aegon, a.s.r., Aviva Investors, ING, Nomura Asset Management, PGGM, Resona Asset Management and Robeco	Yayasan Sabah (formerly: Innoprise Plantations, Sabah Malaysia)		Deforestation	Wilmar	P&G is working with Wilmar on the process to exclude Innoprise from P&G supply chain.	Phase III: Remediate (Action)
Jan-21	P&G Internal Monitoring	Jaya Tiasa/Rimbunan Hijau	Poh Zen Sdn Bhd	Deforestation/Peat Clearance	Wilmar, KLK	Investigation with our Tier 1 Suppliers have identified no link to supply of palm oils to P&G. The concerns have been shared with our Tier 1 Suppliers (KLK, Wilmar) and they are assessing required next steps and potential remediation.	Phase I: Receive + Evaluate (No Action - Not Linked)
Jan-21	HCSA	Capitol Group	PT Medco Papua Hijau Selaras (PT HPHS)	Deforestation	Wilmar	This grievance is not linked to P&G supply chain. Wilmar has investigated and are taking action, click here for update.	Phase III: Remediate (Action)
Jan-21	P&G Internal Monitoring	United Malacca Berhad	PT Lifere Agro Kapas	Peat Clearance	KLK	United Malacca confirmed that the area in question is not peat.	Phase III: Remediate (Monitor + Report)
Jan-21	P&G Internal Monitoring	Widya Corporation	PT Mulia Inti Perkasa	Deforestation	Wilmar, GAR/ Sinar Mas	PT Mulia Inti Perkasa has completed HCV assessment and the final review is deemed satisfactory. PT Mulia Inti Perkasa has also committed to compensation for any non-compliance found during the review process. Click here for Wilmar report.	Phase III: Remediate (Monitor + Report)
Jan-21	P&G Internal Monitoring	PKPP	Estate Cherating	Deforestation/ Peat Clearance	KLK, Wilmar	Wilmar has suspended the supplier in Nov 2020. The supplier has confirmed a Stop Work Order for further clearance from Jan 2021 and has set aside land banks for replanting and recovery and plan publish and implement NDPE policy.	Phase III: Remediate (Monitor + Report)

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Dec-20	P&G Internal Monitoring	Bima Golden Powerindo	PT Laot Bangko	Deforestation	Apical/AAA	P&G has reviewed the current case and as a result required all Tier 1 suppliers to suspend purchases from PT Laot Banko for P&G.  Apical have implemented an on-ground monitoring system for the Leuser Ecosystem to ensure FFB entering their supply chain meets their NDPE policy.	Phase III: Remediate (Monitor + Report)
Oct-20	WALHI & Friends of the Earth	PT Astra Agro Lestari (PT AAL)	PT Mamuang, PT Lestari Tani Telada (LTT/TTL), PT Agro Nusa Abadi (ANA)	Land Seizure, Wages & Benefits	Wilmar, KLK, Apical/AAA	P&G appointed an independent third party, EcoNusantara, to conduct a field assessment which was completed in June 2022. P&G has now required our Tier 1 suppliers to Suspend from our Supply Chain with immediate effect the subsidiaries of PT AAL, specifically PT Mamuang, PT Lestari Tani Telada (LTT), PT Agro Nusa Abadi. For P&G Executive Summary please see attachment to this document (on Grievance Tracker).	Phase III: Remediate (Monitor + Report)
Aug-20	Rainforest Action Network (RAN)		PT Indo Alam Peunaron, PT Kallista Alam, PT Surya Panen Subur	Deforestation Click here for more.	Wilmar, Musim Mas/ICOF	P&G has reviewed the current case and as a result required all Tier 1 suppliers to suspend purchases from PT Indo Alam, PT Kallista Alam, PT Surya Panen Subur for P&G. Confirmation that Tier 1 have implemented suspension as of Sept 2020.	Phase III: Remediate (Monitor + Report)
Aug-20	Liberty Shared	Sime Darby Plantation (SDP)		Forced Labor, Child Labor. Click here for more.	Sime Darby	SDP has developed and implemented a remediation plan for current and past workers. US Customs and Border Protection (USCBP) lifted its Findings. Click here for more.	Phase III: Remediate (Monitor + Report)
Jul-20	P&G Internal Monitoring	DTK Opportunity	PT Aditya Agroindo	Deforestation	Wilmar, KLK	P&G reviewed the current case and as a result required immediate suspension of purchasing from DTK Opportunity at a group level for P&G from our Tier 1 Suppliers. Confirmation that Tier 1 suppliers have implemented suspension as of Sept 2020.	Phase III: Remediate (Monitor + Report)
Jul-20	P&G Internal Monitoring	Ciliandry Angky Abadi (CAA)	PT Citra Agro Abadi	Deforestation/ Peat Clearance	KLK	P&G reviewed the current case and as a result required immediate suspension of purchasing from Ciliandry Angky Abadi (CAA) group for P&G by our Tier 1 Suppliers. Confirmation that Tier 1 suppliers have implemented suspension as of Sept 2020.	Phase III: Remediate (Monitor + Report)
Jun-20	P&G Internal Monitoring	Saraswanti	PT Saraswanti Agro Estate	Peat Clearance	Wilmar	P&G reviewed the current case and as a result required immediate suspension of purchasing from The Saraswanti Group for P&G by our Tier 1 Suppliers. Confirmation that Tier 1 suppliers have implemented suspension as of Sept 2020.	Phase III: Remediate (Monitor + Report)

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May-20	Rainforest Action Network (RAN)	Indo Food		Grievance related to allegations of labour rights violations, intimidation, antiunion action, and erroneous collective bargaining processes reported by independent union SERBUNDO to the Indonesian District and Provincial Manpower Agency throughout 2019. <a href="#">Click here for more.</a>		P&G does not source any materials from Salim Group or the Indo Food mill. We identified an error in our 2019 mill list. This has been corrected.  Further, in this case, P&G has proactively decided to require all suppliers to suspend purchase from Salim Group as of June 2018 on the basis of allegations of discrimination, not respecting freedom of association and wages/ benefits issues.	Phase III: Remediate (Monitor + Report)
May-20	Rainforest Action Network (RAN)	PT. Indo Sawit Perkasa		Deforestation		P&G reviewed the current case and as a result required immediate suspension of any potential purchasing from PT. Indo Sawit Perkasa for P&G by our Tier 1 Suppliers. Confirmation that Tier 1 suppliers have implemented suspension as of June 2020.	Phase III: Remediate (Monitor + Report)
May-20	P&G Internal Monitoring		PT Gerbang Benua Raya	Peat Clearance	Wilmar	P&G reviewed the current case and as a result required immediate suspension of purchasing from PT Gerbang Benua Raya for P&G by our Tier 1 Suppliers. Confirmation that Tier 1 suppliers have implemented suspension as of Sept 2020.	Phase III: Remediate (Monitor + Report)
Apr-20	Mighty Earth's Rapid Response 24	Samling Group	Jelalong and Lana Concessions	Deforestation (within Pulp operation)	Wilmar, KLK	P&G reviewed the current case and as a result required immediate suspension of purchasing from Samling for P&G by our Tier 1 Suppliers. Confirmation that Tier 1 suppliers have implemented suspension as of May 2020.	Phase III: Remediate (Monitor + Report)
Apr-20	P&G Internal Reporting	Tabung Haji Plantations Bhd (THP)		Development of HCS without prior assessment	Wilmar, KLK	Wilmar is engaged with THP in relation to Wilmar's supply chain re-entry criteria since July 2020. <a href="#">Click here for more.</a>  KLK will not renew post March 2021 when their contract expires.	Phase III: Remediate (Monitor + Report)

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Apr-20	P&G Internal Monitoring		PT Multidaya Fortuna	Deforestation/ Peat Clearance	Wilmar	P&G reviewed the current case and as a result required immediate suspension of purchasing from PT Multidaya Fortuna for P&G by our Tier 1 Suppliers. Confirmation that Tier 1 suppliers have implemented suspension as of May 2020.	Phase III: Remediate (Monitor + Report)
Apr-20	P&G Internal Monitoring	Everbright and Evershine	PT Buana Tunas Sejahtera	Deforestation/ Peat Clearance	KLK	P&G reviewed the current case and as a result required immediate suspension of purchasing from PT Buana Tunas Sejahtera for P&G by our Tier 1 Suppliers. Confirmation that Tier 1 suppliers have implemented suspension as of May 2020.	Phase III: Remediate (Monitor + Report)
Apr-20	P&G Internal Monitoring	Andika Permata Sawit Lestari	PT Perintis Sawit Andalan	Deforestation	Wilmar	P&G has investigated the case and Wilmar our Tier 1 has activated "suspend first approach" as of August 2020.	Phase III: Remediate (Monitor + Report)
Jan-20	P&G Internal Monitoring	Jhonlin Group	PT Pradiksi Gunatama / PT Kodeco Timber	Deforestation	KLK	P&G reviewed the current case and as a result required immediate suspension of purchasing from Jhonlin Group for P&G by our Tier 1 Suppliers. Confirmation that Tier 1 suppliers have implemented suspension as of Sept 2020.	Phase III: Remediate (Monitor + Report)
Jun-16	Including RSPO Complaint	FGV Holding Berhad		Forced Labor, Health & Safety, Wages & Benefits, Working Schedule & Conditions  Click here for more.	FGV Holding Berhad	<p>P&amp;G has made both key supporting interventions and directly provided resources and expertise to drive progress for workers at FGV. FGV has developed a social remediation program with ELEVATE, an independent sustainability and supply chain service provider with vast experience in advancing social compliance and addressing forced labor risks, where funding and accountability is with FGV. FGV is rolling out remediation efforts across their 189 plantations and ELEVATE will conduct a verification assessment of these efforts.</p> <p>FGV announced in February 2023 that they have set aside funding to compensate foreign workers who paid recruitment fees. Further information can be found here.</p>	Phase III: Remediate (Action)