

Please see Palm Oil: Grievance Resolution Procedure for information on our process for resolving any grievances linked to our palm supply chain.

1. Grievance Raised			2. Grievance Verified/Investigated				4. Monitoring
Case #	Grievance Raiser	Date of Grievance reported	Direct Supplier Link	Implicated entity	Country/Regi on grievance linked to	Summary of grievance and actions taken (most recent in bold)	Grievance Status 2025
6.15	FFP	28.11.22	No direct supply chain connection	FAP Agri	Indonesia	<p>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.</p> <p>Engaged direct supplier to press for a pathway to resolve the conflict with the community, documentation relating to conflict resolution/compensation date as far back as 2005. Continue to need local authority and NGO engagement to achieve a long term solution accepted by all parties.</p> <p>No direct supply chain link confirmed. See other grievances relating to parent link to First Resources.</p>	Closed - no direct supply chain link
6.8	FPP, The Chain	08.02.2021	Wilmar, Stepan, Modulus	First Resources (FR) Sulaidy	Indonesia	<p>KAL mill is owned by FR and supplies their own refinery in Dumai - Adhitya Serayakorita.</p> <p>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).</p> <p>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.</p> <p>Continued engagement with suppliers to increase TTP visibility over time.</p>	Monitoring Stakeholder actions
17.4	Grant and Eisenhofer/CBP	30/08/2020	Wilmar	Felda Global Ventures (FGV)	Malaysia	<p>On 24 Nov, 2019, Grant & Eisenhofer ESG Institute petitioned the CBP Agency 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-2020.</p> <p>Since then, FGV have commissioned assessments from FLA and Elevate following which FGV have launched remediation process for workers relating to recruitment fees. FGV have submitted documentation to the CBP Agency who will now make a decision on whether to close the issue.</p> <p>Monitor CBP case progress, engage supplier for transparency on how identified risks have been mitigated.</p>	Monitoring Stakeholder actions
20.4	South East Asia Globe Mighty Earth Friends of the Earth US	03/01/2022	No direct supply chain connection	Astra Agro Lestari / Astra Intl. Group / Jardine Matheson Group	Indonesia	<p>AAL is alleged to not have followed procedures to obtain a FPIC for development of it's concessions.</p> <p>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).</p> <p>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 it's permitted concession area.</p> <p>PT Mamuang is alleged to occupy 225 ha of Indonesia's protected forest zone.</p> <p>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.</p> <p>The link to Reckitt's supply chain is through the parent company, not direct mill connections. Investigation and it's recommendations completed in 2023 had not been accepted by all stakeholders, however remediation is now being implementation which we are encouraging our suppliers to monitor and support.</p>	Closed - monitoring remediation process

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76.3	Mongabay Chain Reaction Research Mighty Earth Wilmar	14.12.2020	Stepan	Capitol Group	Indonesia	<p>EIA reported on deforestation in MPHS in 2017, providing insights into forested concessions totalling 80,000 ha in the region incorporating Medco Papua's licences. In 2020 a moratorium was put in place to prevent further land clearance and MPHS submitted a HCV-HCS assesment report to the HCV RN for peer review, this was resubmitted in 2022 after failing the first review. In Jan 2022, MPHS was one of the licences revoked by the Indonesian Government. MPHS has appealed and is awaiting the verdict.</p> <p>MPHS have since terminated their commercial relationship with Wilmar. More clarity is needed as to how liability for clearances already completed will be addressed.</p> <p>While this grievance was first reported in 2017, MPHS mill has entered our supply chain for the first time in 2024. We are engaging our suppliers to investigate the incomplete HCV-HCS assessment and remediation for clearances which are estimed at 1.48k ha.</p>	Investigation
100.3	CONDEG (National Council of Displaced Guatemalans)	Nov-22	No direct supply chain connection	Industrial Chiquibui	Guatemala	<p>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.</p> <p>Confirmed no supply chain connection.</p>	Closed - no supply chain link
118.4	"Global Witness Mongabay"	19/05/2022	Stepan/Wilmar	Brasil Biofuels (BBF) - formerly Biopalma Agropalma	Brazil	<p>Complex long term land dispute between Agropalma and the Quilombola indigenous communities linked to allegations of intimidation and violence against the Quilombola communities.</p> <p>Agropalma had its RSPO P&C certification suspended in early December 2023 after an audit by SCS, but it has since reported this has now been reinstated.</p> <p>NGO partnerEarthworm Foundation has been working with stakeholders to promote conflict resolution and deliver on agreed action plans. We will continue to monitoring the progress of this intervention.</p>	Monitoring Stakeholder actions
185.1	RAN	20.08.20	Suppliers with mills in close proximity: Wilmar, Raj, Modulus, Bunge, ICOF, Stepan	1. Blang Ketumba 2. Era Karya 4. Tenera Lestari	Indonesia	<p>On 4-May-21, RAN published a follow up report again highlighting clearance at Indo Alam. While they do not identify any mills, they still name several FMCG companies urging them to impose explicit no-buy instructions against Indo Alam.</p> <p>A number of mills, including PT. Teupin Lada have been linked to purchasing palm oil from PT. Indo Alam who RAN have identified as having a long track record of deforestation. Since 2011 PT. IA have cleared over 244ha of forest within the Leuser Ecosystem. An investigation in 2020 shows that PT. Indo Alam have sold palm oil to local mills.</p> <p>No mills have been formally connected with this grievance, however those with high risk of involvement due to proximity are noted. We are investigating these potential links in supply chain with suppliers.</p>	Investigation
218.1	BBC Mongabay The Gecko Project	23/05/2022	Stepan, Wilmar, Real & Natural, ICOF, Raj, Bunge	1. GAR 2. Sulaidy 3. PP London Sumatra Indonesia / Salim Ivomas Pratama	Indonesia	<p>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.</p> <p>Full list of implicated concessions was shared in 2024 for comparison with our supply chain.</p> <p>Action taken: Updated mill list analysis against 2024 mill list and engage suppliers with implicated mills.</p>	Monitoring stakeholder actions
222.1	Mighty Earth	15/02/2022	Wilmar, Stepan, IOI, Bunge, Real & Natural	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	<p>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.</p> <p>Satellite monitoring shows Nadi Mesra Sdn Bhd has also been heavily deforested.</p> <p>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. Suppliers reinstated Jernih Kemboja in 2024 with proposed recovery plan.</p> <p>We continue to connect with the lead supplier who is working directy with Jernih Kemboja to address liability for its own operations and ensure the recovery plan is implemented as per the suppliers re-entry criteria.</p>	Monitoring Stakeholder Actions

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230.1/291.1	Mighty Earth Nusantara Atlas	16-May-22 19-Jun-22	Raj, Modulur, Wilmar, Stepan, Real & Natural	PT Teguhkarsa Wanalestari Julong Group (Tianjin Julong) Sumber Tani Agung 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 Walalestari 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. Continued monitoring for mills at risk of sourcing from deforested areas (due to proximity), follow up with suppliers to understand the systems in place to prevent deforested material entering our supply chain, especially given the presence of new mill Anugerah Langkat Makmur in the PTSSS concession. Continued supply chain monitoring and engagement with suppliers where high risk mills in close proximity to deforested areas enter our supply chain. Future information on this case will be reported under case 291.1.	Investigation/Merged with 291.1
238.1	RAN	13.09.22	Wilmar, ICOF, Stepan, Raj, Real & Natural	1. RUNDING PUTRA PERSADA 2. SUMATRA PLANTATIONS UNIT / PACIFIC FIBER INDONESIA 3. BANGUN SEMPURNA LESTARI 4. DUTA MARGA 5. ASTRA AGRO LESTARI 6. RISJADSON 7. BUMI DAYA AGROTAMAS 8. SOCFIN INDONESIA 9. ASTRA AGRO LESTARI 10. NAFASINDO 11. TENERA LESTARI 12. SINGKIL SEJAHTERA MAKMUR	Indonesia	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. Requesting full TTP information.	Monitoring Stakeholder actions
246.1	Salva la Selva	11.12.22	Wilmar/Stepan	Naturaceites	Guatemala	There has been recent conflicts between local indigenous groups in northern Guatemala and the palm oil company Naturaceites. There is a growing focus on this case more recently as Naturaceites has been named as a supplier with multiple social issues of a German retailer that is facing legal action by German NGOs (related to the German Supply Chain Act). Recent RSPO investigation shows that some items from last years audits to Naturaceites by the certification body (IBD) didn't follow the standards of RSPO. Recommendations have been made for the next audit and we are awaiting results. NGO partner Earthworm Foundation is working with Naturaceites, supporting them in the improvement of their current Grievance Mechanism to add all complaints from previous years, and gather new complaints to make this public and by socializing the mechanism with the communities and other stakeholders like NGOs. This project started in late Jan-24 and we will monitor progress.	Monitoring Stakeholder actions
248.1/(merge with satelligence)	Mighty Earth	23.03.23	Wilmar, Stepan	Mukti Group, Murdaya Family, Shin Yang Group, MALAYSIA		Deforestation reported at PT Sandai Makmur Sawit (PT SMS), Metanik mill, Sarawak Oil Palms Sdn Bhd and Sebakis Inti Lestari mill. Confirm no sourcing in 2024 from PT SMS. Continued engagement with supplier to confirm any connection between deforestation and other implicated mills, and to press for progress of the required HCV/HCS assessment at Sebuku Inti Plantation.	Investigation

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254.1	Mongabay	12.06.23	Wilmar, ICOF	1. Mahkota Group Tbk 2. 3. 4. KPN PLANTATION (Karunia Prima Nastari) 5. Bintang Utama Lestari 6. 7. Asian Agri 8. BUKIT BINTANG SAWIT (BBS) 9. PT Mitra Unggul Pusaka 10. Surya Group 11. Mr. Christian & Mr. Fernando 12. 13. Asian Agri 14. SAWIT MAS NUSANTARA / Mr Barmansyah 15. Anam Koto Group (Technindo Contromatra) 16. Swakarsa Sawit Raya 17. Tri Bakti Sarimas 18. MITRASARI PRIMA / YPJ Holdings San Bhd 19. Asian Agri 20. Peputra Group	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, refreshing analysis to align with our 2024 supply chain.	Investigation
255.1	Mighty Earth	22.06.23	Modulus, SGF, Stepan, ICOF, Wilmar, Raj, Stepan	1. Mentari Agung Jaya Usaha (Mentari Group) 2. Mentari Agung Jaya Usaha (Mentari Group)	Indonesia	Mighty Earth's Rapid Response Report hi-lights peat deforestation in concession PT. Alam Sari Lestari. 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. Continue to engage with suppliers to confirm sourcing status from Mentari Group and gather full TTP information for mills at risk due to proximity based on 2024 mill list analysis.	Investigation
267.1	"RAN Mongabay The TreeMap / Nusantara Atlas"	13/02/2024	Proximity connection only - Wilmar, Stepan, Modulus, Raj, ICOF, Real & Natural	"1. DUTA MARGA 2. SUMATRA PLANTATIONS UNIT / PACIFIC FIBER INDONESIA	Indonesia	RAN published two articles highlighting the growing deforestation in southern Aceh. The first refers to PT.SPT, which is accused of large-scale clearance (1,333ha in the last year alone) next to an earlier campaigning target, PT Laot Bangko. RAN make a supply chain link, by proximity only, to mills PT.SSN and PT.GSS. They also highlight the recent opening of a new mill in the region, PT.ATAK, as a possible driver for this new deforestation. Working with suppliers to investigate connections which are currently based on proximity data.	Investigation
270.1	RAN	05.03.2024	Proximity connection only - Wilmar, Bunge, ICOF, Musim Mas, Stepan, Raj, Modulus	1-7. Unknown 8. JAYA BARU PERTAMA 9. TRINITY 10. INDAH PONTJAN 11.. tbc 12. tbc 13. PERKEBUNAN NUSANTARA	Indonesia	RAN report identified alleged deforestation in concessions owned by Bukhary and Jumady. Supply chain connections are not known but mills within a 20km radius of these concessions should have full TTP and safeguard against accepting deforestation material. Investigating mills in our supply chain at potential risk due to proximity to concessions with identified deforestation - requesting full TTP and confirmation that procedures are in place to prevent the acceptance of deforested material at these mills.	Investigation
273.1	RSPO	27.05.24	None	PT Agrowiratama / Musim Mas Holdings Pte Ltd	Indonesia	Representatives of the Sabung Sanggau Hamlet, Mukti Raharja Village in Sambas, West Kalimantan, supported by Indonesian NGOs AMAN Bengkayang, LemBAH and LBH Angsana, raised a complaint with ICOF relating to HCV designated areas. Reckitt was named as connected to this supply chain. Verified no connection to the named concession but will raise via indirect supply chain connections.	Closed - no supply chain link

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277.1	Mighty Earth	01.05.24	Stepan, Raj, Wilmar, Real & Natural, Modulus, ICOF	AATHI BAGAWATHI MANUFACTURING SDN BHD PT Abdi Budi Mulia (ABM Group) PT Sumber Tani Agung Resources TBK (STA) Provident Agro Inti Global Group Triputra Agro Persada (TAP) or Triputra Group or (PT Triputra Investindo Arya)	Indonesia	Mighty Earth reports two cases of deforestation - the first PT Abdi Budi Mulia (ABM Group)-PT Kalimantan Hamparan Sawit where there have been deforestation alerts since 2023, and the second the clearance within the PT Banyan Tumbuh Lestari concession. The former has supply chain connections through implicated mills, the latter through parent company ownership (Provident Agro Group). Engaging with supplier to gather full TTP, identify progress on embedding a stop work order relating to PT Abdi Bdi Mulia and hi-lighting the parent ownership connections between mills in our supply chain and Provident Agro Group.	Investigation
279.1	Mighty Earth	15.08.24	Wilmar, Stepan	PT Nusantara Sawit Persada Group/ NSS Group Fangiono Family Innoprise Group Double Dynasty Group Wong Kei Nai Family	Malaysia	Serijaya Industri Sdn Bhd/ Ramin has had reported deforestation, when investigated it is explained as clearance for logging. However, there is palm in close proximity planted within the concession along with the Serijaya Industri palm mill. Investigation needed as proximity poses risk of palm from deforested areas entering the palm mill. Engaging with suppliers to ensure the Serijaya Industri concession completed the required assessment before development took place.	Investigation
284.1	Mongabay	05.11.24	Wilmar, Raj, Modulus, Stepan	PULO PADANG SAWIT PERMAI	Indonesia	Mongabay report (Nov 2024) that a woman has been imprisoned in North Sumatra, Indo for protesting operations of the palm oil factory, Pulo Padang Sawit Permai, next to a school. The two schools are located 100m and 160m from the factory and have high levels of pollution due to the factory. This is a culmination of a longer conflict over the operations of Pulo Padang Sawit Permai mill and local residents since 2017 who contest the legality of the mill and its adherence to regulations. Engaging with suppliers to understand actions taken to ensure the conflict is resolved with the local community and legality of the mill operations are verified.	Investigation
295.1	Mighty Earth	25.03.25	Stepan, Wilmar, Real & Natural	First Borneo Group	Malaysia	Mighty Earth report focuses on the alleged widespread deforestation and peat exploitation by First Borneo Group via PT Borneo International Anugerah, PT Arjuna Utama Sawit and PT Equator Sumber Rezeki. Each concession has seen large amounts of deforestation for industrial palm (amounts shown below), with two also being located on peatland. A number of suppliers have suspended purchasing from First Borneo (Musim Mas and GAR). Exclusion is challenging in opaque supply chains - recent information has identified PT Samboja Inti Perkasa (also called PT Permata Nusa Sejati) sourcing connection to First Borneo. A number of FMCG companies are hi-lighted as having potential connections, including Reckitt. Linked to case 234.1. Engaging with remaining supplier continuing sourcing from PT Arjuna Utama Sawit. Also engaging with suppliers on position on sourcing from First Borneo Groups (including sourcing from PT Samboja Inti Perkasa and PT Permata Nusa Sejati mills).	Investigation
6.7/6.16	Forest Peoples Programme (FPP) The Gecko Project RSPO	08/02/2021 & Nov 2023	Parent group not direct mill link	First Resources (FR) Fangiono 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 Fangiono family. The case is linked to RSPO complaint RSPO/2021/04/EN, accepted by RSPO. RSPO have now commissioned an independent investigation and are yet to publish a decision based on this., continue to monitor RSPO progress on this case, which has been open since 2021.	Monitoring Stakeholder Actions
Satelligence merge with 248.1	Satelligence/Mighty Earth	01.05.23	Wilmar			Merged with 248.1	Merged with 248.1