

1. Grievance Raised			2. Grievance Verified/Investigated			4. Monitoring
Case #	Grievance Raiser	Date of Grievance reported	Direct Supplier Link	Implicated entity	Summary of Grievance and actions taken (most recent actions in bold)	Grievance Status
<i>Earthworm Foundation case number</i>	<i>Name of Grievance Raiser</i>	<i>Date reported to Reckitt</i>	<i>f</i>	<i>Indirect Supplier(s) names/parent company of Indirect Supplier</i>	<i>The allegation raised</i>	0. Verified - no sourcing link to Reckitt Palm Supply Chains 1. Investigation 2. Direct Supplier actions in progress (note if delayed) 3. Monitoring stakeholder actions (e.g. legal process) 4. Grievance closed (closed/pollitic solutions via programme/supplier suspended)  Note: Detail on process followed will be included where grievances have been closed.
230.1	Mighty Earth	07/07/22	Adani Wilmar, Modulus, Nimir, Raj, Wilmar China, Stratas Foods, Wilmar Indonesia, Wilmar PGOE	PT Teguhkarsa Wanalestari Julong Group (Tanjun Julong) Sumber Tani Agung Jalan Abesin Limited Pascheban Limited Sumber Tani Agung (STA)	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 between April 2021 and March 2022. PT Sawit Sukses Segati (formerly PT Anugerah Langkah 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.  <b>Further engagement with our lead supplier on this grievance in May 2023 confirmed PT SSS and PT PSM status remains the same, with no positive outcomes from engagement that could facilitate re-entry into the supply chain and remedy for de-forestation. In addition PT Teguhkarsa Wanalestari has stated they are not connected to PT SSS or PT USU.</b>	Monitoring Stakeholder Actions
218.1	BBC Mongabay The Gecko Project	23/05/2022	Adani Wilmar, Modulus, Nimir, Raj, Wilmar China, PP London Sumatra, Royal Cosmetic, VVF	1. GAR 2. Sulaidy 3. PP London Sumatra Indonesia / Salim kornas Pratama	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.  Full list of companies has not yet been shared to enable verification of connections to supply chains.  Quarterly meetings with palm suppliers have included updates on how plasma compliance is verified in our supply chains. Opportunities to identify and address plasma non-compliance continue to be explored with NGO partners and industry groups.  <b>The list of mills linked to plasma cases has now been shared and is being cross checked against our most recent mills list to identify any connection to these plasma cases.</b>	Investigation
222.1	Mighty Earth	15/02/2022	Adani Wilmar, Modulus, Raj, Stratas Foods, Wilmar China, Wilmar PGOE	8. Sultan of Johor / Mr Chow Chain Hai b.c. Linked to Sultan of Johor as 'landowner' 1. Mr Chow Chain Hai 2. FELORA Berhad 3. Unknown 4. FGV	There is alleged forest reserve clearance in the Jemaluang and Tenggaroh forest reserves that were gazetted 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.  <b>Actions taken by Reckitt suppliers to suspend Jernih Kemboja and AA Sawit from supply chains. The RSPO case raised relating to Jernih Kemboja and MADOS holdings is now concluded. Our lead supplier is now engaging with Jernih Kemboja to address liability for its own operations as required by re-entry criteria.</b>	Monitoring Stakeholder Actions
217.1	Mongabay	28/01/2022	Adani Wilmar, Modulus, Raj, Stratas Foods, Wilmar China, Wilmar Indonesia, Wilmar PGOE	via	A raid at PT Dewa Rencana Perangin Angin found evidence of modern slavery including people in cages, who were forced to work on the plantation.  All direct suppliers have been confirmed that they have ceased sourcing with no plans for this supplier to re-enter the supply chain, supplier is unwilling to engage to meet re-entry criteria. <b>We continue to monitor the outcomes of the legal case including looking to identify any further information on victims of this case and any compensation pursued or received.</b>	Grievance Closed - Direct supplier has confirmed that PT Dewa Rencana Perangin Angin is suspended. We continue to monitor the progress of the connected legal case.
20.4	South East Asia Globe Mighty Earth Friends of the Earth US	03/01/2022	Adani Wilmar, Modulus, Raj, Wilmar China	Asira Agro Lestari / Asira Inf. Group / Jardine Matheson Group	AAL is alleged to not have followed procedures to obtain a FPIC for development of it's 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 it's 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.  <b>An investigation is planned for May 2023 led by ENB. Reckitt has engaged our lead supplier to emphasize that alignment is needed with the key stakeholders (FoE/WALHI) on the terms of reference of this investigation. This has also been communicated to lead players by the Earthworm grievance group.</b>	Monitoring Stakeholder Actions
210.1	RAN	17/11/2021	Adani Wilmar, Modulus, Musim Mas, Nimir, Raj, Stratas Foods, Wilmar China, Wilmar PGOE	RGE (Apical and APRIL, also named)	TPL is alleged to have taken customary forest from two communities (Pargaman-Bintang Maria and Natumangka) without FPIC and to have conducted acts of violence and intimidation towards the communities.  TPL is the pulp subsidiary of the RGE group which supplies pulp, paper and palm.  RAN seek engagement with the Indonesian Government to secure expedited legal recognition of the Indigenous Pargaman-Bintang Maria's customary land and forest (known as Hutan Adat) in order to resolve the conflict with RGE. RAN have requested TPL must evict 737ha and 2,048ha of land respectively for the affected communities.  RAN list out all RGE subsidiaries in scope.  <b>NGO partners continue to work with TPL, although no direct supply chain links Reckitt continues to monitor progress given group level supply chain linkages.</b>	Verified - no sourcing link to Reckitt Palm Supply Chains Continue to monitor stakeholder actions (group level ownership connections)
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 Plantation Limited, Tzen Niugini Limited; 2. Tobar Investment Ltd (JV partner with ENBPOL) 3. Rimbanan Hija Group (RHH) - Gifford Ltd. Sinar Tiasa (PNG) Ltd. Niugini Lumber Merchants Ltd. RH (PNG) Ltd 4. Bewani Oil Palm Plantation Ltd. (BOPPL)	A report on three agribusiness companies: ENB, Tobar (ENBPOL's JV partner) and Gifford (owned by Rimbanan Hija) 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.  <b>Continue to follow progress of NGO engagement on the case with the aim of direct engagement with affected communities on the ground.</b>	Monitoring Stakeholder Actions
63.4	Mighty Earth Chain Reaction Research	28/07/2021	Adani Wilmar, Modulus, Musim Mas, Nimir, Raj, Wilmar China, Wilmar Indonesia	1. Genting Plantations Berhad 2. Sepang Group (allegedly sold PSM to Mr. Khsanudin) 4. Goodhope 5. Global Palm Resources	EF identified 120 ha of HCS forest loss based on the HCS assessment completed for CSC after deforestation allegations.  PT PSM, who share CSC's southern border was sold by Genting in 2017 - satellite monitoring shows 3.5k ha of deforestation. Ownership of PT PSM and mill connections has been unclear.  In 2021, clearance in PSM was alleged to be extensive, and the HCS map shows much of the land cleared was forest however no HCS assessment has been submitted to the HCSA.  Clearances have been reported to have stopped.  <b>All direct suppliers have been requested to exclude PT PSM from Reckitt's supply chain, engagement with PT PSM to date has not led to positive outcomes - no plans for supply chain re-entry unless re-entry criteria are met. Analysis identified additional mills that could potentially be linked to this case based on geographic proximity. Lead supplier has confirmed these are not part of their supply chain (Mula Oil Mill, Anang Agro Bersatu)</b>	Monitoring Stakeholder Actions
39.3	Reuters	25/06/2021	Stratas Quincy, Wilmar PGOE, KLK, Modulus, IOI	IOI Corp Bhd	A letter alleging forced labour was submitted to US BPA (2021) 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 BPA.  IOI have completed an internal audit and did not find any indication of forced labour. <b>Awaiting further information from supplier on issues reported and investigation conducted. No known further action taken by US BPA.</b>	Investigation
39.4	Firewatch	01/08/2021	Stratas Quincy, Wilmar PGOE, KLK, Modulus, IOI	IOI Corp Bhd	IOI's Mekasari estate is alleged to have unacceptable living conditions and to not meet expected working standards. <b>Awaiting further information from supplier on issues reported and investigation conducted.</b>	Investigation

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20.3	Mighty Earth	22/04/2021	KLK, Nimir, Wilmar Indonesia, Wilmar China, Adani Wilmar, Modulus	Astra Agro Lestari / Astra Intl. Group / Jardine Matheson Group	Astra International's AgriCourt Resources have a gold mining licence in North Sumatra where the recently discovered Tapanuli Orangutan has been discovered, the area is therefore a vital HCV habitat.  <b>There is no connection to Astra Agro Lestari's palm operations, there is a connection via Astra International/Jardine Matheson Holdings Limited.</b>	Verified - no sourcing link to Reckitt Palm Supply Chains
6.8	Earthworm Foundation	09/03/2021	Direct mill connection - Modulus	First Resources (FR) Sulaidy	KAL mill is owned by FR and supplies their own refinery in Dumai - Adhiyta Serayakorta. 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. And Starling shows clearance continues through to the present. Neither KAL nor FR have received any sanction from refiners so far.  <b>Lead supplier has been engaged on this issue, investigation underway to identify any connections, and verify through satellite analysis, full TTP data needed to achieve this.</b>	Monitoring Stakeholder Actions
6.7	Forest Peoples Programme (FPP) Chain Reaction Research RSPO	08/02/2021	Parent group not direct mill - KLK, Modulus	First Resources (FR) Fangiono Agro Plantation (FAP Agri) Glendy Akyi Aboadi (CAA) Group	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.  <b>The case now hinges on RSPO complaint RSP0202104EN, accepted by RSPO in Apr-21, but progressing slowly. Should the complaint be upheld, First Resources could be suspended by the RSPO. Continuing to follow the case through RSPO.</b>	Monitoring Stakeholder Actions
17.4	Grant & Eisenhofer US Customs and Border Protection (CBP)	30/06/2020	Parent group and multiple mill connections - Stratus Foods, Wilmar, Modulus, RAJ, IDI	Felda Global Ventures (FGV)	On 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 - the latter of which there has still been no report of findings. <b>FOVELEVATE investigation reports yet to be released, FGV have launched remediation process for workers relating to recruitment fees.</b>	Monitoring Stakeholder Actions
148.1	Liberty Shared	06/07/2020	Parent Group - Sime Darby (Malaysia mills only) - Stratus Quincy, KLK, Wilmar Indonesia, Wilmar China, Adani Wilmar, Modulus, RAJ, IDI	Sime Darby Plantation Berhad	Following a petition from Liberty Shared, in Dec-20 the US Customs and Border Protection (CBP) imposed a ban on imports of palm oil products originating in Sime Darby's Malaysian plantations due to the presence of forced labour. Since then, SD have produced a series of updates on the progress they have made to tackle abuses of migrant labourers, including reimbursement of recruitment fees. Nevertheless, in Jan-22 CBP upgraded their judgement to a "finding" of forced labour. Since then, SD have completed an assessment by Impact and begun engagement on their findings with CBP. As of today, we understand that shipments are being seized.  <b>CBP has now lifted the ban on shipments from Sime Darby. We continue to encourage Sime Darby and Impact to release a summary report of findings and actions taken, in line with grievance procedure transparency is needed before cases can be closed.</b>	Monitoring Stakeholder Actions
135.1	Mighty Earth	01/07/2020	Wilmar (based on their acceptance of the original grievance)	Widya Corporation (MP)	Mighty has included PT MP 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 MP 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.  <b>Ongoing investigation with supplier using satellite monitoring to confirm affected land status (scrub v deforested) following claims in the assessments.</b>	Monitoring Stakeholder Actions
242.1	EIA	Nov 2022	1. Adani Wilmar, Modulus, NIMR, RAJ, WILMAR CHINA, WILMAR Indonesia 2. Adani Wilmar, Modulus, Musim Mas, NIMR, RAJ, ROYAL COSMETIC, WILMAR CHINA	1. Mr Ikhsanudin 2. Jalan Abesin Limited2	EIA has targeted instances of significant deforestation in 2022 within concessions and identified mill connections to both PT PSM, PT SSS. For more detail see cross over with 230.1  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. <b>For updates see 63.4/230.1</b>	Monitoring Stakeholder Actions
100.3	CONDEG (National Council of Displaced Guatemalans)	Nov 2022	Adani Wilmar, Wilmar China	Industrial Chiquibul	A number of concerns have been raised regarding Industrial Chiquibul 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. <b>Ongoing investigation into connection to Reckitts supply chain with supplier.</b>	Investigation
204.3	RAN	08/12/2022	Adani Wilmar, India Musim Mas, Indonesia Raj, India Stratus Foods, US Wilmar China Wilmar Indonesia Wilmar PGO, Malaysia	Bumi Sama Ganda M Dedy Sarika	An updated report by RAN (13.12.22) has identified a link between Nis 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 has been identified through satellite imagery in 2022.  <b>Ongoing investigation into connection to Reckitts supply chain through gathering of TTP information and satellite analysis.</b>	Investigation
248.1	Might Earth	March 2023	Wilmar, Raj, Modulus	Mukti Group, Muryaya Family, Shin Yang Group	Deforestation reported at PT Sandai Makmur Sawit (PT SHS), Hetanik mill and Sarawak Oil Palms Sdn Bhd.  <b>Supply chain linkages being investigated with lead supplier.</b>	Investigation
6.15	Forest Peoples Programme	28/11/2022	Wilmar, Modulus, Musim Mas	FAP Agri	PT Karangwang Hjuw Lestari (PT KHL) and PT Bulungan Hjuw 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.  <b>Ongoing investigation with supplier.</b>	Investigation
Satintelligence Report	Satintelligence Report	01/05/2023	Wilmar	To be confirmed	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).  <b>Ongoing investigation with supplier.</b>	Investigation
Satintelligence Report	Mighty Earth/Satintelligence Report	01/05/2023	Wilmar	Muryaya Group	PT SIL & SP (Sebakis Inti Lestari and Sebaku Inti Plantation). This case is featured in a recent Mighty Earth report and verified by Starling. We believe Sebakis Inti Lestari mill (D 550) is the likely connection to SP and SIL concessions as it sits inside SIL and is owned by the same group (Muryaya Group).  <b>Ongoing investigation with supplier including satellite monitoring verification</b>	Investigation
Satintelligence Report	Satintelligence Report	01/05/2023	Wilmar	Wilmar	Bumi Pratama Khatulistiwa (FFB1056823) has alleged deforestation.  <b>Satellite monitoring verified de-forestation is outside concession boundary</b>	Grievance closed
246.1	Salva la Selva	19/12/2022	Wilmar, Modulus, Raj	NaturAceites	Allegations of conflicts linked to Qulombolas communities.  <b>Investigating with suppliers to confirm links to Reckitt supply chains.</b>	Investigation