

No	Target of grievance	Relationship with Neste (Direct/Indirect raw material sourcing/others)	Parent Company Group of Grievance Target	Grievance/report/link	Status	Direct Supplier Grievance Dashboard
Neste's renewable raw material grievances (September 2020)						
1	PT Syaukath Sejahtera (PT SS) sourced from PT Tualang Raya (PT TR)	Not in supply chain but Indirect raw material via AAA	PT Syaukath Sejahtera (PT SS) sourced from PT Tualang Raya (PT TR)	<a href="https://www.ran.org/leuser-watch/group-links-global-brands-and-financiers-to-deforestation-in-the-leuser/">https://www.ran.org/leuser-watch/group-links-global-brands-and-financiers-to-deforestation-in-the-leuser/</a>	<p>[MONITORING] 22 Sept: Our supplier, Apical sought clarification from PT SS and highlighted the alleged deforestation by their supplier for immediate action. PT SS has halted sourcing from PT TR with immediate effect until resolution of the matter.</p> <p>PT SS has agreed to implement an action plan to develop a NDPE policy, and to submit traceability information of its supply chain to Apical to conduct risk assessment to identify if any of its suppliers are operating illegally or have committed 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 sources linked to deforestation.</p>	<a href="https://www.apicalgroup.com/sustainability/grievances/pt-syaukath-sejahtera/">https://www.apicalgroup.com/sustainability/grievances/pt-syaukath-sejahtera/</a>
2	Aspirasi Kristal (M) Sdn Bhd (area A & B)	Not in supply chain but Indirect raw material via IOI via IJM whom buys from Instant Star	Instant Star Holdings Sdn Bhd	<a href="http://www.mightyearth.org/wp-content/uploads/RR-Report-30_final_vers_b.pdf">http://www.mightyearth.org/wp-content/uploads/RR-Report-30_final_vers_b.pdf</a>	<p>[MONITORING] 13 July: Our supplier IOI have engaged with Millers within the region and they are checking and investigating any potential connection with this palm oil company. Their supplying Mills have agreed to reply and provide updates to within 7 days.</p> <p>24 July: Their Suppliers have checked and engaged with the said company to explain IOI's policy commitments. They have also requested land clearing cease as it may not be in accordance to NDPE requirements.</p>	<a href="https://www.ioigroup.com/Content/S/S_Grievance_Update">https://www.ioigroup.com/Content/S/S_Grievance_Update</a> <a href="https://www.ioigroup.com/Content/S/pdf/Update%20on%20Aidenvironment_Earth%20Equaliser%20Monitoring%20Regarding%20Aspirasi%20Kristal.pdf">https://www.ioigroup.com/Content/S/pdf/Update%20on%20Aidenvironment_Earth%20Equaliser%20Monitoring%20Regarding%20Aspirasi%20Kristal.pdf</a> <a href="https://www.ioigroup.com/Content/MEDIA/NewsroomDetails?intNewsID=999">https://www.ioigroup.com/Content/MEDIA/NewsroomDetails?intNewsID=999</a>
3	PT Sawit Sumbermas Sarana	Indirect supplier via PT Bina Karya Prima	SSMS	<a href="https://chainreactionresearch.com/the-chain-neste-oyjs-updated-dashboard-reveals-the-company-remains-linked-to-deforestation/">https://chainreactionresearch.com/the-chain-neste-oyjs-updated-dashboard-reveals-the-company-remains-linked-to-deforestation/</a>	<p>[MONITORING] PT SSMS has been engaging with CORE directly, good progress in terms of:</p> <ul style="list-style-type: none"> <li>- Sep 2017: NDPE Policy Development</li> <li>- Since policy adoption, there has been no deforestation or peatland development in their concessions</li> <li>- SSMS submitted RSPO Remediation &amp; Compensation proposal (jointly three PTs; PT MMS, PT SSS and PT KSA) which has been approved by RSPO and is being implemented together with BOSF. It concerns a &gt;2,000 ha orangutan pre-release site in which also a neighbouring village is involved.</li> <li>- RSPO certification target was set 100% for own plantations in 2019, which is still under progress.</li> <li>- There was still deforestation ongoing in PT SML in 2019. Although PT SML was sold-off back in 2016, there is a continuous NGO concern about continuous indirect relationship between PT SML and SSMS. Ongoing monitoring for deforestation of PT SML is recommended.</li> <li>- NDPE implementation roadmap in progress.</li> </ul> <p>6 Jul 2020: Share further details and discussed further clarification required from PT BKP's 3rd party suppliers' Indofood &amp; SSMS  Aug 2020: Discussion on timebound action plan with BKP &amp; SSMS for re-engagement</p>	

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4	PT Global Primatama Mandiri	Not in supply chain but Parent Company Group of indirect supplier via PT KIAS & PT LDC	Palma Serasih Group	<a href="http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-26_final.pdf">http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-26_final.pdf</a>	<p>[MONITORING] Sept 2020: LDC has engaged with the supplier. Supplier has provided evidence that HCV assessment was carried out in 2016 by Aksenta, and also undertaken an Orangutan survey with BOSF. The cleared area was not in HCV area. An HCS assessment has recently been done for PT GPM and will imminently be conducted for PT NAS. LDC has requested an immediate stop-work order to any land clearing and conducted several engagements outlining conditions. The commercial relationship is under evaluation with final decision mid-September.</p> <p>May 2020: Both our direct suppliers, PT KIAS &amp; LDC has engaged with the supplier. Noting letter dated 20 May 2020, PT GPM has ceased opening of new land clearing end Feb 2020. Supplier has provided evidence that HCV assessment was carried out in 2016 by PT Gagas Dinamiga Aksenta, and also undertaken an Orangutan survey (both analysis with external parties). The cleared area was not in HCV area. Currently undertaking an HCS assessment. Their progress is in accordance with the timeline and in accordance with RSPO shared by the supplier.</p> <p>HCS site assessment planned for March has been delayed due to COVID-19. Original plan to complete by year end.</p>	<p><a href="https://www.ldc.com/wp-content/uploads/Grievances_master_updated_11.5.2020.pdf">https://www.ldc.com/wp-content/uploads/Grievances_master_updated_11.5.2020.pdf</a></p> <p><a href="https://www.ldc.com/wp-content/uploads/Grievances_master_updated_1.9.2020.pdf">https://www.ldc.com/wp-content/uploads/Grievances_master_updated_1.9.2020.pdf</a></p>
5	PT Medcopapua Hijau Selaras	Indirect from Wilmar Multi Nabati Sulawesi, Bitung	Capitol Group	<a href="http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-25_final.pdf">http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-25_final.pdf</a>	<p>[MONITORING] Sept 2020: Our supplier, Wilmar, conducted further investigation revealed that the land clearance was a result of pressure from the community to develop areas for plasma smallholders programme. Several field assessments have been conducted thereafter to determine the details or the affected areas and location.</p> <p>PT MPHS has agreed to rehabilitate the pockets of land clearing that were identified in the HCV/HCS assessment reports. Engagement with the communities on alternative plasma plans are ongoing, as the communities want the area to be cleared for plasma. PT MPHS also committed to submit the HCV/HCS assessment reports to be peer reviewed while observing a strict moratorium on further land clearance, which has been put in place from September 2020. They have also prepared management plans for HCV/HCS areas, therefore protecting these areas while preventing similar incidences from reoccurring.</p> <p>May 2020: HCV/HCS has already been conducted by qualified assessor and the company has clarified that their land clearing was guided by the outcome of the assessments. Wilmar is currently reviewing their documents to verify their claim.</p> <p>The progress of investigation has been slow due to the restricted movement in Indonesia.</p>	<a href="https://www.wilmar-international.com/sustainability/grievance-procedure">https://www.wilmar-international.com/sustainability/grievance-procedure</a>
6	PT Harapan Hibrida Kalbar	Indirect raw material via GAR Marunda Refinery	Union Sampoerna Triputra Persada	<a href="http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-23_final.pdf">http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-23_final.pdf</a>	<p>[MONITORING] Jan 2020: In its response letter to GAR <a href="http://bit.ly/2NNWvfQ">http://bit.ly/2NNWvfQ</a>, USTP/HHK confirmed that the land clearing was located in HHK's IUP area. However, reports from the site confirmed that the land clearing was committed by local communities who had claimed the land. USTP/HHK also informed GAR that there was a prohibition from the Dewan Adat Dayak (the Customary Council of Dayak Tribe) for HHK to open/develop the land due to land conflict issues. HHK has therefore not conducted any land clearing activities in the area. See the letter from Dewan Adat Dayak (Customary Council of Dayak Tribe) in Kecamatan Manis Mata Kabupaten Ketapang here: <a href="http://bit.ly/2RhITR5">http://bit.ly/2RhITR5</a></p>	<a href="https://goldenagri.com.sg/sustainability-dashboard/grievance-data">https://goldenagri.com.sg/sustainability-dashboard/grievance-data</a>
	*Neste does not operate any palm oil refineries, plantations and is not a palm oil trader					
	**Direct suppliers refers to parent company groups that have direct business relationship with Neste					

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<b>Suspended Suppliers</b>						
No	Suppliers / Parent Group Companies	Date Suspended	Reason of suspension	Engagement with supplier		
1	PT BEST	Dec 2018	Lost of RSPO Membership, an additional requirement of Neste	- 4 Oct 2018: Engagement at supplier's Surabaya HQ with owners/management - 22 Nov 2018: NDPE/Sustainability Workshop for various departments from PT BEST - 8 Jan 2019: facilitated discussion supplier with RSPO		
2	PT Tunas Baru Lampung	Dec 2018	Deforestation	- 8 Jan 2019: Engagement at supplier's Jakarta HQ with management on severity of issues, received commitment to work on outstanding issues - 21 Feb 2019: Supplier engagement & workshop planning - 14 Mar 2019: NDPE/Sustainability Workshop for related departments from operations, sustainability, auditing from PT TBL - 10-11 Apr 2019: Neste Annual Supplier Workshop attended by 20 palm/pfad supplying companies - 18 July 2019: Engagement at supplier's Jakarta HQ with sustainability Head & Team to further discuss stop-work-order		
3	PT BKP	Jul 2020	3rd party suppliers; Indofood & SSMS	- purchases from BKP on hold		