

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 (February 2020)						
1	BEST Group	None	BEST Group	<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>	[CLOSED] Not a supplier/no purchases since 2018	-
2	Borneo Pacific Group	None	Borneo Pacific Group	<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>	[CLOSED] Neste does not conduct business with this group of companies	-
3	Bumitama Group	None	Bumitama Group	<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>	[CLOSED] Neste does not conduct business with this group of companies	-
4	Incasi Raya Group	None	Incasi Raya Group	<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>	[CLOSED] Neste does not conduct business with this group of companies	-
5	NPC Resources Bhd	None	NPC Resources Bhd	<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>	[CLOSED] Neste does not conduct business with this group of companies	-
6	Puncak Niaga Holdings Bhd	None	Puncak Niaga Holdings Bhd	<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>	[CLOSED] Neste does not conduct business with this group of companies	-
7	Union Sampoerna Triputra Persada	None	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>	[CLOSED] Neste does not conduct business with this group of companies	-
8	PT Tunas Baru Lampung	None	PT Tunas Baru Lampung	-	[CLOSED] Not a supplier/no purchases since 2018	-
9	Pacific Interlink Group	None	Pacific Interlink Group	-	[CLOSED] Not a supplier/no purchases since 2018	-
10	PT Arjuna Utama Sawit	Indirect raw material via GAR Marunda Refinery	Borneo Pacific Group	<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>	[CLOSED] Our supplier, GAR, has suspended this indirect supplier of Neste.  12 Dec 2019: GAR's internal monitoring continued to detect peatland development in PT AUS concession as of Oct 2019. Due to the unsatisfactory engagement result, GAR deemed PT AUS non-compliant with their grievance handling process. Their last purchase from PT AUS was in Q1 2019.	<a href="https://goldenagri.com.sg/sustainability-dashboard/grievance-data">https://goldenagri.com.sg/sustainability-dashboard/grievance-data</a>
11	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>	[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>	<a href="https://goldenagri.com.sg/sustainability-dashboard/grievance-data">https://goldenagri.com.sg/sustainability-dashboard/grievance-data</a>

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12	PT Pipit Mutiara Indah	Indirect raw material via Wilmar	QL Resources	<a href="http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-21_final_v2.pdf">http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-21_final_v2.pdf</a>	<p>[CLOSED] Our supplier, Wilmar, has suspended this indirect supplier of Neste.</p> <p>Engagement with PT Pipit Mutiara Indah (PMI) started in April 2019 to seek clarification on deforestation alert detected through their Supplier Group Compliance Verification program. Based on the supporting documents submitted, it was clarified that the deforestation happened outside their concession boundary. PMI did not carry out any land clearing inside their concession for oil palm development. First meeting with PMI was conducted in May 2019, where Wilmar reiterated the NDPE policy compliance. PMI also provided written confirmation to the commitment of NDPE policy and shared their concession map for our ongoing monitoring.</p> <p>Wilmar continues to monitor the case and internal monitoring report in Oct 2019 had detected land clearing at PT PMI. During their investigation and engagement with PMI, it was clarified that the area had been felled already several years ago, and was now being cleared for planting. However, as there was no HCS/HCV assessment conducted, we considered this as a non-compliant to the NDPE policy. PMI committed to immediate moratorium and continues to guide PMI in NDPE policy compliance.</p>	<a href="https://www.wilmar-international.com/sustainability/grievance-procedure">https://www.wilmar-international.com/sustainability/grievance-procedure</a>
13	Empresa (M) Sdn Bhd (OT/0351)	Indirect raw material via Mewah		<a href="http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-17_final.pdf">http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-17_final.pdf</a>	[CLOSED] Not a supplier/no purchases since 2018, part of Mewah's CPKO supply chain	<a href="http://www.mewahgroup.com/Sustainability_GrievanceProcedure.html">http://www.mewahgroup.com/Sustainability_GrievanceProcedure.html</a>
14	Southwind Plantation Sdn Bhd	Indirect raw material via Mewah		<a href="http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-17_final.pdf">http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-17_final.pdf</a>	[CLOSED] Not a supplier/no purchases since 2018, part of Mewah's CPKO supply chain	<a href="http://www.mewahgroup.com/Sustainability_GrievanceProcedure.html">http://www.mewahgroup.com/Sustainability_GrievanceProcedure.html</a>
15	Woodman Group (Baram estate, part of LPF/0004)	Indirect raw material via Mewah	Woodman Group	<a href="http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-17_final.pdf">http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-17_final.pdf</a>	[CLOSED] Not a supplier/no purchases since 2018, part of Mewah's CPKO supply chain	<a href="http://www.mewahgroup.com/Sustainability_GrievanceProcedure.html">http://www.mewahgroup.com/Sustainability_GrievanceProcedure.html</a>
16	PT Ketapang Hijau Lestari	Direct raw material	Fangiono Agro Plantation group / First Resources	<a href="http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-9-copy.pdf">http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-9-copy.pdf</a>	[CLOSED] Jan 2019 update: Supplier obtained the HCS map of the concession and checked that there were no developments within the identified HCS area. HCS assessment was conducted in 2017 by registered HCS Approach assessor.	-
17	PT Citra Sawit Cemerlang	Direct raw material with Genting Musim Mas Refinery	Genting Plantations Bhd	<a href="http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-15_final.pdf">http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-15_final.pdf</a>	[MONITORING] Sept 2019 update: Genting commissioned Aidenvironment to conduct the HCS assessment started in June 2016. A working map shapefile was submitted to PT CSC in Oct 2017 after the assessment. It was clarified that the land clearing happened outside the identified HCS area. HCS report for PT CSC has been submitted by Aidenvironment for quality review by HCSA. Upon approval of this report, then any further development on non-HCS will commence. Currently PT CSC is observing the Stop Work Order for any new development/land clearing.	-
18	PT Permata Sawit Mandiri	Direct raw material with Genting Musim Mas Refinery	Genting Plantations Bhd	<a href="http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-15_final.pdf">http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-15_final.pdf</a>	[CLOSED] Sept 2019 update: PT Permata Sawit Mandiri has not belonged to Genting Plantation Bhd since 2017 after it was divested to a non-related party.	-
19	PT Menteng Jaya Sawit Perdana	Direct raw material	KLK	<a href="http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-15_final.pdf">http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-15_final.pdf</a>	[CLOSED] Aug 2019 update: KLK Grievance List no. G06 shows that the alleged area is located within PT MJSP's permit area (Izin lokasi). It is however no longer within the management control of PT MJSP, as in Y2016 the area was gazetted by Kementerian Lingkungan Hidup & Kehutanan ["KLHH"] as Community Forest Plantation [Hutan Tanaman Rakyat ("HTR")] area.	<a href="https://www.klk.com.my/sustainability/grievance/">https://www.klk.com.my/sustainability/grievance/</a>
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20	PT Inti Indosawit Subur, PT Gemilang Sawit Lestari, PT Makmur Andalan Sawit, PT Fortius Wajo Perkebunan, PT Sawit Mas Nusantara, PT Persada Alam Jaya	Direct raw material	Apical	<a href="https://www.eyesontheforest.org/reports/investigative-report-enough-is-enough-jun-2018">https://www.eyesontheforest.org/reports/investigative-report-enough-is-enough-jun-2018</a>	<p>[CLOSED] 1. PT Inti Indosawit Subur (PT IIS)</p> <p>PT Inti Indosawit Subur responded to Apical on 25 July 2018. PT IIS had conducted a site visit on 23 May 2018 and confirmed that the recorded coordinate was indeed located in the area of Tesso Nilo National Park. PT IIS then traced the reported supply chain of the FFBs to gather further insight and reviewed the 17 June 2017 FFB supply report to confirm the data.</p> <p>On 24 May 2018, the management of PT IIS met with the supply agent who was the Delivery Order (DO) holder, to discuss EoF's findings. The agent claimed that he was not aware of tainted FFBs in his truck. For his negligence, PT IIS suspended the DO of that agent immediately.</p> <p>PT IIS maintains a Traceability Master Database of its entire third party supply chain which enables them to monitor the source of incoming supply. The farmers sign a statement that binds FFB suppliers to source only from legal areas and to prevent the inclusion of illegal FFBs in their supply to the mills belonging to PT IIS. This supplier also has achieved 100% FFB traceability to plantation since 2017. Both Ukui 1 and Ukui 2 mills mentioned in the report have been ISPO certified since 2013.</p> <p>Based on the above development, this grievance for PT IIS is considered resolved.</p> <p>2. PT Gemilang Sawit Lestari (PT GSL)</p> <p>PT. Gemilang Sawit Lestari responded to Apical on 3 July 2018. This supplier reiterated its commitment on responsible sourcing and compliance with the national laws and regulations. Apical's grievance verification team found the mill management had general control measures to prevent the inflow of illegal FFB. These included evidence of a company policy on responsible sourcing and records of socialisation to its dealers on the importance of observing land legality and to not source from forest areas had been conducted since December 2016.</p> <p>A permanent notice board was positioned at mill entrance as a reminder to FFB transporters not to source from illegal or forest areas. The SOP on receiving FFB was already in place, although our team observed that it could have been strengthened to prevent blacklisted transporters from delivering to the mill. We also found evidence of signed agreements with declarations to not source from illegal or protected areas available.</p> <p>With regards to the transporter (B 9708 NI) who allegedly delivered FFBs to this supplier from PT Runggu Prima Jaya (located within BBTC) on June 2017, PT GSL's investigations showed that their weighbridge records provided evidence that this transporter did deliver to the mill on the date and time as mentioned in the EoF report – but the source of FFB was not supplied by PT Runggu Prima Jaya. As a precautionary measure, the mill stopped the service of this transporter until further investigations could provide valid evidence.</p> <p>Moving forward, the mill committed to blacklist all the agents or transporters reported by EoF in relation to illegal FFBs as a precautionary measure. PT GSL planned to gather all their suppliers, dealers and agents to re-socialise their policy requirements; strengthen their agreements with their dealers/agents through revised/additional clauses to prevent illegal sourcing and stop sourcing from any dealers or agents found in violation of their policy.</p> <p>3. PT Makmur Andalan Sawit (PT MAS)</p> <p>PT Makmur Andalan Sawit responded to Apical on 08 June 2018. PT MAS denied receiving FFBs from the suppliers mentioned in the EoF report. Based on their investigations and findings of their sourcing documents, there was no record of any truck bearing the number plate BM 8442 CI (EoF 2018) delivering FFBs to the mill, which was allegedly supplied by Air Hitam Group and Simpang Silau Group.</p> <p>PT MAS stated their long-term responsible sourcing measure by conducting supplier surveys and recording the coordinates of their suppliers to map them out and overlay them with the Riau forest areas to prevent illegal FFB sourcing. PT MAS requires dealers to sign letters to commit not to deliver illegal FFBs from forest or protected areas to the mill. PT MAS will terminate and blacklist suppliers if proven involved in illegal sourcing.</p> <p><i>Continues on the following page</i></p>	<a href="https://www.apicalgroup.com/sustainability/grievances/tntp-eof-2018/">https://www.apicalgroup.com/sustainability/grievances/tntp-eof-2018/</a>

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					<p>4. PT Fortius Wajo Perkebunan (PT FWP)</p> <p>PT. Fortius Wajo Perkebunan responded to Apical on 28 June 2018. PT FWP denied the allegation based on their investigations.</p> <p>With regards to the transporter (BG 8402 LO) who allegedly transported illegal FFB from PT Alkausar VII, and another transporter (BH 1392 LN) who allegedly transported illegal FFB from KPMMB (an area not permitted for oil palm planting since January 2017), PT FWP's investigation based on weighbridge records showed that, these transporters did deliver to the mill but the date and time differed from that reported in EoF's report and that the FFBs were supplied by CV Bina Putra Pramata (not PT Alkausar VII or KPMMB as reported).</p> <p>Apical's grievance verification team visited PT FWP on 9-11 July 2018, and our verifications found the weighbridge records consistent with PT FWP's response. As a precautionary measure, PT FWP went ahead and blacklisted the service of the transporters mentioned in the EoF report. PT FWP has SOPs available on due diligence in receiving FFBs, and valid agreements have been signed between the mill and its dealers.</p> <p>5. PT Sawit Mas Nusantara (PT SMN)</p> <p>PT Sawit Mas Nusantara (SMN) responded to Apical on 3 July 2018. PT SMN stated that they never received any FFB sourced from TNNP and that there were no documents available to provide evidence that the alleged transporters sourced their FFB from TNNP and transported it to their mill.</p> <p>6. PT Persada Alam Jaya (PT PAJ)</p> <p>PT Persada Alam Jaya responded to Apical on 23 June 2018. They denied that the truck (BH 8817 EU) mentioned in the report ever sent FFB to their mill. A copy of the transporter's inbound record was provided as evidence that the alleged truck never entered the mill.</p>	
	*Neste does not operate any palm oil refinery/trader/plantation					
	**Direct suppliers refers to parent company groups that have direct business relationship with Neste					
	***Indirect suppliers refers to parent company groups that do <u>not</u> have direct business relationship with Neste					