

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 (May 2020)						
1	PT Agrindo Green Lestari	Direct from First Resources but this subsidiary not in Neste supply chain	Fangiono family companies	http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-27_final_v2.pdf	[CLOSED] Agrindo Green Lestari is not a subsidiary to Fangiono, the parent company is Ciliandry Anky Abadi, which have been suspended by Wilmar, and such neither in Neste's supply chain nor indirectly. Wilmar's last purchase from CAA group was in March 2018. For further information, please refer to the link.	https://www.wilmar-international.com/sustainability/grievance-procedure#wilmar-grievance-list
2	PT Pipit Mutiara Indah	Indirect raw material via Wilmar	QL Resources Bhd	http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-21_final_v2.pdf	<p>[CLOSED] Repeated case, 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>	https://www.wilmar-international.com/sustainability/grievance-procedure
3	PT Indopenta Sejahtera Abadi	Direct from PT KIAS but this subsidiary is not in Neste supply chain	Wings Agro Group	http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-27_final_v2.pdf	[CLOSED] Upon investigation with supplier, the 11ha of deforestation is located outside of PT Indopenta Sejahtera's boundaries and is located far from HCV & HCS land.	
4	PT Tunas Borneo Plantations	None	Samling		[CLOSED] Not a supplier	
5	LPF/0007 Samling Jelalong (OP)	None	Samling		[CLOSED] Not a supplier	
6	PT Global Primatama Mandiri	Parent Company Group of indirect supplier via PT KIAS & PT LDC	Palma Serasih Group	http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-26_final.pdf	<p>[MONITORING] Both our direct suppliers, PT KIAS & 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>May 2020: HCS site assessment planned for March has been delayed due to COVID-19. Original plan to complete by year end.</p>	https://www ldc.com/wp-content/uploads/Grievances_master_updated_11.5.2020.pdf

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	
7	PT Medcopapua Hijau Selaras	Indirect from Wilmar Multi Nabati Sulawesi, Bitung	Capitol Group	http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-25_final.pdf	[MONITORING] 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. May 2020: The progress of investigation has been slow due to the restricted movement in Indonesia.	https://www.wilmar-international.com/sustainability/grievance-procedure	
8	PT Harapan Hibrida Kalbar	Indirect raw material via GAR Marunda Refinery	Union Sampoerna Triputra Persada	http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-23_final.pdf	[MONITORING] Jan 2020: In its response letter to GAR http://bit.ly/2NNWvfQ , 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: http://bit.ly/2RhiTR5	https://goldenagri.com.sg/sustainability-dashboard/grievance-data	
9	PT Citra Sawit Cemerlang	Direct raw material with Genting Musim Mas Refinery	Genting Plantations Bhd	http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-15_final.pdf	[CLOSED] May 2020 update: Case closed no new land clearing was done by the company, pending the implementation of the HCSA report recommendations. Genting is adhering to the new requirements by RSPO 7.12 as well as HCSA for any new land developments. 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.	-	
	*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 not have direct business relationship with Neste						