

No	Target of grievance	Relationship with Neste (Direct/Indirect raw material sourcing/others)	Parent Company Group of Grievance Target	Grievance raiser/report/link	Status	Direct Supplier Grievance Dashboard
Neste's renewable raw material grievances (May 2022)						
1	PT Multipersada Gatramegah	Not in SC, but related to Musim Mas	Musim Mas	https://www.mightyearth.org/wp-content/uploads/RR-Report-37_final-vers_a.pdf	[CLOSED] In response to the allegation raised, our supplier, Musim Mas wish to clarify that the area in question, approximately 6.6 hectares at PT Multipersada Gatramegah (PT MPG), is neither HCV nor HCS area. This area has been assessed and covered under the following assessment reports: 1. HCV Report of PT Harisa Agro Lestari (PT Harisa Agro Lestari, Kabupaten Barito Utara, Indonesia - HCV (hcvnetwork.org)) that has obtained satisfactory status (note: the area was part of PT Harisa Agro Lestari, which PT MPG officially acquired on 1st April 2018); 2. HCS Report of PT Multipersada Gatramegah in 2018 that has covered the area in question (HCSAPE1-1.pdf (highcarbonstock.org)) which has completed HCSA review process (HCSAPE1-3.pdf (highcarbonstock.org)); 3. This area has undergone the RSP0 NPP process (PT Harisa Agro Lestari RSP0 - Roundtable on Sustainable Palm Oil).	
2	PT Kencana Alam Permai	Not in SC, but part of indirect supplier parent company group (DSN -> AAA -> Neste)	Dharma Satya Nusantara Tbk (DSN)	https://www.mightyearth.org/wp-content/uploads/RR-Report-37_final-vers_a.pdf	[CLOSED] Our supplier, Apical, has contacted DSN regarding the matter. 1. DSN has conducted verification visit to the alleged deforestation location after Apical informed them on the report. Based on their investigation found that the clearing was conducted by 5 local people for their own farming purposes. 2. Inside PT Kencana Alam Permai's (PT KAP) HGU, there is land that PT KAP does not have any control of as it is still belong to these five local people/farmers. PT KAP has not pay any compensation on the land because these farmer do not want to let go of that land. The local community in general is also not interested in oil palm plantations but more towards rubber. In addition, most of the land conditions in that area are hilly and steep, so not suitable for large-scale oil palm cultivation. DSN provided Apical with verification report as well as copy of a letter from Ketua Desa Sungai Buluh confirming that these farmers was the one clearing the land and it is belong to them. 3. DSN will continue to engage local people to find a best solution. 4. DSN has an NDPE policy since Mar 2020.	
3	Rimbunan Hijau	Not in SC, but part of indirect supplier parent company group (Rimbunan Hijau -> Olivenx)	Rimbunan Hijau	https://www.globalwitness.org/en/campaigns/forests/true-price-palm-oil/#key-findings	[MONITORING] 7 Oct 2021: GW released a public report titled 'The True Price of Palm Oil'. The allegations on RH in this report are largely similar to the letter that was sent to Wilmar's customers in July 2021. The report, however, contains additional information related to RH's health and safety practices. Our supplier, Wilmar, continues to monitor and investigate the remaining issues related to worker PPE Provision and RH's safety and health practices, and will guide RH towards resolution of this case. More info can be found here: https://www.wilmar-international.com/sustainability/grievance-procedure July 2021: A letter was sent to Wilmar's customers from the NGO Global Witness (GW), alleging environmental and social non-compliance incidents by Rimbunan Hijau (RH). A summary of the allegations in the letter were as follows: - Environmental degradation and deforestation activities; - Violence and harassment against community members, through local police; - Lack of Free, Prior, Informed Consent (FPIC) prior to development of land; - Decent accommodation and facility for employees living in company housing; and - Workers health and safety. Wilmar immediately reached out to RH for clarification on the issues raised by GW, and has been actively engaging with the company since. RH has rebutted the allegations and provided us with all relevant documents which include: - A field visit report by an independent consultant; - Evidence of engagements between RH and GW since 2017; - Landowner consent forms to ascertain FPIC and identify cultural sites that require protection; - Voluntarily written statements by a landowner, contents of which were further corroborated by a statement given by a local ward councillor; - Correspondence between Gifford Ltd and the Royal Papua New Guinea (PNG) Constabulary; - Board meeting minutes by landowner companies; and - A mediated agreement between Gifford Ltd and a landowner company issued by the PNG National Court.	https://www.wilmar-international.com/sustainability/grievance-procedure
4	PT Tandan Sawita Papua	Not in SC, but part of indirect supplier parent company group from GAR	Rajawali Group / Eagle High Plantations Tbk	https://www.mightyearth.org/wp-content/uploads/RR-Report-34_final-vers_a_20210630.pdf	[MONITORING] Our supplier, GAR's internal monitoring had detected the deforestation indication. PT TSP carried out a site verification. It was verified that the land clearing was intended for the expansion of the Yaumumi village area and was initiated by the village leadership without the knowledge/consent of PT TSP management as the community did not know that the area was controlled by PT TSP. See the verification report here https://bit.ly/3vg24W Action taken/planned: - PT TSP has had a meeting with the community through the village leadership, and it was agreed that they would stop the expansion. - PT TSP has also notified the Arso Timur District Government and the Keerom Regency Government not to issue a permit to the village of Yaumumi because it overlaps with PT TSP's area. - The District Government will hold a meeting to inform community leaders about the boundaries of the PT TSP area. - In the area that has not yet been cleared, PT TSP will display signage declaring that the area is owned/controlled by PT TSP.	https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/
5	PT Bumi Agro	Not in SC, but part of indirect supplier parent company group Bumi Gading Prima via Apical/GAR/Musim Mas/Wilmar	Bumi Gading Prima	https://www.mightyearth.org/wp-content/uploads/RR-Report-33_final-vers_a.pdf	[MONITORING] 3 May 2021: Our supplier, GAR contacted BGP to seek feedback on the deforestation allegation against PT BAP. 4 May 2021: BGP confirmed that currently it is carrying out land development at PT BAP. As per GAR policy/GSEP, they urged BGP to immediately issue a moratorium statement on PT BAP followed by HCS/HCV study and HCSA/HCVRN peer review. 7 May 2021: PT BAP has agreed on a land clearing moratorium effective 17 May 2021. See PT BAP commitment letter on the moratorium here https://bit.ly/2PVdWZ1 10 May 2021: Our supplier, Wilmar initiated engagement with PT BGP via a virtual meeting, seeking clarification and documentation evidences of PT BGP's operation. PT Bumi Agro Prima clarified that there was no deforestation taken place as the area was planted with other crops prior converting to palm. Supporting documentation and photos had been submitted to prove their claim, where it was found that the vegetation on the ground consists of mixture of other crops, which is mostly rubber. To ensure that their activities are aligned with the NDPE requirement, the supplier has also agreed to commit to moratorium since May 2021 and engage a license assessor to conduct HCV-HCS assessment. 3 May 2021: The report claimed that PT Bumi Agro Prima, a subsidiary of Bumi Gading Prima Group of clearing 25ha of forest between October 2020 to March 2021. Our supplier, Apical sought clarification from Bumi Gading Prima regarding the issue. For info, Apical do not source directly from PT Bumi Agro Prima. In a response, BGP committed to stop land clearing.	https://www.goldenagri.com.sg/sustainability/responsible-sourcing/grievance-list-and-reports/ https://www.apicalgroup.com/sustainability/grievances/
6	Sime Darby	Indirect Supplier	Sime Darby	US Customs & Border Proection (CBP)	[MONITORING] 15 Feb 2022: Sime Darby announced several changes and improvements to its governance structures, policies and procedures, with the primary goal of ensuring the wellbeing of its workers. Towards this end, Sime Darby will reimburse recruitment fees to its foreign workers for costs they had incurred to secure employment with Sime Darby. Sime Darby has also established an improved Responsible Recruitment Procedure and implemented new processes to enable better dialogue with its workers. Press release of Sime Darby on 15 February 2022: https://sime-darby-plantation.com/sime-darby-plantation-institutes-sweeping-changes-in-governance-and-operations/ Dec 2021: Sime Darby appointed Impact Ltd as a third-party assessor to conduct a comprehensive evaluation of the group's labor practices across its Malaysian operations. Target by early 2022. Neste continues to monitor for developments on whether Liberty Shared and US CBP are willing to share information to be able to move forward. RSP0 investigation result is another key development to observe. 1 Mar 2021: Established an expert Stakeholder Human Rights Assessment Commission and appointed Impact Ltd as a third-party assessor to conduct a comprehensive evaluation of the group's labour practices across its Malaysian operations.	

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11	PKPP Plantation Sdn Bhd	Indirect raw material via Wilmar, KLK & IOI	LKPP Corporation Sdn Bhd	http://www.mightyearth.org/wp-content/uploads/RR-Report-30_final_vers_b.pdf	<p>[MONITORING] July 2021: As part of the implementation of their NDPE policy, IOI together with external consultant are reviewing LKPP's labour practices to check on Recruitment procedures, working hours, minimum wages, working conditions, employment contracts, grievance mechanism to counter and increase awareness on Forced Labour. This review is spread over 3 stages and is targeted to be completed in 6 months.</p> <p>April 2021: IOI will be conducting remote engagements and activities with LKPP on traceability, no deforestation and no exploitation to support the delivery of their NDPE Commitments commencing June 2021.</p> <p>Jan 2021: The NDPE policy has been shared and is available here</p> <p>KLK made reference to the engagement of trading partner with Tuan Haji Roslan, Director of PKPP Agro:</p> <p>Nov 2020: a. PKPP has agreed to put a stop to all land clearing activity at Ladang Cherating concession. b. The PKPP management has set aside two land banks located at Lipis, Pahang (426 ha) and Pekan, Pahang (130 ha) for its recovery plan. c. A group-wide NDPE policy is in the pipeline, pending for written resolution by the Board of Directors of PKPP. d. A full implementation of NDPE policy is expected to be done latest by 1 Jan-21.</p> <p>Nov 2020: IOI updated that they are in discussions with PKPP management in developing NDPE Policy, commitment and implementation plans towards protection of conservation areas moving forward.</p> <p>Aug 2020: Engaged with our direct supplier, IOI, whom contacted LKPP for clarification about PKPP. LKPP has verified and replied that PKPP is a company under the same Parent group - PKNP - but there are no commercial connections. LKPP does not source FFB from PKPP.</p>	https://www.ioigroup.com/Content/S/S_Grievance_Update
12	Felda Global Ventures (FGV)	Indirect raw material via IOI, Genting, Mewah & Wilmar	Felda Global Ventures (FGV)	https://www.aljazeera.com/economy/2020/10/1/us-bans-palm-oil-imports-from-malaysian-producer-fgv	<p>[MONITORING] 16 November 2021: FGV has appointed ELEVATE as the independent auditing firm to conduct an assessment of FGV's operations against the 11 International Labour Organization (ILO) Indicators of Forced Labour. The assessment is part of FGV's efforts towards petitioning for the revocation of the WRO by the CBP. Elevate is an independent sustainability and supply chain service provider with vast experience in advancing social compliance and addressing forced labour risks by applying a worker-centric approach.</p> <p>FGV had discussions with their US-based legal counsel and Elevate on the audit design and plan, which is expected to begin in November 2021.</p> <p>20 October 2021: FGV is committed to taking all the necessary steps towards lifting the WRO, including the appointment of an independent auditing firm to conduct an assessment of FGV's operations against the 11 International Labour Organization (ILO) Indicators of Forced Labour, as advised by the CBP.</p> <p>FGV has identified an independent auditor to carry out the audit work and is currently working with a US-based legal counsel to finalise the terms and conditions for the appointment. In ensuring that the scope and methodology of the audit meet the requirements and expectations of the CBP, FGV foresees a slight delay in the appointment and expects to formalise the appointment by November 2021.</p> <p>30 August 2021: https://www.fgvholdings.com/press_release/fgv-updates-its-steps-to-address-the-u-s-customs-and-border-protection-cbps-withhold-release-order-wro-2</p> <p>1 July 2021: https://www.fgvholdings.com/wp-content/uploads/2021/07/FGV-Sustainability-Updates-1-July-2021.pdf</p> <p>1 Apr 2021: FLA Assessment Report on the Implementation of FGV's Action Plan to Enhance Labour Practices 3 key areas of focus as recommended by FLA: grievance mechanism, remediation procedures and worker representation structures</p> <p>FGV is committed to resolving the matter with the CBP and will revisit the appointment of an independent firm in June 2021 for a comprehensive external audit on FGV's labour practices, as suggested by the CBP.</p> <p>27 Jan 2021: FGV has decided to take a systematic approach in ensuring that the rights of its workers are respected and protected, thereby eliminating practices that may be indicative of labour exploitation. This is to ensure that the best labour practices are observed in accordance with international standards throughout its entire operations. FGV has decided to revisit the appointment of an independent third-party audit firm for an audit of FGV's operations after FGV is satisfied that all of the above measures have been strengthened and implemented accordingly, within six months. FGV will continue to engage with the CBP to keep them abreast of the various measures undertaken and its other ongoing initiatives pertaining to labour rights, and FGV is committed to resolving the matter as expeditiously as possible. https://www.fgvholdings.com/wp-content/uploads/2021/01/FGV-Sustainability-Updates-January-2021.pdf</p> <p>3 December 2020: https://www.fgvholdings.com/press_release/fgv-updates-its-steps-to-address-the-withhold-release-order-wro-issued-by-u-s-customs-and-border-protection-cbp/?pageno=1%5C</p> <p>13 October 2020: FGV is not a direct supplier; however, Nestle decided not to make any further purchases from supply chains that are verifiably traced back to FGV until the allegations by US Customs and Border Protection (CBP) have been sufficiently cleared. No further information about CBP's findings including nature or locations of any incidences were disclosed.</p>	https://www.fgvholdings.com/wp-content/uploads/2021/10/Updates-on-the-CBP-WRO.pdf
13	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	http://www.mightyearth.org/wp-content/uploads/RR-Report-30_final_vers_b.pdf	<p>[MONITORING] 24 July 2020: 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> <p>13 July 2020: 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>	https://www.ioigroup.com/Content/S/S_Grievance_Update
14	PT Global Primatama Mandiri	Not in supply chain but 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] The supplier issued a Stop Work Order on 13th Sept 2020. LDC continues to monitor its progress and to ensure that no clearance takes place following SWO.</p> <p>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 & 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 Gagag 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>	https://www.ldc.com/wp-content/uploads/Grievances_master_updated_14.12.2020.pdf
15	1. Rotie (acquired by Quatra) 2. V.E.D. Milieuservice B.V.	1. Direct supplier via Quatra 2. Indirect supplier via Van Wijk & Othuis (first purchase April 2020)	1. Quatra 2. Nieuwcom	https://www.argusmedia.com/en/news/2260900-dutch-uco-collectors-fined-for-price-fixing	<p>[CLOSED] Van Wijk & Othuis and Quatra have committed that price fixing practices been fully discontinued and necessary measures have been taken to prevent re-occurrence.</p> <p>[MONITORING] According to its decision published 5 October, 2021, the Netherlands Authority for Consumers and Markets (ACM) imposed almost four million euros in fines on two major collectors of used cooking oil, on price-fixing involving the purchases of used cooking oil. Neste has since connected with its suppliers that are or have been linked to the companies involved in the case to ensure that all such practices have been fully discontinued, and that necessary measures have been taken to prevent similar infringements from occurring in the future.</p>	

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16	AA Sawit and Jernih Kemboja Sdn Bhd	1. Jernih Kemboja is an indirect supplier via KLK 2. AA Sawit is not in Neste's supply chain	Jernih Kemboja Sdn Bhd and AA Sawit Sdn Bhd	Might Earth Rapid Response 38 (https://www.mightyearth.org/wp-content/uploads/RR-Report-38_final_vers_b.pdf)	[MONITORING] The allegation on deforestation and ownership structure of the companies mentioned in the report have been verified by our consultant. We engaged with our suppliers who may have potentially sourced from AA Sawit Sdn Bhd and Jernih Kemboja Sdn Bhd. We engaged with IOI to clarify the allegations. IOI informed us that the sustainability engagements and dialogue are hampered as Jernih Kemboja has yet to adopt a NDPE policy to address the protection and conservation of HCS-HCS areas. IOI has ceased new contracts with Jernih Kemboja Sdn Bhd and has also communicated with its supplying millers to cease sourcing with AA Sawit Sdn Bhd. Intercontinental Specialty Fats (ISF) did not source directly from Jernih Kemboja and AA Sawit but its palm kernel crushers sourced from Jernih Kemboja. ISF engaged with its suppliers to investigate the allegations. In the meantime, ISF has suspended all trading activities (including dealers who source palm kernels) with Jernih Kemboja. KLK engaged with Jernih Kemboja to clarify about the allegation. Jernih Kemboja Sdn Bhd's representative clarified that neither Jernih Kemboja Sdn Bhd nor AA Sawit Sdn Bhd is the owner of the alleged concession PTD 1815. However, AA Sawit Sdn Bhd, whereby the owner of Jernih Kemboja Sdn Bhd is also a shareholder, was appointed by the landowner to clear approximately 25 ha of land in PTD 1815. KLK has ceased sourcing with the companies until the case is resolved. More information can be found publicly on KLK's grievance log. We will continue to monitor the case through our direct suppliers.	1. https://www.ioigroup.com/Content/S/S_Grievance_Update 2. https://isfsb.com/grievances/ 3. https://www.klk.com.my/sustainability/grievance/
17	GAR	Direct supplier	GAR	https://news.mongabay.com/2022/05/the-promise-was-a-lie-how-indonesian-villagers-lost-their-cut-of-the-palm-oil-boom/ https://www.bbc.com/news/world-61509744 https://thegeckoproject.org/	[MONITORING] An investigation conducted by The Gecko Project, BBC News and Mongabay reported that palm oil producers are failing to comply with legal obligations requiring them to share their plantations with communities. Neste is aware of the complex issues related to smallholders plasma in Indonesia. We have reached out to GAR to understand the allegation raised in the report. In responding to the report of Gecko Project, GAR had issued advisories outlining the process of plasma implementation in Indonesia and its challenges associated with plasma fulfillment as well as its good practices in mitigating the risks and its commitment towards fulfilling its outstanding plasma obligations. We will continue to engage with our supplier and to monitor their plasma development progress while at the same time, we continued to support smallholders projects to build the capacity and awareness of smallholders as we recognise that smallholders development is a key to more sustainable development of palm oil. Since 2018, we have collaborated with several global brands, palm oil companies as well as non-governmental agencies to aim for a large-scale transformative sustainability impact in the Siak and Pelalawan regions in Indonesia, known as the Siak Pelalawan Landscape Programme (SPLP). The Siak and Pelalawan regions are home to more than 200 villages, with districts spreading over 2 million hectares. The program has helped protect forests, peat and biodiversity and support sustainability performance of smallholder farmers. The project kick-started with village-level engagements by identifying key sustainability related issues at the villages and capacity building of village facilitators. Various trainings on best management practices - including fire management and good agricultural practices were conducted. Read more about the project on Neste's website and the stories from the field on SPLP's website	https://www.goldenagri.com.sg/gar-advisory-on-the-gecko-project-report-related-to-our-plasma-smallholders-fulfillment
*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						
***Indirect suppliers refers to parent company groups that do not have direct business relationship with Neste						
Suspended Suppliers						
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/plfd supplying companies - 18 July 2019: Engagement at supplier's Jakarta HQ with sustainability Head & Team to further discuss stop-work-order		
3	FGV	Oct 2020	FGV as an indirect supplier	- purchases from supply chains that are verifiably traced back to FGV on hold		
4	Sime Darby	Feb 2021	Sime Darby as an indirect supplier	- purchases from supply chains that are verifiably traced back to Sime Darby on hold		
5	AA Sawit Sdn Bhd Jernih Kemboja Sdn Bhd	March 2022	Allegation of deforestation, as reported by Might Earth Rapid Response #38 (https://www.mightyearth.org/wp-content/uploads/RR-Report-38_final_vers_b.pdf).	- Purchases from supply chains that are verifiably traced back to AA Sawit Sdn Bhd and Jernih Kemboja Sdn Bhd are put on hold.		