

Olam Grievance Monitoring Log

Updated as of 31st December 2023

DEFINITIONS:

Direct Supplier (D) : Companies who directly supply or trade with Olam

Indirect Supplier (ID) : Companies who supply directly and/or indirectly to our direct suppliers

Note:

All closed cases are available in a separate document

C: Denotes closed cases

	Olam's Direct Suppliers	Reference
1.	Astra Agro Lestari	D14 (C), D20 (C), D21
2.	Apical	ID56 (C), ID83, ID84
3.	Bunge	ID32, ID29, ID27, ID23, ID21, ID19, ID18, ID17, ID13, ID12, ID11, ID10, ID9, ID8, ID7, ID6, ID5, ID4, ID3, ID2, ID1, ID34, ID35, ID38, ID39, ID40(C), ID43 (C), ID45 (C), ID47 (C), ID48 (C), ID50 (C), ID83
4.	Felda Global Ventures	D1, D12, D13 (C), D12
5.	First Resources	D2 (C), ID42,
6.	Fuji Oil	ID45
7.	Golden Agri Resources	D7(C), D15 (C), ID20, ID1, ID43(C), ID57(C) (C)
8.	IOI	ID32(C), ID7, D12(C), ID50 (C), D17(C)
9.	ISF	ID32, ID50(C)
10.	Musim Mas	D6, ID20, ID7, ID5, ID50 (C), ID 82, ID84
11.	Permata Hijau	D9, ID20, D15, D13, D18
12.	Presco PLC	D8 (C)
13.	PT BEST	D14 (C)
14.	Sime Darby	ID19, ID17, ID13, ID12, ID10, ID8, ID3, ID2, ID1, D10, D11, D12, ID45 (C), ID50 (C), D11, D12, D14 (C), D15, ID83, ID84
15.	Wilmar	D4 (C), ID30, ID33, ID29, ID28, ID26, ID19, ID18, ID17, ID16 (C), ID15, ID13, ID12,

		ID8, ID6, ID5, ID3, ID2, ID33, ID36, ID37, ID41, ID44, ID45, ID46, ID49 (C), ID57 (C), D16 (C), ID 74. ID75, ID76 (C), ID80, ID83, D21
16.	Pacific Interlink -HSA Group	D10, ID77
17.	SOCFIN	D19
18.	Sumber Tani Agung	D22
19.	Olam Palm Gabon	D23 (C)

	Olam's Indirect Suppliers	Reference
1	Agrosarimas Group	ID71 (C)
2	Alambumi	ID18 (C)
3	Anglo Eastern	ID5 (C)
4	Bakri Sumatra Plantations Group	ID47 (C)
5	BBC Holdings /Almabumi	ID33 (C)
6	Borneo Pacific Group	ID36 (C)
7	Boustead Plantation	ID40 (C)
8	Bumitama	ID28 (C)
9	Capitol Group	ID30 (C)
10	Dhanistha Surya Nusantara	ID24
11	Double Dynasty/Radiant Lagoon	ID8
12	DSN Group	ID39 (C)
13	Eagle High	ID6 (C)
14	Fangiono Agro Plantation	ID44 (C)
15	Genting	ID9 (C)

16	Golden Enterprise	ID23
17	IJM Group	ID21(C)
18	Incasi Raya Group	ID29
19	Jhonlin	ID11
20	Kencana Agri Ltd:	ID34 (C)
21	Kuala Lumpur Kepong	ID50 (C), ID51 (C)
22	Makin	ID 22 (C) ID48 (C)
23	NPC Resources Bhd	ID35 (C)
24	Prosper Group/Bewani Oil Palm	ID32
25	PT Union Sampoerna Triputra Persada	ID41 (C)
26	PTPN II	ID52(c)
27	RGE	ID56 (C)
28	Rimbunan Hijau	ID26, ID19, ID17, ID16 (C), ID2, ID46 (C)
29	Samling	ID15, ID3. ID49 (C), ID60
30	Sampoerna Agro	ID27
31	Shin Yang	ID10 (C), D3 (C), D5 (C), D24 (C)
32	Sumber Tani Agung	ID43 (C), D22 (C)
33	Sungai Budi/Tunas Baru Lampung/	ID20
34	Surya Dumai Group	ID42 (C)
35	Ta Ann	ID37 (C) ID79 (C)
36	Teladan Prima	ID72
37	TH Plantation	ID7
38	Tradewinds	ID53 (C)

39	Triputra Agro Persada	ID4, ID78 (C)
40	Widya Group	ID33 (C)
41	Woodman Group	ID 14, ID13, ID12 (C)
42	WTK/South Wind Plantation Sdn. Bhd	ID45
43	Yuwang, Empressa (M) Sdn Bhd	ID38 (C)
44	Amanah Saham Pahang	ID72
45	Yayasan Pahang	ID73
46	Bunga	ID75 (C)
47	Yayasan Sabah	ID80
48	Jernih Kemboja Sdn Bhd	ID81 (C)
49	PT Multipersada Gatramegah	ID82 (C)
50	PT Kencana Alam Permai	ID83 (C)
51	PT Teguhkarsa Wanalestari	ID84
52	First Borneo	ID 85 (C)
53	Ibu Nasti Plantation	ID 86 (C)
54	Mr. Mahmudin Plantation	ID 87
55	PT Karangjuang Hijau Lestari	ID 88
56	CCM Group/Hardaya Inti Plantations	ID 89 (C)

	Olam's Operation	O1, O2
--	------------------	--------

Contents

DEFINITIONS:	1
OLAM'S DIRECT SUPPLIERS.....	3
OLAM INDIRECT SUPPLIERS.....	8
DISPUTED.....	12

OLAM'S DIRECT SUPPLIERS

Date	Direct Supplier	Allegations	Source	Action Taken & Outcome;	Status
D21 March 2022	Astra Agro Lestari (AAL) Indirect: Wilmar	Land grabbing in Central and West Sulawesi, by three of AAL subsidiaries: <ol style="list-style-type: none"> 1. PT Agro Nusa Abadi – 5,000 ha of land taken over from the community 2. PT Lestari Tana Telandan – 1,505 ha of community-titled land 3. PT Mamuang illegally occupies 255 ha of Indonesia protected forest zone No FPIC was conducted by all three subsidiaries.	Friends of Earth report	November 2023 <ul style="list-style-type: none"> AAL published the verification report : AAL & ENS joint statement https://www.astra-agro.co.id/wp-content/uploads/2023/11/Joint-AAL-and-ENS-Official-Statement-in-Presenting-Independent-Third-Party-Verification-Report.pdf The Verification report https://www.astra-agro.co.id/wp-content/uploads/2023/11/2023-10-30-ENS-Final-Report-AAL-Cases-in-C-Sulawesi-ENG.pdf FOE issued a statement rejecting the AAL/ENS verification report. Please refer to the report for more detail information: https://foe.org/wp-content/uploads/2023/11/WALHI-FOE-US-ENS-Verification-Report-Response-November-2023.pdf AAL/ENS published a response to stakeholders' comments/objections https://www.astra-agro.co.id/wp-content/uploads/2023/11/STAKEHOLDERS-RESPONSES-TO-ECONUSANTARAS-INDEPENDENT-REPORT.pdf October 2023 AAL published a progress update https://www.astra-agro.co.id/en/statements/	Monitoring

Date	Direct Supplier	Allegations	Source	Action Taken & Outcome;	Status
				<p>September 2023 AAL published biweekly progress update on their website as follows: https://www.astra-agro.co.id/wp-content/uploads/2023/09/9th-Progress-Update-on-Independent-Third-Party-Verification.pdf https://www.astra-agro.co.id/wp-content/uploads/2023/09/10th-Progress-Update-on-Independent-Third-Party-Verification.pdf</p> <p>Agustus 2023 AAL published biweekly progress update on their website as follows: https://www.astra-agro.co.id/wp-content/uploads/2023/08/Progress-Update-on-Independent-Third-Party-Verification-4-Agustus-2023.pdf 8th-Progress-Update-on-Independent-Third-Party-Verification.pdf (astra-agro.co.id)</p> <p>July 2023 AAL published biweekly progress update on their website as follows: https://www.astra-agro.co.id/wp-content/uploads/2023/07/Progress-Update-on-Independent-Third-Party-Verification-7-Juli-2023-1.pdf https://www.astra-agro.co.id/wp-content/uploads/2023/07/Progress-Update-on-Independent-Third-Party-Verification-21-Juli-2023.pdf</p> <p>June 2023 AAL published biweekly progress update on their website as follows: https://www.astra-agro.co.id/wp-content/uploads/2023/06/Progress-Update-on-Independent-Third-Party-Verification-June-9th-2023.pdf https://www.astra-agro.co.id/wp-content/uploads/2023/06/Progress-Update-on-Independent-Third-Party-Verification-23-June-2023.pdf</p> <p>May 2023 AAL published progress update statement on independent third party verification as per 12 & 16 May 2023 as follows:</p>	

Date	Direct Supplier	Allegations	Source	Action Taken & Outcome;	Status
				https://www.astra-agro.co.id/wp-content/uploads/2023/05/progress-update-econusantara.pdf https://www.astra-agro.co.id/wp-content/uploads/2023/05/Progress-Update-on-Independent-Third-Party-Verification-1.pdf March 2023 AAL released a joint statement, stating that they have appointed an independent third party, EcoNusantara, to conduct a review of the allegations raised by FoE. Econusantara will start working immediately in April 2023. Joint-Statement-AAL-EcoNusantara Appointment-of-an-Independent-Third-Party.pdf (astra-agro.co.id) December 2022 Astra published press realese on the allegation of human rights violations as follows: https://www.astra-agro.co.id/wp-content/uploads/2023/01/Tanggapan-Terperinci-AAL-terhadap-beberapa-tuduhan-yang-diajukan-oleh-FoE-dan-lainnya.pdf September 2022 ENS conducted the verification using an “open investigation” approach where every relevant party was informed in advance about the purpose of these activities. In addition to reviewing documents, in-depth interviews were conducted with key stakeholders, such as, WALHI National Executive and Sulawesi Central Regional Office, TUK Indonesia, PT AAL, the Sulawesi Plantation Department and Land Agency, Donggala District of Central Sulawesi Plantation Department and Land Agency and North Morowali District of Central Sulawesi Plantation Department. Direct face to face discussions were also held with community representative at six villages, including Panca Mukti, Tawiora, Bunta, Bungintimbe, Tompira, and Molino villages. All discussions were held in appropriate relevant local languages. ENS confirmed that all the stakeholders demonstrated goodwill, acted collaboratively during the interviews, and shared key information transparently in a way that is vital for the assessment and ultimate	

Date	Direct Supplier	Allegations	Source	Action Taken & Outcome;	Status
				<p>grievance resolution. ENS has transparently shared their findings in unilateral meetings with P&G, WALHI (held in Bahasa Indonesia), Wilmar and PT AAL. The final report was shared with Wilmar in September 2022. For more information on the outcome of the verification process commissioned by P&G, please refer to the <u>executive summary report</u> on the verification process prepared by P&G.</p> <p>PT AAL on the other hand has engaged with the <u>Conflict Resolution Unit</u> (CRU) to evaluate their current human rights related practices. Incubated through the Indonesia Business Council for Sustainable Development (IBCSD) in 2015, CRU is a conflict resolution service agency that provides independent support for resolving conflicts in the management of agrarian and natural resources.</p> <p>During the grievance investigation and verification process, we have closely engaged with all related parties, including PT AAL, P&G and ENS, where our last meeting was on 22 September 2022. PT AAL is committed to work towards the resolution of the case and more information related to their action plan will be provided in due course. In the meantime, Wilmar continues its engagement with PT AAL and all other relevant stakeholders in working towards resolution of the case.</p> <p>June 2022 AAL mentioned that these allegations have been published in other resources except FoE. They investigated the allegations and confirmed that ANA, LTT and Mamuang have always operated in accordance with the law in Indonesia and hold all the necessary permits to conduct their businesses and operations. None of these AAL subsidiaries are involved in any illegal land acquisitions. Both Mamuang and LTT obtained the HGU certificates (rights to cultivate land title certificate) and it is in progress for ANA. AAL assured that all three subsidiaries did not engage in any form of 'land grabbing' or human rights violations. They are fully aligned on its Human Rights strategy with the United Nations Guiding Principles on Business and Human Rights, which has been implemented across the company's entire operations and supply chain.</p>	

Date	Direct Supplier	Allegations	Source	Action Taken & Outcome;	Status
				<p>ALL has formalised its commitments to the NDPE principles of “No Deforestation, No Peat Development, and Respecting Human Rights”, following which there has been no new development of land. According to ALL, ANA, LTT and Mamuang have taken strict measures around the disposal of palm oil waste and to prevent any possible agrochemical contamination around their plantation sites.</p> <p>May 2022 AAL has acknowledged Olam’s email and requested time to revert with a full response.</p> <p>April 2022 Olam does not source directly from these three named subsidiaries of AAL. However, other Olam direct suppliers (e.g.: Wilmar) are sourcing directly from PT Agro Nusa Abadi.</p> <p>Olam also sources from other AAL subsidiaries (PT Gunung Sejahtera Ibu Pertiwi, PT Sari Lembah Subur, PT Kimia Tirta Utam, PT Sari Aditya Loka).</p> <p>Initial investigation has informed Olam that our direct supplier, Wilmar, has reached out to AAL to confirm the allegations. Wilmar, together with Procter and Gamble (P&G) have officially lodged the case in March 2021. P&G has commissioned an independent assessment on the allegations involving PT AAL based on the agreement with the complainants. PT AAL has engaged with the Conflict Resolution Unit (CRU) to evaluate their current human rights related practices. Wilmar continues to engage with PT AAL to work towards the resolution of the case.</p> <p>Olam will continue monitoring the case and has engaged both AAL and Wilmar for further updates.</p>	

OLAM INDIRECT SUPPLIERS

	Date	Indirect Supplier /Supply Chain Link	Direct Supplier	Allegations	Source	Action Taken & Outcomes	Status
ID 88	Jan 2023	Karangjuang Hijau Lestari (Fangiono Agro Plantation)	First Resources (FR)	<p>FR allegedly has ownership, control and influence over a company called Fangioo Agro Plantation (FAP) Agri, a non RSPO member who was not declared in the FR RSPO Group Membership.</p> <p>PT KHL is FAP subsidiary. PT KHL has been accused to abuse human rights of Dayak Agabag community.</p>	Forest Peoples Programme (FPP) – First Resources' shadow hangs over, the Dayak Agabag.	<p>February 2023 First Resources provided clarification as follows: FAP Agri is not a subsidiary of First Resources. It is a supplier to First Resources on an ad-hoc basis.</p> <p>In addition, FR has released press release to clarify the allegation of control over FAP Agri https://www.first-resources.com/upload/file/20210213/20210213101744_43848.pdf</p> <p>Case related to the alleged links between FR and FAP have been handled by the RSPO complaint system as stated in the following link https://askrspo.force.com/Complaint/s/case/5000o0003CLXepAAH/detail</p> <p>The decision on how Olam response to the current business with First Resources due to this reported case rest with the result of RSPO investigation which is now still ongoing process</p> <p>January 2023 Olam received a letter from FPP regarding the human rights issue conducting by PT KHL, which is a subsidiary of FAP Agri suspected to be a 'shadow company' of FR.</p> <p>PT KHL (FAP Agri) is not in Olam supply chain since 2021 and published mill list 2022. However, First Resources is still in our supply chain.</p>	Monitoring
ID87	Sept 2022	Mr. Mahmudin Plantation	Indirect via Apical	Mr Mahmudin's allegedly illegal plantation inside the Rawa Singkil Wildlife Reserve delivered its FFB to Global Sawit Semesta mill via a	Rainforest Action Network – Carbon Bomb Scandals Report	<p>Detail information on the investigation can be found at our direct suppliers grievance list https://www.apicalgroup.com/sustainability/grievances/global-sawit-semesta/</p>	Monitoring

Date	Indirect Supplier /Supply Chain Link	Direct Supplier	Allegations	Source	Action Taken & Outcomes	Status
			<p>palm oil broker called CV Buana Indah & CV Natama Prima.</p> <p>Global Sawit Semesta is a direct supplier to Apical.</p>		<p>May 2023 Apical conducted a field verification on 30 April 2023 with PT Global Sawit Semesta, its dealer and an NGO to investigate the grievance issues of Mr. Mahmudin's estate that was allegedly overlapping with Rawa Singkil protected area and issues of other illegal sources. Apical maintains it's position of no sourcing from Mr. Mahmudin directly or indirectly.</p> <p>April 2023 Apical maintains a no sourcing position from Mr. Mahmudin directly or indirectly. Several meetings were held with RAN to clarify matters. Apical stated in its grievance list that they will take on further engagement with Mr. Mahmudin to support NDPE Compliance.</p> <p>January 2023 Ann independent field verification was conducted in August & September 2022 by an expert (Daemeter Consulting) based on the Accountability Framework initiative (AFI) principles to ensure continuous improvement and supply chain NDPE compliance</p> <p>October 2022 Apical provides clarification as follow:</p> <ul style="list-style-type: none"> • <u>PT Natama Prima</u> (or "collection point A" as shown in Annex 1 of <u>PT GSS Clarification Letter</u>) is a supplier of PT Global Sawit Lestari (PT GSS), an Apical supplier. • PT Natama Prima sourced from 3 estates (Mahmudin 1,2,3), which are located on legally-permitted (APL) and non-forested areas. PT GSS had verified the locations physically at sites, and overlaid the GPS locations with Spatial National Map of 	

Date	Indirect Supplier /Supply Chain Link	Direct Supplier	Allegations	Source	Action Taken & Outcomes	Status
					<p>Indonesia. It is clean and clear for smallholder estates.</p> <ul style="list-style-type: none"> The Mahumudin oil palm plantation, entrance, and "collection point B" (claimed illegal, as shown in Annex 2) presented in the report is located at a different location (away to the south); A weight bridge ticket showing FFB delivery from PT Natama Prima to PT GSS does not form a valid basis to assume any FFB delivery from collection point B to another collection point A (PT Natama Prima), then to PT GSS. No evidence was presented in the report to verify this claim. Additionally, the travel distance between collection point B and PT GSS is 96km. <p>Based on investigation, PT GSS confirms that the collection point B (illegal source) is not a supplier of PT GSS. PT GSS has taken immediate action to cease sourcing from all the Mr. Mahmudin's estates.</p> <p>The investigation demonstrates due diligence carried out by PT GSS on FFB sources, and the alleged illegal FFBs is not part of the PT GSS supply chain.</p> <p>September 2022 Olam has reached out to Apical and is waiting for its response</p>	
ID84	May 2022	PT Teguhkarsa Wanalestari	Apical, Musim Mas Sime Darby	Satellite imagery shows that between April 2021 and March 2022 a total of ~390 hectares of forest (indicative HCS) was cleared in the PT Usaha Sawit	<p>Mighty Earth Rapid Response 39</p> <p>June 2022 Apical has reached out to TKWL to respond on the relationship with PT SSS and PT USU. TKWL clarified that the company is not associated with PT SSS or PT USU. It also highlighted that it never sources from both PT SSS and PT USU.</p>	Monitoring

Date	Indirect Supplier /Supply Chain Link	Direct Supplier	Allegations	Source	Action Taken & Outcomes	Status
			Unggul concession, based on the HGU boundaries.		<p>Sime Darby</p> <ul style="list-style-type: none"> SDP has reached out to its third-party traders and investigation is currently underway. Sumber Tani Agung, an indirect supplier to SDO, is allegedly sourcing FFB from PT SSS. As per SDO grievance tracker, PT STA and other alleged supply links are no longer in our supply chain since January 2022. Grievance status: No longer in supply chain <p>Musimas</p> <p>STA has stopped purchasing FFB from PT SSS since May 2022. Based on the statement above, MM see this case as closed.</p> <p>May 2022</p> <p>Olam has reached out to Apical, Musim Mas and Sime Darby regarding the allegation.</p>	

DISPUTED

	Date	Company	Allegations	Source	Response	Reference
1	30 th Sept 2019	Golden Plantation - PT Airlangga Sawit Jaya	Deforestation – 9 ha	Mighty Earth Rapid Response 18	Oct 2019 Olam was named in the report but Olam does not buy from Golden Plantation as per our Q2, 2019 Mill List	Olam Mill List as of Q2, 2019
2	6 th Jan 2020	Double Dynasty DDB Bawan Plantation Sdn Bhd	Conflict with indigenous communities The indigenous communities have filed a report to the police, which states: 'On 28/06/2019 at approximately 0900 hrs at Sungai Bawan Balingian Temuda Land owned by Tr. Muli Anak Lingir, Tr. Juti Anak Maga, Umpu Anak Blaja and other residents of several longhouses in Sg Bawan Balingian area have discovered the land has been invaded by DDB Bawan Plantation Sdn Bhd. Fruit gardens, herbs, rubber gardens, fish nets (moss), traps and forest resources such as rattan, medicines and so on have been destroyed by DDB Bawan Plantation Sdn Bhd making calvert sand	Mighty Earth Rapid Response 21 with reference to Sarawak Report	Jan 2020 Olam was named in the report but does not buy from Double Dynasty as per our Q3, 2019 Mill List. Double Dynasty is on Olam's suspension list	Suspension Q3, 2019 Mill List

	Date	Company	Allegations	Source	Response	Reference
			several rivers in Sungai Bawan were closed by DDB Bawan Plantation Sdn Bhd. Bawan has been closed by DDB Bawan Plantation Sdn Bhd. Residents of longhouses have lost access to orchards and searched for sources of life in the Bawan River. This report is for further action by the parties.'			
3	30th Sept 2019	Kwantas Kwantas Pelita Plantation (Balingian) Sdn Bhd	Clearance prep/stacking: 5 ha	Mighty Earth Rapid Response 14	Oct 2019 Olam was named in the report but Olam does not buy from this supplier as per our Q2, 2019 Mill List	Disputed
4	31st Mar	Instant Star Holdings Sdn Bhd/ IJM Plantations Instant Star Holdings Sabang Mill Sdn Bhd (IJM Plantations)	Deforestation	Mighty Earth Rapid Response 30	Mar 2021 Olam does not buy from Instant Star or IJM Plantations and are not linked	Disputed