

Grievance List updated as of June 2024

A. Grievances on First Resources Entities

Date	Stakeholder (Grievance Channel)	Entity	Key Issues	Status
Jan 2024	The Gecko Project (article)	First Resources Ltd	Allegation of control over other groups	Case on going. <ul style="list-style-type: none"> The complaint was received RSPO on 14 April 2021, and being tracked on RSPO case tracker The company consistently provides updates and clarifications concerning The Gecko article, which referenced similar allegations submitted to the RSPO by Stakeholder 1: <ul style="list-style-type: none"> February 2021 November 2023 March 2024 April 2024 On May 2024, an independent investigator has been appointed by the RSPO, and the investigation is now underway.
Feb 2021	Stakeholder 1 – The complainant has requested confidentiality (RSPO Complaints System)			
Apr 2021	Complainant Anonymous (RSPO Complaints System)	PT Mitra Karya Sentosa - Ketapang	Land compensation	Case closed by RSPO on 1 st June 2024. <ul style="list-style-type: none"> Complaint was received 28 April 2021, and being tracked on RSPO case tracker The company has diligently adhered to the complaint proceedings within the RSPO complaint system, demonstrating full cooperation. As of February 28, 2024, the company has duly received the Complaint Panel's decision on the matter, which yielded a favorable outcome. The company has taken proactive steps with the secretariat in fulfilling the given directives. The case was formally closed by RSPO on 1st June 2024.
Jun 2021	Forest Peoples Programme	PT Pancasurya Agrindo	Conflicts with villagers	– Clarification statement
Dec 2020	Mongabay	PT Citra Agro Kencana	Termination of workers' employment	– Clarification statement
Nov 2020	Transnational Palm Oil Labour Solidarity (TPOLS)			

Date	Stakeholder (Grievance Channel)	Entity	Key Issues	Status
Nov 2020 Jun 2020	Stakeholder 2 (Group of NGOs, led by Pro Wildlife) Stakeholder 1 (Stakeholder has requested confidentiality)	PT Wahana Prima Sejati	Deforestation	Case closed by RSPO on 31 st May 2023. <ul style="list-style-type: none"> Complaint was received from Stakeholder 1 in Jun 2020. After several discussions, Stakeholder 1 submitted a formal complaint to RSPO in Jul 2020. In Nov 2020, we received a letter by Pro Wildlife (Stakeholder 2) raising the same issue. Please find our response to Pro Wildlife here. Following the formal complaint, The complaint was accepted by RSPO at end Sep 2020, and can be tracked on RSPO case tracker. On March 6, 2024, the Decision Letter was issued to the relevant parties, concluding that the allegations were dismissed and no violations were found. The case was formally closed by RSPO on May 31, 2024.
Nov 2019	Mighty Earth (Rapid Response Report #21)	PT Ketapang Agro Lestari	Deforestation	Case closed. <ul style="list-style-type: none"> After conducting ground verification, we found that a small area of 0.55 hawas cleared in an area classified as "Recommended for Conservation". Subsequently, we carried out rehabilitation works in the affected area. Therehabilitation work is now complete and we will continue to monitor it.
Nov 2019	Greenpeace (article)	PT Limpah SejahteraPT Priatama Riau	Fires	<ul style="list-style-type: none"> On 30th Oct 2019, we received a letter and an attachment from Greenpeace with regard to the allegations of our subsidiaries in this report, and was asked to provide a response by 1st Nov 2019. Please find our response to Greenpeace on 1st Nov 2019 here. Note that our response was not acknowledged by Greenpeace in the report.
Sep 2019	Greenpeace (article)	PT Surya Dumai Agrindo	Fires	Case closed. <ul style="list-style-type: none"> Clarification statement
Aug 2018	Greenpeace (article)	PT Limpah Sejahtera	Fires	Case closed. <ul style="list-style-type: none"> Clarification statement
May 2018	Linkar Borneo (RSPO Complaints System)	PT Swadaya Mukti Prakarsa	Free, Prior and Informed Consent (FPIC)	Case closed by RSPO on 2 nd Jan 2019. <ul style="list-style-type: none"> After bilateral clarifications and verification, the stakeholder agreed that the complainant's claims were unsubstantiated and the complaint was withdrawn. RSPO case tracker: https://askrspo.force.com/Complaint/s/case/50090000028EoXoAAK/detail

Date	Stakeholder (Grievance Channel)	Entity	Key Issues	Status
May 2015	The community of Pungkat village (media article)	PT Setia Agrindo Lestari	Peat development and water pollution	Case closed. – Case summary
May 2015	Linkar Borneo (RSPO Complaints Sytem)	PT Swadaya Mukti Prakasa	Plasma commitments and fire incidents	Case closed by RSPO on 20 th Jul 2016. – Case summary (Not listed on RSPO case tracker)
Oct 2012	Environmental Investigation Agency, AMAN and the community of Muara Tae (RSPO Complaints System)	PT Borneo Surya Mining Jaya	Free, Prior and Informed Consent (FPIC)	Case closed by RPSO on 22 nd Dec 2015. – Case summary – RSPO case tracker: https://askrspo.force.com/Complaint/s/case/50090000028ErzcAAC/detail
Feb 2011	International Animal Rescue Indonesia (RSPO Complaints System)	PT Limpah Sejahtera	HCV clearance and HCV management and monitoring	Case closed by RSPO on 17 th Feb 2020. – On 10 th May 2019, the RSPO Complaints Panel (CP) transferred the case to RSPO Investigation Monitoring Unit (IMU) to monitor the implementation of the CP's decision. – On 17 th Feb 2020, the case was closed by RSPO IMU. – Case summary

B. Grievances on Non-First Resources

Date	Stakeholder (Grievance Channel)	Entity	Key Issues	Status
Jan 2019	Mighty Earth (Rapid Response Report#9)	PT Ketapang Hijau Lestari (FAP Agri)	Deforestation	Case closed. <ul style="list-style-type: none"> – HCS assessment for PT Ketapang Hijau Lestari was conducted in 2017 by a registered HCS Approach assessor. – In Sep 2019, FAP Agri registered the HCS assessment of PT Ketapang Hijau Lestari with HCS Secretariat for peer review. – In Oct 2019, FAP Agri released an NDPE policy on their website. – In Dec 2020, the peer review of the HCS assessment has been completed (HCSA peer review report).
Sep 2018	Greenpeace (report “Final Countdown”)	PT Agrindo Green Lestari PT Citra Agro Abadi (Ciliandry Anky Abadi)	Deforestation	Case closed. <ul style="list-style-type: none"> – PT Ciliandry Anky Abadi, PT Agrindo Green Lestari and PT Citra Agro Abadi are not subsidiaries, associated companies, or related parties of First Resources. First Resources’ controlling shareholder and its key management personnel do not have any ownership or hold any management roles in these companies.
Jun 2018	Chain Reaction Research(research report)	PT Ciliandry Anky Abadi (Ciliandry Anky Abadi)		<ul style="list-style-type: none"> – We have not purchased any palm oil products and do not have any financial or operational relationship with these companies. – Clarification statement
Jan 2018	Mighty Earth (direct engagement)	PT Setia Agro Utama PT Marsam Citra Adiperkasa(FAP-Agri)	Forest degradation	Case closed. <ul style="list-style-type: none"> – FAP-Agri is a third-party supplier to First Resources. – FAP-Agri clarified that they have completed HCS assessments for their developmental area. – We have obtained the maps of PT Setia Agro Utama’s and PT Marsam Citra Adiperkasa’s concession areas and checked that the areas highlighted by Mighty Earth are not within these companies’ concessions.
Sept 2016	Mighty Earth (direct engagement)	FAP-Agri	Deforestation and fire incidents	Case closed. <ul style="list-style-type: none"> – FAP-Agri is a third-party supplier to First Resources. – After our engagement with FAP-Agri in late 2016, they have agreed to observe First Resources’ policy on HCS forests for future development. – FAP-Agri updated that they have completed HCS assessments for their developmental area in 2017. – Clarification statement