

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 (June 2020)						
1	PT Salim Ivomas Pratama	Not in supply chain but Parent Company Group relates to indirect supplier via PT Bina Karya Prima	Indofood	<a href="https://chainreactionresearch.com/the-chain-neste-ojis-updated-dashboard-reveals-the-company-remains-linked-to-deforestation/">https://chainreactionresearch.com/the-chain-neste-ojis-updated-dashboard-reveals-the-company-remains-linked-to-deforestation/</a>	<p>[MONITORING] Neste's preliminary assessment found that supplier, PT BKP, buys CPKO (not a feedstock to Neste) from PT Salim Ivomas Pratama and processes it in their soap factory (no linkage to Neste). Despite this, Neste is putting a hold on future purchases and started second phase investigating more in detail with the supplier.</p> <p>Neste's continuous engagement with BKP's sustainability development:  2017: NDPE/Sustainability Workshop with CORE  2018: Launch of own developed NDPE Policy  31 Jan 2019: Engagement on policy implementation, traceability, 3rd party supplier engagement, due diligence, grievance etc  14 Mar 2019: Engagement on policy implementation, traceability, 3rd party supplier engagement, due diligence, grievance etc  10-11 Apr 2019: Neste Annual Supplier Workshop attended by 20 palm/pfad supplying companies  19 Aug 2019: Engagement on policy implementation, traceability, 3rd party supplier engagement, due diligence, grievance etc  17 Oct 2019: Engagement on policy implementation, traceability, 3rd party supplier engagement, due diligence, grievance etc  6 Jul 2020: Share further details and discussed further clarification required from PT BKP's 3rd party suppliers' Indofood &amp; SSMS</p>	
2	PT Sawit Sumbermas Sarana	Indirect supplier via PT Bina Karya Prima	SSMS	<a href="https://chainreactionresearch.com/the-chain-neste-ojis-updated-dashboard-reveals-the-company-remains-linked-to-deforestation/">https://chainreactionresearch.com/the-chain-neste-ojis-updated-dashboard-reveals-the-company-remains-linked-to-deforestation/</a>	<p>[MONITORING] PT SSMS has been engaging with CORE directly, good progress in terms of:</p> <ul style="list-style-type: none"> <li>- Sep 2017: NDPE Policy Development</li> <li>- Since policy adoption, there has been no deforestation or peatland development in their concessions</li> <li>- SSMS submitted RSPO Remediation &amp; Compensation proposal (jointly three PTs; PT MMS, PT SSS and PT KSA) which has been approved by RSPO and is being implemented together with BOSF. It concerns a &gt;2,000 ha orangutan pre-release site in which also a neighboring village is involved.</li> <li>- RSPO certification target was set 100% for own plantations in 2019, which is still under progress.</li> <li>- There was still deforestation ongoing in PT SML in 2019. Although PT SML was sold-off back in 2016, there is a continuous NGO concern about continuous indirect relationship between PT SML and SSMS. Ongoing monitoring for deforestation of PT SML is recommended.</li> <li>- NDPE implementation roadmap in progress.</li> </ul> <p>6 Jul 2020: Share further details and discussed further clarification required from PT BKP's 3rd party suppliers' Indofood &amp; SSMS</p>	
3	PT Samora Usaha Jaya (A)	None	Tunas Baru Lampung	<a href="http://www.mightyearth.org/wp-content/uploads/RR-Report-28_June5_pa1.pdf">http://www.mightyearth.org/wp-content/uploads/RR-Report-28_June5_pa1.pdf</a>	[CLOSED] Not a direct/indirect supplier	

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4	PT Samora Usaha Jaya (B)	None	Tunas Baru Lampung	<a href="http://www.mightyearth.org/wp-content/uploads/RR-Report-28_June5_pa1.pdf">http://www.mightyearth.org/wp-content/uploads/RR-Report-28_June5_pa1.pdf</a>	[CLOSED] Not a direct/indirect supplier	
5	PT Sumatera Unggul Makmur	None	KPN Group	<a href="http://www.mightyearth.org/wp-content/uploads/RR-Report-28_June5_pa1.pdf">http://www.mightyearth.org/wp-content/uploads/RR-Report-28_June5_pa1.pdf</a>	[CLOSED] Not a direct/indirect supplier	
6	PT Pipit Mutiara Indah	Indirect raw material via Wilmar	QL Resources Bhd	<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] 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>	<a href="https://www.wilmar-international.com/sustainability/grievance-procedure">https://www.wilmar-international.com/sustainability/grievance-procedure</a>
7	PT Indopenta Sejahtera Abadi	Direct from PT KIAS but this subsidiary is not in Neste supply chain	Wings Agro Group	<a href="http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-27_final_v2.pdf">http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-27_final_v2.pdf</a>	[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.	
8	PT Global Primatama Mandiri	Parent Company Group of indirect supplier via PT KIAS & PT LDC	Palma Serasih Group	<a href="http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-26_final.pdf">http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-26_final.pdf</a>	<p>[MONITORING] Both our direct suppliers, PT KIAS &amp; LDC have 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>May 2020: HCS site assessment planned for March has been delayed due to COVID-19. Original plan to complete by year end.</p>	<a href="https://www ldc.com/wp-content/uploads/Grievances_master_updated_11.5.2020.pdf">https://www ldc.com/wp-content/uploads/Grievances_master_updated_11.5.2020.pdf</a>
9	PT Medcopapua Hijau Selaras	Indirect from Wilmar Multi Nabati Sulawesi, Bitung	Capitol Group	<a href="http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-25_final.pdf">http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-25_final.pdf</a>	<p>[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.</p> <p>May 2020: The progress of investigation has been slow due to the restricted movement in Indonesia.</p>	<a href="https://www.wilmar-international.com/sustainability/grievance-procedure">https://www.wilmar-international.com/sustainability/grievance-procedure</a>

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10	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>
	*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 <b>not</b> have direct business relationship with Neste					
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	<ul style="list-style-type: none"> <li>- 4 Oct 2018: Engagement at supplier's Surabaya HQ with owners/management</li> <li>- 22 Nov 2018: NDPE/Sustainability Workshop for various departments from PT BEST</li> <li>- 8 Jan 2019: facilitated discussion supplier with RSPO</li> </ul>		
2	PT Tunas Baru Lampung	Dec 2018	Deforestation	<ul style="list-style-type: none"> <li>- 8 Jan 2019: Engagement at supplier's Jakarta HQ with management on severity of issues, received commitment to work on outstanding issues</li> <li>- 21 Feb 2019: Supplier engagement &amp; workshop planning</li> <li>- 14 Mar 2019: NDPE/Sustainability Workshop for related departments from operations, sustainability, auditing from PT TBL</li> <li>- 10-11 Apr 2019: Neste Annual Supplier Workshop attended by 20 palm/pfad supplying companies</li> <li>- 18 July 2019: Engagement at supplier's Jakarta HQ with sustainability Head &amp; Team to further discuss stop-work-order</li> </ul>		