

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 (July 2020)						
1	PT Mitra Andalan Sejahtera	None	Parna Raya	http://www.mightyearth.org/wp-content/uploads/RR-Report-29_2020_final_vers_a.pdf	[CLOSED] Not a direct/indirect supplier	
2	PJP Pelita Lundu Plantation Sdn Bhd	Not in supply chain but Parent Company Group relates to indirect supplier via Wilmar Kuching.	Rimbunan Hijau	http://www.mightyearth.org/wp-content/uploads/RR-Report-29_2020_final_vers_a.pdf	[CLOSED] The land clearing was not conducted by the company. That particular area (LOT N17) is still owned by the local smallholders as it has not been surrendered yet. The land clearing was done by those local smallholders.	
3	PT Medco Papua Hijau Selaras	Not in supply chain but Parent Company Group of indirect supplier via PT KIAS	Capitol Group	http://www.mightyearth.org/wp-content/uploads/RR-Report-29_2020_final_vers_a.pdf	[CLOSED] PT KIAS has ceased commercial relationship with Capitol Group	
4	PT Mulia Inti Perkasa	None	Widya Corporation	http://www.mightyearth.org/wp-content/uploads/RR-Report-29_2020_final_vers_a.pdf	[CLOSED] Not a direct/indirect supplier	
5	Poh Zhen Sdn Bhd	Not in supply chain but Parent Company Group relates to indirect supplier via Wilmar Kuching.	Rimbunan Hijau	http://www.mightyearth.org/wp-content/uploads/RR-Report-29_2020_final_vers_a.pdf	[CLOSED] The land clearing is not related to oil palm development.	https://www.wilmar-international.com/docs/default-source/default-document-library/sustainability/grievance/grievance-case-report/ineligible-grievance-list.pdf?sfvrsn=568db0d1_26
6	Sime Darby Plantation	Indirect raw material via Wilmar, Genting, IOI & Mewah	Sime Darby Plantation	https://libertyshared.org/updates/2020/7/6/petition-to-us-customs-and-border-protection-concerning-sime-darby-plantation-berhad-under-307-the-tariff-act-of-1930	[MONITORING] 12 July: Sime Darby is not a direct supplier; however, Neste decided not to make any further purchases from supply chains that are verifiably traced back to Sime Darby Plantations until the allegations by Liberty Shared have been sufficiently cleared. With help from our direct suppliers, Neste investigates the allegations thoroughly to make further decisions based on verified evidence. By the end of July, Neste had not yet received evidence substantiating that such serious sustainability violations had taken place within our supply chain.	http://www.simedarbyplantation.com/media/press-releases/sime-darby-plantation%E2%80%99s-response-statement-made-liberty-shared-dated-4-august

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7	PT Salim Ivomas Pratama	Not in supply chain but Parent Company Group relates to indirect supplier via PT Bina Karya Prima	Indofood	https://chainreactionresearch.com/the-chain-neste-oyjs-updated-dashboard-reveals-the-company-remains-linked-to-deforestation/	<p>[CLOSED] 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 engage 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 & SSMS 28 Jul 2020: BKP put purchases from Indofood on hold</p>	
8	PT Sawit Sumbermas Sarana	Indirect supplier via PT Bina Karya Prima	SSMS	https://chainreactionresearch.com/the-chain-neste-oyjs-updated-dashboard-reveals-the-company-remains-linked-to-deforestation/	<p>[MONITORING] PT SSMS has been engaging with CORE directly, good progress in terms of:</p> <ul style="list-style-type: none"> - Sep 2017: NDPE Policy Development - Since policy adoption, there has been no deforestation or peatland development in their concessions - SSMS submitted RSPO Remediation & 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 >2,000 ha orangutan pre-release site in which also a neighbouring village is involved. - RSPO certification target was set 100% for own plantations in 2019, which is still under progress. - 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. - NDPE implementation roadmap in progress. <p>6 Jul 2020: Share further details and discussed further clarification required from PT BKP's 3rd party suppliers' Indofood & SSMS</p>	
9	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] 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

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10	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
11	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
*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						
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/pfad supplying companies - 18 July 2019: Engagement at supplier's Jakarta HQ with sustainability Head & Team to further discuss stop-work-order		
3	PT BKP	Jul 2020	3rd party suppliers; Indofood & SSMS	- purchases from BKP on hold		
4	Sime Darby	Jul 2020	Liberty Shared petition to US Customs and Borders Protection	- purchases from Sime Darby on hold		