

Intercontinental Specialty Fats Sdn. Bhd. Grievance Log (Updated 16 January 2020)

Ref No	Date Received	Relationship and supplier	Subject Matter	Raised by	Progress	Status
1.	17 th May 2017	Direct/ Felda Global Ventures	<p>Chain Reaction Research and Greenpeace, plus a case investigated by RSPO. Allegations:</p> <ul style="list-style-type: none"> • FGV in Kalimantan's concession had cleared 1600 Ha peat forest. • On the 26th of July 2015, WSJ ran an article by Syed Zain Al – Mahmood alleging that Felda has breached labor conditions in its plantations. The allegations are: <ul style="list-style-type: none"> - That forced labor is being used - The workers are not paid minimum wages. 	<p>Jan 2020: RSPO The Decision Letter</p> <p>Sept 2018: Greenpeace Final Countdown</p> <p>Mar 2018: Greenpeace's Report "Moment of Truth"</p> <p>Chain Reaction Research (Jan 2018, May 2017)</p> <p>RSPO Case Tracker (FGV)</p> <p>July 2017: WSJ - Palm-Oil Migrant Workers Tell of Abuses on</p>	<p>RSPO suspended FGV'S RSPO Certification due to seven non-compliances highlighted by the Control Panel. FGV's Response to RSPO's Complaints Panel's Letter dated 13th January 2020</p> <p>FGV has published their progress and effort in addressing the grievances via their website, details as follow:</p> <p>Updates in October 2017 on social compliance.</p> <p>Updates in January 2018 on RSPO certification status and peat restoration master plan.</p> <p>Updates in April 2018 on time around action plan.</p> <p>Updates in May 2018 on commitment to NDPE Policy released in June 2018.</p> <p>Following from FGV Holdings Berhad's public statement dated 30th November 2018 in respect of the findings of the Complaints Panel (CP) of the Roundtable on Sustainable Palm Oil (RSPO) and our</p>	Suspended

ISF Grievance Log (Updated 16 Jan 2020)

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			<ul style="list-style-type: none"> - That their health and working conditions are neglected and - Their employers withheld their passports 	Malaysian Plantations July 2015: RAN - Joint NGO Statement: Modern Day Slavery Found on RSPO Member Felda Global Venture's Plantations	<p>letter to business partner on “FGV’s Commitment to Roundtable of Sustainable Palm Oil (RSPO)” dated 7th December 2018, the company is pleased to report on its progress in Serting Estates that is the subject of the RSPO’s investigations as per document.</p>	
2.	19 th September 2018	Direct/ Prosper Group	<p>The Final Countdown: Now or never to reform the palm oil industry.</p> <ul style="list-style-type: none"> - Alleged clearance of an estimated 25,000 hectares of forests including an estimated 12,000 ha in the last four years since obtaining a lease for the palm oil 	<p>Sept 2018: Greenpeace Final Countdown</p> <p>GP list of companies as communicated to consumer goods companies in Greenpeace letter: “2020 NDPE policies”</p>	<p>ISF has reached out with Prosper Group on 21st Sep and they replied that BOPPL is not linked to them.</p> <p>For further engagement, ISF has partnered with Proforest to do one of the site assessments of Prosper Group located in Peninsular Malaysia in September 2018. Relevant report already communicated to Prosper.</p> <p>In 19 Sep 2019, Prosper sent the second progress report to ISF for updating:</p> <ol style="list-style-type: none"> NDPE Engagement activities Implementation plan Grievance management 	Monitoring implementation of action plan

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			development project in 2010. The clearing is allegedly in related party ownership in PNG concession		ISF stop sourcing at this moment from the company due to further improvement action plan require for the Bewani concession restoration/ conservation project.	
3	1 st Oct 2018	Indirect/Wilmar	Allege buying from groups that are deforesting and land grabbing	Sep 2018: Greenpeace - The Final Countdown	<p>7th Dec 2018 Wilmar has issued a joint statement with Aid Environment as well as supported by Unilever and Mondelez on the following:</p> <ul style="list-style-type: none"> • Wilmar will implement a “Suspend then engage” on the basis of verified proof starting Jan 2019. • Group level maps has been a condition for trade for all new suppliers. These maps will be uploaded to Aidenvironment supplier group mapping platform since May 2018. • A “Reengagement Protocol” will be published specifying the time-bound process to engage suppliers that have been suspended, including the terms and conditions to resume sourcing. <p>28th Sep 2018 ISF engaged with Wilmar and they urged Greenpeace to adopt a</p>	Monitoring

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					collaborative mindset and work with the palm oil industry to take genuine and positive action.	
4.	25 th Jan 2019	Self- reported- ISF	Report from Chain of Reaction. Allegation that ISF is one of the leakage refineries without any NDPE policy in place	Chain Reaction Research Jan 2019: AAK Lags in Implementation of NDPE Best Practices	<p>ISF has established the sustainability palm oil policy covering NDPE elements and dashboard in 2018.</p> <p>ISF will continue maintain an open and transparent two-way dialogue with our key stakeholders and provide regular updates on our sustainability work. The statement as attached.</p>	Continuous improvement
5.	12 th April 2019	Direct/ Genting Plantations Berhad	Might Earth Rapid Respond Report 14. Allegation that ISF had sourced CPO or CPKO from the group which involve in deforestation.	Mighty Earth Rapid Respond Report 14	<p>ISF did not source from Genting Plantations Berhad since November 2018.</p> <p>ISF has engaged with Genting for the allegation on 12 April 2019. Genting Plantations Berhad had issued a statement on 29 April 2019 and explained as below:</p> <ul style="list-style-type: none"> a. The HCS report is being finalized by Aidenviroment and they will submit for peer review once is ready b. Stop work order put on the new land clearing <p>ISF will continue monitor its implementation plan and update the</p>	Monitoring implementation of action plan

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					grievances log whenever there are changes in progress.	
		Indirect/ TH Plantations Group: Hydroflow Sdn Bhd via Wilmar			ISF did not source directly from TH plantations. The sourcing of PKO from TH plantations via PGEO, Wilmar. ISF clarified with Wilmar on 18 April 2019; Wilmar confirmed that the deforestation allegation is untrue after their investigation with Aidenvironment, as the land clearing happened outside the concession of Hydroflow.	Closed
		Indirect/ Kwantas Group: Kwantas Pelita Plantation (Balingian) Sdn Bhd via Apical			ISF only source PKO indirectly from Kwantas Group but via Apical Group. ISF already engaged with Apical Group on 12 April 2019 and awaiting their clarification.	Pending for clarification via our direct supplier