

Grievance

FGV has established a mechanism to address grievances pertaining to the implementation of FGV's Group Sustainability Policy. Such grievances may be submitted by any party including organisations or individuals through the following channel:

In keeping with our commitment to transparency, we publish a grievance log which is updated periodically:

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Subject

Issues Summary

Action

Status

Subject

1. NDPE commitment by suppliers

Issues Summary

1. Mighty Earth Rapid Response Palm Oil Report (Report 38, February 2022): FGV FFB supplier reported involvement in deforestation activities.

Action

1. FGV issued a letter on 1 March 2022 to AA Sawit Sdn Bhd,

expressing concern about the deforestation activities by AA Sawit Sdn Bhd reported by Mighty Earth, and indicating that FGV will be conducting an investigation into the matter.

2. FGV is in the process of investigating and verifying the reported deforestation activities by AA Sawit Sdn Bhd through a third party independent assessor.
3. On 10 May 2022, FGV issued a letter to AA Sawit Sdn Bhd to suspend the sourcing of FFB from AA Sawit Sdn Bhd and other entities associated with AA Sawit Sdn Bhd with immediate effect. As part of FGV's efforts to promote sustainable palm oil production across the supply chain, FGV plans to further engage with AA Sawit Sdn Bhd to discuss next steps towards ensuring their compliance with our NDPE commitments.

Status

On Going

Subject

1. Clearance of potential HCS forest
2. Violation of Group Sustainability Policy

Issues Summary

1. Grand Performance HCS area clearance without HCS assessment
2. Recommendation for stop work order
3. Mentioned allegations – non-compliance to Group Sustainability Policy

Monitoring Report: Felda Global Ventures – Asian Plantations
(Dated 06/01/2018)

Action

Status

On Going

Subject

1. Exploitation of workers and environment
2. 1,400ha of peat clearance
3. Violation of NDPE Policy

Issues Summary

1. Violation of Group Sustainability Policy due to 1,400ha of peat land destroyed
2. No action plan has been published in restoring the peat area
3. Continuation of workers exploitation – recruitment fees and passport retention
4. Companies should not buy from FELDA or subsidiaries until it can prove all allegation are closed

Malaysian palm oil giant FELDA achieves RSP0 certification despite continued risk to forests and workers

(Dated: 08/01/2018)

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Action

Status

On Going

Subject

1. Deforestation of potential HCS
2. Violation of Group Sustainability Policy

Issues Summary

1. Deforestation of 270ha of potential HCS forest since September 2017 at Grand Performance concession
2. Concession's carbon stock – neither FGV nor APL have conducted patch analysis, integrated analysis into the plantations's operational plan
3. CRR expect FGV to present its stakeholders a corrective action plan for GP concession upon reviewed and completion of HCV and HCS assessment

The Chain: FGV's Asian Plantations Deforestation Contrary to Company-Wide Policy: Group Takes Corrective Action

(Dated: 23/01/2018)

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Action

1. Circulation of Letter to Business Partners:
Updates on Asian Plantations Deforestation Allegation
(30th January 2018)

Summary of the letter:

- a. The Stop Work Order Notice dated 8 January 2018 was issued to APL to stop immediately all operations on land clearing at Grand Performance
- b. FGV is in the process of initiating an immediate HCS assessment to identify and exclude any HCS area (if there is any).
- c. The results of the aforesaid independent

- assessment would be conveyed in due course.
- d. The action plan will be communicated following the HCS assessment's results.

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2. Informed respective stakeholders on HCS Assessment Timeline Program through engagement session

Status

On Going

Subject

1. PT SON ownership status

Issues Summary

PT ANJ, PT SON ownership and supply chain details

Mighty Rapid Response Report 3

(Dated: 01/02/2018)

Action

1. Felda IFFCO has divested its share in PT SON to TH
2. Felda IFFCO has remove information on PT SON in their webpage soon after selling off their stake

Status

Closed

Subject

1. Deforestation
2. Peat clearance and restoration plan
3. Development without HCV or HCS assessment
4. WSJ Allegations

Issues Summary

1. Land clearing at PT TAA until at least June 2017 , despite the new policy i.e. GSP
2. Unclear whether the restoration plan involves restoration of forests or merely reversing the drainage system
3. Development without HCV or HCS assessment continued in Sarawak (APL-GP) since September 2018; and FGV has applied a stop work order
4. Workers' claims that they are not paid for long periods, passports confiscated and no appropriate PPE provided
5. The traders and JVs do not have transparent mill-level traceability data on their respective dashboards and also mentioned FGV in the grievance list (what this grievance list refers to?)

Moment of Truth (Dated: 01/03/2018)

Action

Circulation of Letter to Business Partners:

Updates on the Progress of Social Compliance and Human Rights (SCHR) Initiatives Undertaken Related to WSJ Allegations

(4th April 2018)

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Informed respective stakeholders on HCS Assessment Timeline Program through engagement session

Status

On Going

Subject

1. Violation of NDPE Policy
2. JV Partners

Issues Summary

PT SON (FGV's JV Partners – Felda IFFCO) faces the most apparent reputational risks – NDPE violations, i.e. deforestation at PT ANJ

TH Plantations and PT Synergy Oil Leakage Risks at Plantation and Refinery

(Dated: 12/04/2018)

Action

1. Informed the respective stakeholders on the PT SON's JV partner status with FGV through engagement sessions
2. Felda IFFCO publicly announced the PT SON's JV partner status with FGV in their webpage: www.iffco.com
3. Felda IFFCO has removed information on PT SON in their webpage soon after selling off their stake

Status

Closed

Subject

1. Violation of Group Sustainability Policy and NDPE Policy
2. Traceability

Issues Summary

1. Call for consumer goods companies to disclose their palm oil suppliers, and the producers and mills from which their palm oil originated
2. Companies need to address compliance and ensure transparencies i.e. in updating the progress of deforestation and human rights abuses issues
3. FGV is listed with other companies; urged to provide the progress of the action taken to the mentioned allegations by Greenpeace

Re. 2020 'No Deforestation, No Peat, No Exploitation' Palm Oil Policies

(Dated: 04/05/2018)

Action

1. Circulation of Letter to Business Partners: Reaffirming FGV Stand on Sustainability Commitment
(17th May 2018)

Summary of the letter:

- a. Reaffirm FGV commitment in sustainability and responsible food producer
- b. Continuing to upholding social and human rights towards FGV workers

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2. Informed the respective stakeholders on FGV stand on Sustainability Commitment through engagement session

Status

On Going

Subject

1. Violation of Group Sustainability Policy
2. Traceability
3. JV Partners

Issues Summary

A public statement on sold of 50% equity investment of PT SON by Felda IFFCO

The Chain: Felda IFFCO Sells its 50 Percent Stake in PT Synergy Oil Nusantara while Felda Global Ventures Improves its Sustainability Policy

(Dated: 22/05/2018)

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Action

1. Informed the respective stakeholders on PT SON's JV partner status with FGV through engagement sessions
2. Felda IFFCO has remove information on PT SON in their webpage soon after selling off their stake

Status

Closed

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