

Nisshin OilliO Group Grievance Log (Updated January 2021)

This is the list of grievances that is registered by the Nisshin OilliO Group in accordance with Nisshin OilliO Group Grievance Procedure.

Ref No	Date	Year	Supplier	Relationship	Subject Matter	Raised by	Progress	Status
1	April	2020	Tabung Haji via ISF and trading companies	Indirect	Between January 2016 and December 2018, TH Plantations cleared some 2,223 ha of forest in these developments, followed by another 22 ha in early 2019. In the area designated for clearing for the third phase of the project, 7,350 ha has been logged since 2015, including 2,320 ha in 2019.	Chain Reaction Research	<p>Nisshin OilliO did not source directly from Tabung Haji Plantations. The sourcing of PO from via trading companies and PKO from via ISF and trading companies.</p> <p>Nisshin OilliO has been engaging with our direct suppliers regarding TH Plantations Berhad (THP). Based on the investigation result, THP does not own any shares in Deru Semangat Sdn Bhd (DSSB). However, their holding company, Lembaga Tabung Haji (LTH) owns 55% of DSSB.</p> <p>THP is in the process of finalising the termination of their Management Agreement with DSSB which is targeted to be completed by the end of July 2020. THP has also agreed to put in place NDPE commitments. Meanwhile, THP has ceased all oil palm development in DSSB.</p> <p>Based on supplier’s internal LUCA assessment of the DSSB concession area, there has been no land clearing in 2020.</p> <p>Engagement with THP concerning their re-entry criteria has been triggered since July 2020, and our indirect supplier(Wilmar) will continue to guide THP in meeting the criteria.</p>	MONITORING
2	June	2020	Pipit Mutiara Indah, a subsidiary of QL Resources Bhd via ISF and trading companies	Indirect	Satellite imagery shows that between January 3, 2019, and October 20, 2019, a total of 50 hectares were prepared for clearing in the PT Pipit Mutiara Indah concession.	Might Earth Rapid Respond Report 28	<p>Nisshin OilliO did not source directly from Pipit Mutiara Indah (PMI), a subsidiary of QL Resources. The sourcing was from via ISF and Trading company.</p> <p>Based on our supplier’s response, they initiated engagement with PMI since April 2019 to seek clarification on deforestation alert detected through their Supplier Group Compliance Verification programme. Based on the supporting document submitted by the supplier, 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. The first meeting with PMI was conducted in May 2019, where Wilmar has reiterated the NDPE policy compliance. PMI provided written confirmation to the commitment of the NDPE policy and shared their concession map for our ongoing monitoring.</p> <p>They continue to monitor the case and their internal monitoring report in October 2019 has detected land clearing at PT PMI. During their investigation and engagement with PMI, it was clarified that the area has already been felled several years ago and now being cleared for planting. However, as there was no HCS/HCV assessment conducted, they considered this as a non-compliant to the NDPE policy. PMI has committed to an immediate moratorium and they continue to guide PMI in NDPE policy compliance.</p> <p>In April 2020, QL Group has met all the criteria stipulated in the re-entry criteria, including their commitment to the Development of Recovery Plan for Non-Compliant Land Clearing to NDPE policy at the group level incurred from January 2016 onwards.</p> <p>Based on a detailed review of documentation, reports, and letter of commitment from QL Group, the Wilmar Suspension Committee have given due consideration of this progress and have lifted the suspension on QL Group in April 2020.</p>	MONITORING

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							Another indirect supplier Mewah reported that they had communicated with QL Group, and they had an incorrect interpretation of the definition to HCS area and unintentionally developed a areforested area. After receiving an indication from the NGO, they confirmed to rebuilt a system to carry out development based on a correct HCS/HCV assessment. Therefore Mewah has continued the transaction. QL Group has also released the NDPE policy to deepen its commitment to sustainable development.	
3	August	2020	YP Plantation Holdings Sdn Bhd (YPPH) via ISF and trading companies	Indirect	Satellite imagery (see below) shows that between January 21, 2019, and June 19, 2020, a total of 1,807 hectares of peat was developed and a total of 1,216 hectares were prepared for clearing (stacking lines) in the YP Plantation Sdn Bhd concession.	Might Earth Rapid Response Report 30	<p>Nisshin OilliO did not source directly from YP Plantation Holdings Sdn Bhd (YPPH) but via ISF and trading companies.</p> <p>Prior to the publication of the Rapid Response Report 30, our indirect supplier has already initiated engagement with YPPH since 3 June 2020.</p> <p>YP Plantation has clarified that they received approval from the local authorities and have adhered to the state regulations before developing the area.</p> <p>YP Plantation has committed to adopting NDPE and imposed a moratorium on land clearing with effective from 17th August 2020.</p> <p>As now, Nisshin is awaiting their further announcement on the recovery plan.</p>	INVESTIGATION
4	August	2020	Amanah Saham Pahang Berhad (ASPA) via ISF and trading companies	Indirect	<p>Satellite imagery (see below) shows that between</p> <p>Area A: February 5, 2019, and July 7, 2020, a total of 33 hectares of forest were cleared in the Mentiga Corporation Bhd concession.</p> <p>Area B: February 11, 2019, and May 7, 2020, a total of 58 hectares of forest was cleared in the Mentiga Corporation Bhd concession.</p>	Might Earth Rapid Response Report 30	<p>Nisshin OilliO did not source directly from Amanah Saham Pahang Berhad (ASPA) but via ISF and trading companies.</p> <p>ASPA has committed to adopting NDPE commitment and imposed a moratorium on land clearing. A copy of their NDPE Policy was shared with our suppliers on 9th July 2020.</p> <p>As now, Nisshin awaiting their further announcement on the recovery plan.</p>	INVESTIGATION
5	August	2020	Instant Star Holdings Sdn Bhd via trading companies	Indirect	Satellite imagery shows that between January 31, 2019 and July 19, 2020 a total of 102 hectares of forest was cleared in the Aspirasi Kristal (M) Sdn Bhd (area A) concession.	Might Earth Rapid Response Report 30	<p>Nisshin OilliO did not source directly from Instant Star Holdings Sdn Bhd, but via trading companies.</p> <p>Based on the information provided by our direct supplier, IJM is engaging with Aspirasi Kristal and Satria Eramaju. Aspirasi Kristal has stopped clearing since July 2020, and Satria Eramaju does not clear the land. Engagement with these companies are still ongoing,</p> <p>As now, Nisshin awaiting their further announcement.</p>	INVESTIGATION
6	October	2020	LKPP/PKPP supplying FFB via ISF and trading companies	Indirect	Satellite imagery (see below) shows that: a. Between Feb 11 2019 and May 2020, a total 101 ha of forest was cleared b. Between March 3, 2020 and 27 Oct 2020; a total of 22 ha hectares was cleared (Cherating) concession	Might Earth Rapid Response Report 30 Mighty Earth Rapid Respond Report 31	<p>Nisshin OilliO did not source directly from LKPP/PKPP but via ISF and trading companies.</p> <p>Based on the meeting minutes provided by Sungai Terah Palm Oil Mill, the stakeholder have requested that LKPP/PKPP to:</p> <ol style="list-style-type: none"> 1. Publish and commit to an NDPE policy. 2. Moratorium on clearing for palm. 3. Agree on a recovery plan. <p>A follow up meeting will be conducted later on.</p>	INVESTIGATION