

Nisshin OilliO Group Grievance Log (Updated February 2025)

This is the list of grievances that are 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.	Mighty 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> <p>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.</p>	MONITORING

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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.	Mighty 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>	MONITORING
4	August	2020	Amanah Saham Pahang Berhad (ASPA) via ISF and trading companies	Indirect	<p>Satellite imagery (see below) shows that between 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>	Mighty 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>	MONITORING
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.	Mighty 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	Mighty 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
7	January	2021	Value Greenworld Sdn Bhd (Bunga Group)	Indirect	Satellite imagery shows that between Nov 2019 and Oct 2020, a total 255 ha of forest was cleared in the Value Greenworld concession.	Mighty Earth Rapid Respond Report 32	<p>Nisshin OilliO did not source directly from Value Greenworld Sdn Bhd but via trading company.</p> <p>Nisshin OilliO has initiated engagement with our direct supplier regarding this case, and are now awaiting for their confirmation and information.</p>	INVESTIGATION
8	January	2021	YPJ Plantations Sdn Bhd (Ladang SSI Sg Ara)	Indirect	Satellite imagery shows that between Oct 26 2017 and Oct 2020, a total 78 ha of forest was cleared in the YPJ Plantation concession.	Mighty Earth Rapid Respond Report 32	<p>Nisshin OilliO did not source directly from YPJ Plantations Sdn Bhd but via trading company.</p> <p>Nisshin OilliO has initiated engagement with our direct supplier regarding this case, and are now awaiting for their confirmation and information.</p>	INVESTIGATION

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9	June	2021	Brahma Binabakti (Triputra Agro Persada)	Indirect	Satellite imagery shows that between November 2020 and May 2021, a total of 34 hectares of forest were cleared in the PT Brahma Binabakti concession.	Mighty Earth RR34	Nisshin OilliO did not source directly from Brahma Binabakti (Triputra Agro Persada) but via trading company. Nisshin OilliO has initiated engagement with our direct supplier regarding this case, and our supplier(Mewah) had replied that the land clearing was located outside of Brahma Binabakti concession.	CLOSED
10	June	2021	LPF 0026 (Rimbunan Hijau)	Indirect	Satellite imagery shows that between the period June/Aug 2020 and April 2021,~614 hectares of forest were logged/cleared within the Rimbunan Hijau LPF 0026 concession.		Nisshin OilliO did not source directly from Rimbunan Hijau but via trading company. Nisshin OilliO has initiated engagement with our direct suppliers regarding Rimbunan Hijau. Based on the investigation result, all of our suppliers had answered that they do not source from Rimbunan Hijau.	CLOSED
11	August	2021	Ta Ann	Indirect	Satellite imagery shows that between May 2021 and June 2021, a total of 10 hectares of forest were cleared in the Ta Ann LPF 0010 concessions.	Mighty Earth RR35	Nisshin OilliO did not source directly from Ta Ann but via trading company. Nisshin OilliO has initiated engagement with our direct suppliers regarding Ta Ann. Based on the investigation result, all of our suppliers had answered that they do not source from Ta Ann.	Closed
12	August	2021	Shin Yang (Sarawak Oil Palms Bhd)	Indirect	Satellite imagery shows that between December 2019/May 2020 and June 2021, a total of ~423 hectares of forest were cleared in the Shin Yang LPF 0019 concession.		Nisshin OilliO did not source directly from Shin Yang (Sarawak Oil Palms Bhd) but via trading company. Nisshin OilliO has initiated engagement with our direct suppliers regarding Shin Yang (Sarawak Oil Palms Bhd). Based on the investigation result, all of our suppliers had answered that they do not source from Shin Yang (Sarawak Oil Palms Bhd).	Closed
13	October	2021	Astra International TBK (Astra Agro Lestari)	Indirect	Between June 6 and September 28, 2021, there were ~8 hectares of forest loss within the Martabe Mine area of PT Agincourt Resources Tbk.	Mighty Earth RR 36	Nisshin OilliO did not source directly from Astra International TBK (Astra Agro Lestari) but via trading company. Nisshin OilliO has initiated engagement with our direct suppliers regarding this case. They have responded that PT Agincourt Resources Tbk mentioned in this report is mining related company and is a separate company from Astra Agro Lestari.	Closed
14	October	2021	Innoprise Plantation Bhd	Indirect	Satellite imagery shows that between Nov 2020 and Aug 2021 a total of 91 hectares of forest was cleared in the Innoprise Plantation concession.		Nisshin OilliO did not source directly from Innoprise Plantation Bhd but via trading companies. Nisshin OilliO has initiated engagement with our direct suppliers regarding this case. One of the supplier had acknowledged the case and done the field verification with them, and have confirmed that there are no particular facts that have been pointed out, so they have continued to have business with them. Another supplier had responded that Innoprise Plantation is not a palm plantation, but a plantation for raw materials for paper production, and that is not related to their sourcing. Other supplier said they do not source from Innoprise Plantation.	Closed
15	December	2021	Musim Mas (PT Multipersada Gatramegah)	Indirect	Satellite imagery shows that between May and July 2021 a total of 6.6 ha of forest (HCS) was cleared in the PT Multipersada Gatramegah concession.		Nisshin OilliO did not source directly from Musim Mas (PT Multipersada Gatramegah) but via trading company. Nisshin OilliO has initiated engagement with our direct suppliers regarding this case, and had the response from one supplier saying they do not source from PT Multipersada Gatramegah. Another supplier said they do occasionally purchase from Musim Mas, but they already engaged with Musim Mas and had the reply from them that regarding the assessment, area stated is not HCV nor HCS. Musim Mas has sent a response direct to Mighty Earth on this matter.	Closed
16	February	2022	Jernih Kemboja Sdn Bhd (PTD 1815)	Indirect	Sattelite imagery shows that between February 2021 and January 2022 a total of 25 ha of forest (HCS) was cleared in the PTD1815 concession.	Mighty Earth RR 38	Nisshin OilliO did not source directly from Jernih Kemboja Sdn Bhd (PTD 1815) but via trading company. Nisshin OilliO had initiated engagement with our drect suppliers regarding this case, and had the response that from April 2022, further new contracts with JernihKemboja has ceased.	Closed

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17	May	2022	Teguhkarsa Wanalestari (Sawit Sukses Sejati)	Indirect	Satellite imagery shows that between April 2021 and March 2022 a total of ~340 hectares of forest (indicative HCS) was cleared in the PT Sawit Sukses Sejati concession.	Mighty Earth RR 39	<p>Nisshin OilliO did not source directly from Teguhkarsa Wanalestari (Sawit Sukses Sejati) but via trading company.</p> <p>Nisshin OilliO has initiated engagement with our direct suppliers regarding Teguhkarsa Wanalestari (Sawit Sukses Sejati).Based on the investigation result, all of our suppliers had answered that they do not source from Teguhkarsa Wanalestari (Sawit Sukses Sejati).</p>	Closed
18	July	2022	PT Khatulistiwa Agro Abadi / First Borneo Group and; First Borneo Plantations / First Borneo Group	Indirect	Satellite imagery shows that between January 2022 and June 2022 there was a total of ~600 ha of forest loss /clearance preparation in the PT Khatulistiwa Agro Abadi concession.	Mighty Earth RR 40	<p>Nisshin OilliO did not source directly from PT Khatulistiwa Agro Abadi / First Borneo Group and; First Borneo Plantations / First Borneo Group.</p> <p>Nisshin OilliO has initiated engagement with our direct suppliers regarding this case, and had the response that saying they do not source from PT Khatulistiwa Agro Abadi / First Borneo Group and; First Borneo Plantations / First Borneo Group.</p>	Closed
19	October	2023	Ocho Sur P. SAC (Tibecocha farm)/ Ochosur U SAC (Zanja Seca farm)/ Servicious Agrarios de Pucallpa SAC (Extraction Mill)	Indirect	The violation of the human rights of members of the Native Community of a region of Peru	The Office of the United Nations High Commissioner for Human Rights (OHCHR)	<p>The Nisshin OilliO Group, Ltd. ("NOG" including its entire group companies) investigated its business relationship with Ocho Sur P. SAC in Peru ("Ocho Sur" including its group companies). As a result, we found that Ocho Sur may have been involved in the upstream supply chain of our group company ("Subsidiary") in the past.</p> <p>Since a Tier 1 supplier to Subsidiary ("Supplier") had provided NOG with a mill list that included Ocho Sur, Subsidiary contacted Supplier which had business with Ocho Sur before.</p> <p>NOG required Supplier through Subsidiary to disclose information on Supplier's monitoring and the investigation of Ocho Sur.</p> <p>According to Supplier, there have been no issues of human rights violations of concern in Supplier's business except for the case of Ocho Sur. Also, Supplier has not procured palm-derived raw materials any more from Ocho Sur since 2023. We highly evaluate the action and the current situation of Supplier.</p> <p>In addition, NOG was reported that Supplier has established and disseminated procurement guidelines and had a human rights due diligence process in place to identify and correct any human rights issues that may pose adverse impacts.</p> <p>Given the possibility of ongoing civil and criminal claims in Peru and other jurisdictions against Ocho Sur, NOG will continue to monitor its developments through public information and other means.</p> <p>Lastly, NOG's Basic Procurement Policy, The Nisshin OilliO Group Supplier Guideline, and Human Rights Policy are in line with relevant international standards, and NOG will continue to work with its supply chain members to ensure that its procurement activities comply with these norms.</p>	MONITORING
20	March	2024	First Resources	Indirect	Based on the information the case for Rapid Response report 44, companies related to First Resources,together they have cleared over 89,000 ha of rainforest in Indonesia since 2008. Nisshin OilliO's latest mill list includes First Resource related mills as suppliers.	Mighty Earth	<p>Nisshin OilliO did not source directly from First Resources.</p> <p>We have engaged with our two direct suppliers which offered mill lists including First Resources.</p> <p>One of them has requested its suppliers to stop procurement from First Resources related mills starting January 2024.</p> <p>The other is in the process of not including products from First Resources beginning in September 2024.</p> <p>We will continue to monitor the progress regarding these suppliers' response.</p>	MONITORING

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21	February	2025	Corporación DINANT PO1000004009 Planta Extractora Aguan PO1000004011 Planta Extractora Lean	Indirect	<p>The Romero Initiative (CIR) has published an article on the ongoing land conflicts in the Aguán Valley in Honduras. In this region, conflicts have persisted for several years, leading to violence against members of the local communities.</p> <p>The company involved in these conflicts is Corporación DINANT. We has received an inquiry from CIR asking whether you source (buy/sell/trade/process) palm oil produced by Corporación DINANT or products containing palm oil from this company.</p>	Christliche Initiative Romero e.V.	<p>There is no direct supplier relationship between The Nisshin OilliO Group, Ltd. and DINANT. But DINANT was listed in the Mill list for January-June 2024 of two suppliers.We have confirmed the situation with two suppliers.</p> <p>One of the suppliers takes this issue very seriously as it may violate various company policies (human rights policy, palm sourcing policy, etc.), as well as the German Supply Chain Due Diligence Act, a regulation that has been in force since 2023.The supplier has decided to suspend all Palm transactions with DINANT. In 2024, the supplier notified its intermediary suppliers of its decision.</p> <p>The other supplier is aware of this matter and is working with its direct supplier to monitor and investigate.</p> <p>We have confirmed that DINANT is not included in the updated the Mill list of both suppliers. We will continue to monitor and work with our suppliers.</p>	Closed	Update