

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 (April 2020)							
1	PT Tanjung Buyu Perkasa Plantation	Indirect from Wilmar Gresik	Teladan Prima Group	http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-26_final.pdf	[CLOSED] The land clearing was not conducted by the company. It was verified that the land clearing happened outside of their concession boundaries. Our supplier, Wilmar, have registered the case as ineligible on their website.	https://www.wilmar-international.com/docs/default-source/default-document-library/sustainability/grievance/grievance-case-report/ineligible-grievance-list.pdf?Status=Temp&sfvrsn=568db0d1_6	
2	PT Sawit Lamandau Raya	None	CB Industrial Product Holdings		[CLOSED] Not a supplier		
3	PT Jaya Jadi Utama	None	CB Industrial Product Holdings		[CLOSED] Not a supplier		
4	PT Global Primatama Mandiri	Parent Company Group of indirect supplier & PT LDC	Palma Serasih Group	http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-26_final.pdf	[MONITORING] Our direct supplier, LDC has engaged with the supplier. Supplier has provided evidence that HCV assessment was carried out in 2016, 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 shared by the supplier.	https://www ldc.com/wp-content/uploads/Grievances_master_updated_11.5.2020.pdf	
5	LPF/0008 Marudi & Batu Belah	None	Samling Group		[CLOSED] Not a supplier		
6	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.	https://www.wilmar-international.com/sustainability/grievance-procedure	
7	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	
8	PT Citra Sawit Cemerlang	Direct from Genting Musim Mas Refinery but this subsidiary not in Neste supply chain	Genting Plantations Bhd	http://www.mightyearth.org/wp-content/uploads/Rapid-Response-Report-15_final.pdf	[MONITORING] Sept 2019 update: Genting commissioned Aidenvironment to conduct the HCS assessment started in June 2016. A working map shapefile was submitted to PT CSC in Oct 2017 after the assessment. It was clarified that the land clearing happened outside the identified HCS area. HCS report for PT CSC has been submitted by Aidenvironment for quality review by HCSA. Upon approval of this report, then any further development on non-HCS will commence. Currently PT CSC is observing the Stop Work Order for any new development/land clearing.	-	
	*Neste does not operate any palm oil refinery/trader/plantation						
	**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						