

**Supplier Issues Register**

No.	Group Company	Issues	Relationship	Summary of Actions and Findings	Reported by	Means of Delivery
1	PT. Synergy Oil Nusantara	Report of leakage risks at plantation and refinery associated with TH Plantations (THP), a subsidiary of Lembaga Tabung Haji, and Lembaga Tabung Haji joint venture refinery with IFFCO and Felda, PT. Synergy Oil Nusantara (PT.SON). THP is alleged for peatland and forest clearance. PT. SON is alleged of receiving and processing palm oil from companies allegedly involved in clearance of potential High Carbon Stock forest, PT. Austindo Nusantara Jaya Agri (ANJ) and PT. Sawit Sumbermas Sarana (SSMS)	Subsidiary of IFFCO Group	IFFCO took over PT. SON from Lembaga Tabung Haji and Felda in March 2018, even before this report was published in April 2018. IFFCO has since managed PT. SON by its own. PT.SON has stopped purchase from THP since 2016. Although engagement and dialogues continue to take place with ANJ and SSMS, however PT. SON has stopped sourcing from ANJ and SSMS since June 2018, despite the volume of CPO sourced from these two suppliers were significant to the operation of the refinery. PT.SON will continue to establish dialogue with the two companies, and to encourage to find amicable resolution together with other buyers and stakeholders	Chain Reaction Research	Public Report
2	Austindo Nusantara Jaya Agri (ANJ)	Alleged clearance of potential High Carbon Stock (HCS) forest by Austindo Nusantara Jaya Agri (ANJ), in Sorong, West Papua, Indonesia.	Direct supplier to PT. Synergy Oil Nusantara	Immediately upon receiving information from buyers, PT.SON established dialogue with ANJ and requested the supplier to take action to resolve the issues. However due to limited internal resources of PT. SON to engage with the supplier, lack of progress towards resolution of the issues as shared by other buyers, the continued negative public report about the supplier as well as pressure from buyers, PT. SON has stopped sourcing from ANJ since June 2018. IFFCO has appointed Head of Sustainability and has recently established Issues Handling Procedure, therefore will continue the dialogue with ANJ and to encourage the company to find amicable resolution together with other buyers, NGOs and relevant stakeholders	Mongabay and Chain Reaction Research	Public report and Information from IFFCO's buyers

3	PT. Sawit Sumbermas Sarana (SSMS)	Alleged clearance of potential High Carbon Stock (HCS) forest by PT. Sawit Mandiri Lestari and peat clearance by PT. Borneo Sawit Gemilang (sister company of SSMS)	Direct supplier to PT. Synergy Oil Nusantara	Immediately upon receiving alert from buyers and financial institution, and the continued negative public report on the allegation of the deforestation and peat clearance by SSMS , PT.SON has put on hold further buying from SSMS since June 2018. A dialogue in July 2018 with SSMS took place and it was understood that the company has done verification on the allegation of the peat clearance. SSMS informed that it has sold PT. Sawit Mandiri Lestari (SML) and it is not within their control anymore, however it supported SML, who allegedly cleared potential High Carbon Stcok, to conduct internal HCS assessment of the remaining areas. SSMS has published its NDPE policy in September 2017, and a statement from the company of the outcome of the verification on peat clearance can be found on its website ( <a href="https://ssms.co.id/en/media/detail/update-on-plasma-plantation-development-by-bsg">https://ssms.co.id/en/media/detail/update-on-plasma-plantation-development-by-bsg</a> ). IFFCO has appointed Head of Sustainability and has recently established Issues Handling Procedure, therefore will continue the dialogue with SSMS and to encourage the company to find amicable resolution together with other buyers, NGOs and relevant stakeholders	Greenpeace, Foresthints News	Public report and information from buyers and financial institution
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4	Felda Global Ventures (FGV)	Report on human rights and labour violation issues at Seriting Mill, Malaysia	Direct supplier to Felda IFFCO Sdn. Bhd, a joint venture refinery of FGV and IFFCO	IFFCO has established number of dialogues with FGV and has facilitated discussion between FGV and IFFCO's buyers to understand the steps and actions taken by the company. FGV has been working closely with the RSPO to resolve the issues. An action plan and 1st progress report have been submitted to the RSPO in March 2019 and approved by the RSPO Complaint Panel. FGV is working to amend the policy and procedure of responsible recruitment based on the recommendation from the RSPO Complaint Panel, and to make sure the communication and implementation internally. Verification from the Certification Bodies on the implementation of the revised policy is to take place and the result will be the basis for the RSPO to lift its suspension. IFFCO will closely monitor this progress and continue to facilitate dialogue between FGV and IFFCO's buyers and encourage collaboration to improve operations on the ground	Wall Street Journal, Greenpeace, Mighty Earth	Public report and information from buyers
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