

TSE Group Minor Grievance List - Third Quarter 2022

Case Number	Entity	Cases	Raiser	Received Date	Closed Date	Status
2022-Q3-1	TSE B	Compensation of land use for towers accompanied by disturbance at a public facility.	Samuel Samu	8/Jul/22	8/Jul/22	Closed
2022-Q3-2	PAL	Destruction of windows in a doctor's house by FFB (Fresh Fruit Bunch) loader.	Opan Amilus Doukuin	10/Jul/22	11/Jul/22	Closed
2022-Q3-3	PAL	Request of fuel and transportation fee by the head of the PT BCA's plasma plantation cooperative.	Hendrikus Mahuze	25/Jul/22	25/Jul/22	Closed
2022-Q3-4	TSE A	Dissatisfaction with delays in home repairs.	Harun Kawab	1/Sep/22	20/Sep/22	Closed

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Case No. 2022-Q3-1 Compensation of land use for towers accompanied by disturbance at a public facility.

Entity	TSE B
Received Date	8/Jul/2022
Raiser	Samuel Samu
Description	Disturbance in tower generators transmission related to land compensation for tower installation
Progress	
Dates	Development
8/Jul/2022	<ol style="list-style-type: none"> 1. On July 8, 2022, Samuel Samu (a member of the Wohing clan) stole the key to the generator room of the telkom transmission tower inside the maincamp resulting in a 2-hour communication signal loss. 2. Samuel Samu requested compensation for the 30 meters long and wide land used as a telephone network tower. 3. The company explained that Samuel Samu's request could not be facilitated because the land is a public facility which located in PT TSE B's HGU area. 4. Jair's Police Officers added that TSE B has the right to use the land for the company and employees' activities. 5. Paskalis Kinung (Wohing clan leader) and the Wohing clan group acknowledged and understood the regulation, so the problem was resolved.

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Case No. 2022-Q3-2 Destruction of windows in a doctor's house by FFB (Fresh Fruit Bunch) loader.

Entity	PAL
Received Date	10/Jul/2022
Raiser	Opan Amilus Doukuin
Description	Two windows in the doctor's house were broken due to a drunk FFB loader.
Progress	
Dates	Development
10/Jul/2022	On July 10, 2022, two windows in the doctor's house were broken by a drunk Opan Amilus Doukuin (a FFB loader).
11/Jul/2022	On July 11, 2022, a meeting was held with the person in charge of security in PT PAL which was attended by Vital Object Security (PAM OBVIT) Officers, a representative from Military Subdistrict Command, PT MAS security squad

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Case No. 2022-Q3-3 Request of fuel and transportation fee by the head of the PT BCA's plasma plantation cooperative.

Entity	PAL
Received Date	25/Jul/2022
Raiser	Hendrikus Mahuze
Description	The head of the PT BCA's plasma plantation cooperative requested fuel and transportation fee to PT PAL's
Progress	
Dates	Development
25/Jul/2022	<ol style="list-style-type: none"> 1. Hendrikus Mahuze (Head 1 of PT BCA's plasma plantation cooperative) requested personal support in the form of 150 liters of fuel and transportation fee to PT PAL's community support team. 2. PT PAL's community support team explained that the request could not be facilitated because the complainant did not have the authority to ask PT PAL's approval since he lived in PT BCA's area, so the complainant had to discuss it with PT BCA.

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Case No. 2022-Q3-4 Dissatisfaction with delays in home repairs.

Entity	TSE A
Received Date	1/Sep/2022
Raiser	Harun Kawab
Description	Dissatisfaction over unprocessed home repairs by taking the company's car key.
Progress	
Dates	Development
20/Sep/2022	<ol style="list-style-type: none"> 1. The dissatisfaction of Harun Kawab (Head of the Irowop-Kawab clan) that led him to take the company's car key was caused by his house repair not being processed. 2. The company explained that in 2021, there was an agreement between Harun Kawab and PT TSE A regarding the repair of the house and the calculated cost. The repair had not been carried out at that time due to obstacles in finding a construction contractor and supplying materials. 3. This issue was resolved with the agreement in a form of a statement letter between the company and Harun Kawab. The company has taken the car key back and explained the reason for the delay and promised to help repair Harun Kawab's house soon.