

TSE Group Minor Grievance List - First Quarter 2023

**We do not mention real names and replace them with initials.*

Case Number	Received Date	Entity	Raiser*	Grievance	Solution
2023-Q1-1	20-Jan-23	TSE B	AN	A blockage in Blocks 12-53 to 12-60 due to resignation of some contractor workers.	<ol style="list-style-type: none"> 1. AN (Division 15 Team Leader and Head of Urion Clan) blocked work in Blocks 12-53 to 12-60 on the excuse that some contractor workers resigned because they were dissatisfied with the payment from AN as the team leader. 2. A meeting was held among the security team, Plasma Division and the community support team with AN to explain that the problem was not related to the company, it was AN's personal matter because he did not give payment to the contractor workers so that they resigned.
2023-Q1-2	21-Jan-23	TSE A	HK	Disturbance of work by taking away the key of a heavy equipment in Block 9-17 of nursery.	<ol style="list-style-type: none"> 1. HK stopped work at the nursery in Block 9-17 to request an explanation from the company regarding the HGU documents. 2. The issue was resolved by handing over the HGU document to the clan leader.
2023-Q1-3	13-Mar-23	TSE B	LH, SK	Threats of stopping CPO loading activities from Palm Oil Mill (PKS) to Logpond due to problems with borrowing money and terminated contracts.	<ol style="list-style-type: none"> 1. There was a threat to stop the loading of CPO from the Palm Oil Mill (PKS) to the Logpond at 08.00 WIT by LH and SK due to problems with borrowing money and terminated contracts. 2. The company held a meeting by presenting the head of clan who had a concern to be invited in a dialogue and gave directions if there were personal or clan problems to be immediately conveyed to the company through the community support team so he can get a solution, not taking direct action in the field with the action of blocking and threatening.