

## TSE Group Minor Grievance List - First Quarter 2022

Case Number	Entity	Cases	Raiser	Received date	Closed date	Status
2022-Q1-1	TSE B	Dissatisfaction of CSC (Corporate Social Contribution) aid	SA, PK	5/Jan/22	1/Mar/22	Closed
2022-Q1-2	DP	Request for additional Bereavement Payment/Allowance	EN, PN	27/Jan/22	29/Jan/22	Closed
2022-Q1-3	TSE B	Threats hinder work	SA	3/Feb/22	4/Feb/22	Closed
2022-Q1-4	TSE A	Fishing and hunting by employees	HK	9/Feb/22	14/Feb/22	Closed
2022-Q1-5	DP	Palm oil transportation compensation	YGW	12/Feb/22	12/Feb/22	Closed
2022-Q1-6	TSE B	Disturbances in Crude Palm Oil (CPO) Division factory/office	BA	19/Feb/22	21/Feb/22	Closed
2022-Q1-7	BCA	Rejection of the installation of area boundaries from National Land Agency (BPN)	PK, YB	10/Mar/22	16/Mar/22	Closed
2022-Q1-8	DP	Customary rights compensation request	Perwakilan Masyarakat Desa Taga-Epe	24/Mar/22	1/Apr/22	Closed
2022-Q1-9	TSE B	Request for work accompanied by interruption of CPO (Crude Palm Oil) work	EN	26/Mar/22	21/Apr/22	Closed
2022-Q1-10	TSE B	Threat of disruption of CPO (Crude Palm Oil) work	LH	30/Mar/22	30/Mar/22	Closed

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

## Case Details 1st Quarter 2022

Kasus No. 2022-Q1-1 Dissatisfaction of CSC (Corporate Social Contribution) aid

<b>Entity</b>	TSE B
<b>Received date</b>	5/Jan/2022
<b>Closed date</b>	1/Mar/2022
<b>Raiser</b>	SA, PK
<b>Description</b>	Request for additional CSC aid for representatives of the Wehu clan (SA) and the Wohing clan (PK).
<b>Progress</b>	
<b>Dates</b>	<b>Development</b>
7/Jan/2022	The community support team of PT TSE B company explained to SA that CSC (Corporate Social Contribution) is a community's social development program which covers education, health, economy, environment, and infrastructure. CSC is not fresh funds given to the community. Community's businesses development such as vegetable garden brick, and rubber enterprises are a priority for PT TSE B's CSC support.
1/Mar/2022	Providing welfare assistance for the community's social development program to the head of Wehu I clan (SA) in the form of materials for the construction of a gravestone costed IDR 2,092,800 and a rubber plantation costed IDR 4,468,000 as well as the development of a brick business.

## Case Details 1st Quarter 2022

Kasus No. 2022-Q1-2 Request for additional Bereavement Payment/Allowance

<b>Entity</b>	DP
<b>Received date</b>	27/Jan/2022
<b>Closed date</b>	29/Jan/2022
<b>Raiser</b>	EN, PN
<b>Description</b>	Request for additional bereavement allowance for the 40th days after the death of MN, EN and PN's brother, along with the glass-breaking incident at the Merauke office by EN.
<b>Progress</b>	
<b>Dates</b>	<b>Development</b>
29/Jan/2022	<p>The late MN, the head of the Ndiwaen clan and the brother of EN and PN, died on December 8, 2021. The company has assisted the families and the form of aid are as follows:</p> <ol style="list-style-type: none"> <li>1. On December 8, 2021, assistance for the provision of coffins worth IDR 4,500,000.-.</li> <li>2. On December 9, 2021, a bouquet worth IDR 350,000.</li> <li>3. On December 10, 2021, assistance for consumption worth IDR 3,000,000.</li> <li>4. On December 15, 2021, bereavement payment for the 3rd and 40th night of passing worth IDR 12,150,000.</li> </ol> <p>On January 5, 2022, EN and PN asked for additional bereavement payment for her brother's 40th day of passing. The community support team of DP company explains that the company cannot fulfill the request because it has exceeded the predetermined limit.</p>

## Case Details 1st Quarter 2022

Kasus No. 2022-Q1-3 Threats hinder work

<b>Entity</b>	TSE B
<b>Received date</b>	3/Feb/2022
<b>Closed date</b>	4/Feb/2022
<b>Raiser</b>	SA
<b>Description</b>	Hindering work due to demands of additional employees.
<b>Progress</b>	
<b>Dates</b>	<b>Development</b>
4/Feb/2022	<ol style="list-style-type: none"> <li>1. The company explained that the acceptance of employees depends on each division. If there is no ongoing employee recruitment, the company cannot open new employee recruitment vacancies.</li> <li>2. Facilitating SA's son to work at Tiara company (outsourcing).</li> </ol>

## Case Details 1st Quarter 2022

Kasus No. 2022-Q1-4 Fishing and hunting by employees

<b>Entity</b>	TSE A
<b>Received date</b>	9/Feb/2022
<b>Closed date</b>	14/Feb/2022
<b>Raiser</b>	HK
<b>Description</b>	Residents' dissatisfaction regarding PT TSE A employees' fishing and hunting.
<b>Progress</b>	
<b>Dates</b>	<b>Development</b>
11/Feb/2022	<ol style="list-style-type: none"> <li>1. The community support team held a meeting with HK, who filed a demand of IDR 20,000,000 to IDR 30, 000,000, and the reporting family asked to be given a salary.</li> <li>2. The search for the doer (employees) involved by the team.</li> </ol>
12/Feb/2022	The community support team invited MG (general head of the clan) with the result that Division 8 should be more strict in supervising employees.
14/Feb/2022	A meeting held among MG, HK and PT TSE A's community support team is in accordance with the results of the agreement on 12 February, so the case was resolved.

## Case Details 1st Quarter 2022

Kasus No. 2022-Q1-5 Palm oil transportation compensation

<b>Entity</b>	DP
<b>Received date</b>	12/Feb/2022
<b>Closed date</b>	12/Feb/2022
<b>Raiser</b>	YGW
<b>Description</b>	Protests at logpond for every large ship entering and leaving PT DP.
<b>Progress</b>	
<b>Dates</b>	<b>Development</b>
12/Feb/2022	<p>The community support team explained to YGW, who represented the Walinaulik clan, with the results:</p> <ol style="list-style-type: none"> <li>1. Requirements for company activities between PT DP and Walinaulik clan based on an agreement letter made on 13 February 2015.</li> <li>2. In the second part of the agreement, the company had agreed to pay IDR 500,000 for each ship that docks. However, it is not stated whether the same was true for the shipment of palm oil. As a result, YGW who represents Walinaulik clan objected and demanded his rights to be upheld.</li> <li>3. The community support team met with YGW at his residence and PT DP agreed to pay IDR 500,000 for each ship that docked shipping palm oil, so the problem was resolved.</li> </ol>

## Case Details 1st Quarter 2022

Kasus No. 2022-Q1-6 Disturbances in Crude Palm Oil (CPO) Division factory/office

<b>Entity</b>	TSE B
<b>Received date</b>	19/Feb/2022
<b>Closed date</b>	21/Feb/2022
<b>Raiser</b>	BA
<b>Description</b>	The operation of the CPO factory was disrupted because one of the old employees was worried about termination.
<b>Progress</b>	
<b>Dates</b>	<b>Development</b>
19/Feb/2022	BA, an employee who has worked for the company for a long time, disrupted the operation of the CPO factory because he was worried about the termination of his employment, so he created trouble by inviting the community with demands: asking 5 employees to resign, complaining about incentives of the harvest cycle, asking to guarantee new jobs for those affected by layoffs and 6 additional demands from the community .
21/Feb/2022	A meeting was held with relevant division assistants to discuss work discipline and communication with field workers.
22/Feb/2022	The meeting between the leaders and the heads of the contractor team (for the harvest team) discussed the dissemination of the new list of tariffs for harvest and maintenance as well as direction and coordination by elements of leadership and security. These meetings resulted in an agreement: <ul style="list-style-type: none"> <li>a. Maintenance and harvest rates are in accordance with the 2022 Plantation Office regulations.</li> <li>b. The salary for TSE B employees is in accordance with the Provincial Minimum Wage (UMR) for Papua in 2022.</li> </ul>

## Case Details 1st Quarter 2022

Kasus No. 2022-Q1-7 Rejection of the installation of area boundaries from National Land Agency (BPN)

<b>Entity</b>	BCA
<b>Received date</b>	10/Mar/2022
<b>Closed date</b>	16/Mar/2022
<b>Raiser</b>	PK, YB
<b>Description</b>	Refusal to install stakes during a consultation meeting on the development of area boundaries by National Land Agency (BPN).
<b>Progress</b>	
<b>Dates</b>	<b>Development</b>
10/Mar/2022	<p>PK (the owner of the TSE E customary rights) refused the stakes installation by the National Land Agency ( BPN, so the company conducted dissemination with the results:</p> <ol style="list-style-type: none"> <li>1. BPN explained that BPN would only plant stakes without changing or adding to the boundary lines of the stakes.</li> <li>2. The installation of stakes starts from Division 1-7 with size 11.18 following the permit granted by the state for Papua, while KM 1 &amp; 2 (first to second KM) or plasma plantations will continue after the state grants a permit.</li> <li>3. PK still can not accept the installation of the stakes.</li> </ol>
14/Mar/2022	<ol style="list-style-type: none"> <li>1. There was a meeting which discussed an explanation from DW, as the Head of the DPT (Integrated Planning Department) who stated that BPN was only conducting stake planting without alteration of boundary line.</li> <li>2. Then the community's representative (YB) wanted to make a joint agreement with BPN, and the company agreed and set a date for the meeting.</li> </ol>
16/Mar/2022	<ol style="list-style-type: none"> <li>1. BPN reiterated the purpose of setting up stakes, which is to make it easier to control boundaries so that companies are forbidden to use land past the stakes because it has been regulated in the law.</li> <li>2. Statement Letter was signed by BPN, customary right owner &amp; the company.</li> </ol>



## Case Details 1st Quarter 2022

<b>Kasus No.</b>	2022-Q1-8	<b>Customary rights compensation request</b>
<b>Entity</b>	DP	
<b>Received date</b>	24/Mar/2022	
<b>Closed date</b>	1/Apr/2022	
<b>Raiser</b>	Perwakilan Masyarakat Desa Taga-Epe	
<b>Description</b>	Request for compensation for customary rights in the Palm Oil Mill area 2.	
<b>Progress</b>		
	<b>Dates</b>	<b>Development</b>
	2/Mar/2022	The company emphasized that complaints could not be accepted. A meeting was held with representatives of the Taga Epe Village community and the company made an Official Report of an agreement regarding the construction of Palm Oil Mill (PKS) 2 PT DP among Basik-Basik, Ndiwaen, and Boyen clans, with the result that the three clans agreed not to sue and ask for compensation as the company carries out its business activities.
	24/Mar/2022	There was an Official Report of an agreement made between Dahukeh, Kaize, and Awabaen clans with the following results: <ol style="list-style-type: none"> <li>1. Ndiwaen, Kaize, and Gebze clans from Taga Epe Village guaranteed their approval for the company's business activities, and the three clans with the customary land rights gave land to the company.</li> <li>2. The three clans agreed to provide land to the company for the construction of a factory (PKS 2)</li> <li>3. The three clans asked for land compensation of IDR 2,200,000,000 as a gratitude from the company before the location of PKS 2 was confirmed.</li> </ol>
	1/Apr/2022	A dissemination was held with the results: <ol style="list-style-type: none"> <li>1. According to the Official Report on 2012, it is stated that there will be no demands of any kind of compensation for the customary rights of land.</li> <li>2. In the agreement of the 17 clans on 13 July 2012, the company explained that there had been an initial agreement regarding compensation and the 17 clans had stated that they would not ask for any additional compensation.</li> <li>3. The community has accepted the results of the 2012 agreement.</li> <li>4. The company is committed to continuing support on traditional events.</li> </ol>

## Case Details 1st Quarter 2022

Kasus No. 2022-Q1-9 Request for work accompanied by interruption of CPO (Crude Palm Oil) work

<b>Entity</b>	TSE B
<b>Received date</b>	26/Mar/2022
<b>Closed date</b>	21/Apr/2022
<b>Raiser</b>	EN
<b>Description</b>	Requests to work again as a security guard by disrupting CPO transportation activities.
<b>Progress</b>	
<b>Dates</b>	<b>Development</b>
21/Jun/2021	EN has worked as a member of the outsourced security guard from PT MAS (Mitra Animha Sejahtera) since 21 June 2021, but as of 3 December 2021, he was expelled due to disciplinary actions.
8/Jan/2022	EN asked to return to work as a member of MAS company security guard while disrupting the CPO shipping activities, but the company explained that the recruitment schedule for new employees was in the process and asked him to wait so that CPO shipping activities could continue going on smoothly.
26/Mar/2022	EN repeated his action by banning the loading of CPO into the log pond, with the same demands.
28/Mar/2022	A meeting was held between EN and the head of the Human Resource Department who explained to EN that the admissions process was still ongoing and asked him to wait patiently.
21/Apr/2022	EN has been reinstated as a member of MAS company security guard until now.

## Case Details 1st Quarter 2022

Kasus No. 2022-Q1-10 Threat of disruption of CPO (Crude Palm Oil) work

<b>Entity</b>	TSE B
<b>Received date</b>	30/Mar/2022
<b>Closed date</b>	30/Mar/2022
<b>Raiser</b>	LH
<b>Description</b>	Dissatisfaction with the rejection of personal requests in the form of additional materials (building roofs) because some materials have been provided.
<b>Progress</b>	
<b>Dates</b>	<b>Development</b>
30/Mar/2022	<ol style="list-style-type: none"> <li>1. The SOP of TSE B was explained to LH.</li> <li>2. The material assistance in the form of corrugated metal sheets (seng gelombang) and zinc roof nails (paku seng) are provided.</li> </ol>