

TSE Group Minor Grievance List - Second Quarter 2022

Case Number	Entity	Cases	Raiser	Received Date	Closed Date	Status
2022-Q2-1	TSE E	Revocation of the customary rights concession permit at PT TSE E	WT, AT	5/Apr/22	5/Apr/22	Closed
2022-Q2-2	TSE B	Disruption of work on Division 15 plasma plantations	AN	21/Apr/22	1/Jul/22	Closed
2022-Q2-3	TSE B	The threat of disruption to the CPO factory	SB	29/Apr/22	29/Apr/22	Closed
2022-Q2-4	DP	Contamination of drinking water in Nakias Village	SB	6/May/22	7/May/22	Closed
2022-Q2-5	DP	Distribution of tree seedlings and ducks as aid	YGW	15/Jun/22	6/Aug/22	Closed
2022-Q2-6	TSE A	Rejection of acceptance of aid funds from one clan representative due to demand for an increase	AG	9/May/22	15/May/22	Closed
2022-Q2-7	TSE A	Request for monthly incentives for residents with land rights	IM	27/May/22	28/May/22	Closed
2022-Q2-8	TSE E	Damage to water purification facilities	YT	28/May/22	5/Jul/22	Closed
2022-Q2-9	TSE B	Disruption of work and blockade	DB	30/May/22	31/May/22	Closed
2022-Q2-10	TSE B	Disruption of weighbridge work due to a job request	MT	6/Jun/22	6/Jun/22	Closed
2022-Q2-11	TSE B	Compensation for land acquisition	NB	18/Jun/22	18/Jun/22	Closed
2022-Q2-12	TSE A	Two vocational training participants engage in violence against a new employee in the HR/GA department	NK, BK	10/Jun/22	18/Jun/22	Closed

2022-Q2-13	DP	Violence by security guards against a plantation staff and demands for compensation for victims accompanied by racial disputes	MS	9/May/22	9/May/22	Closed
2022-Q2-14	TSE B	Blockade in Division 14 with the reason of forming a new clan and requesting education costs	MO	17/Jun/22	18/Jun/22	Closed
2022-Q2-15	TSE B	Disruption of fruit unloading work	OB	24/Jun/22	24/Jun/22	Closed
2022-Q2-16	TSE A	Delay in the construction of a resident's house	MG	4/Jul/22	4/Nov/22	Closed

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

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Case No. 2022-Q2-1 Revocation of the customary rights concession permit at PT TSE E

Entity	TSE E
Received date	5/Apr/2022
Closed date	5/Apr/2022
Raiser	WT, AT
Description	The dissatisfaction of customary landowners in the PT TSE E area over revoking the Forest Area Permit.
Progress	
Dates	Development
5/Apr/2022	<p>On April 5, 2022, the community support team director held a meeting with the indigenous landowners in the area of PT TSE E regarding the revocation of land clearing permits, resulting in the following:</p> <ol style="list-style-type: none"> 1. PT TSE E explained that the Revocation of Forest Area Permit (SK.01/MENLHK/SETJEN/KUM.1//1/2022) issued on January 5, 2022, only revokes the forest release permit, not the Right to Cultivate (HGU). 2. The revocation of the forest concession permit was only done unilaterally by the Minister of Environment and Forestry (Kementerian Lingkungan Hidup dan Kehutanan). At the same time, the Ministry of Agriculture, Ministry of Agrarian Affairs and Spatial Planning, and National Land Agency (Kementerian Agraria dan Tata Ruang BPN) had yet to issue a revocation letter for the HGU permit. 3. Regarding the issue of plasma plantations, the head of the indigenous landowners' clan must directly coordinate with the DPT (Integrated Planning Department) of Plasma regarding the HGU and Cooperative. 4. Regarding the Revocation of the Forest Area Permit, the community support team director of Asiki and the head of the indigenous landowners' clan agreed to continue the company's ongoing programs.

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Case No. 2022-Q2-2 Disruption of work on Division 15 plasma plantations

Entity	TSE B
Received date	21/Apr/2022
Closed date	1/Jul/2022
Raiser	AN
Description	Disruption of plasma plantation work in Division 15 by the head of Urion Clan due to a demand to form a contract team.
Progress	
Dates	Development
1/Jul/2022	<p>AN (the Head of the Urion Clan) continued to disrupt the work of Division 15. He demanded the company facilitate the formation of a contract team. So, a meeting between AN and the community support team of PT TSE B was held on July 1st, 2022, to find a solution to the request that resulted in the company agreeing to:</p> <ol style="list-style-type: none"> 1. Helped to form a team contract on the land following applicable rules and regulations. 2. Gave official loans after collecting ID cards (KTP), Family Cards (KK), and other requirements. 3. Provided housing facilities for AN's contract team. 4. The plasma plantation activities of Division 15 can normally run from July 1st, 2022. 5. Carried out plans to improve the bridge and road along the Womut River.

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Case No. 2022-Q2-3 The threat of disruption to the CPO factory

Entity	TSE B
Received date	29/Apr/2022
Closed date	29/Apr/2022
Raiser	SB
Description	Claiming delegation of sales for miko/Palm Acid Oil (PAO) and threatening to disrupt CPO factory operations if demands were unmet.
Progress	
Dates	Development
29/Apr/2022	<p>SB thought that PT TSE B could sell miko/Palm Acid Oil (PAO; crude oil, a byproduct of the palm oil refining process) to the public, so on April 29th, 2022, a meeting was held between SB and the community support team resulting in:</p> <ol style="list-style-type: none"> 1. The community support team approached SB to clarify his intention to sell PT TSE B's miko/PAO. 2. SB had a misunderstanding that PAO can be freely traded by the company. 3. The company explained to Sesilius that the processed palm oil product is a company product and the community cannot interfere with PT TSE B's procedures. However, if they want to participate in an offer, it can be done openly. 4. SB understood and comprehended the procedures and working system of PT TSE B.

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Case No. 2022-Q2-4 Contamination of drinking water in Nakias Village

Entity	DP
Received date	6/May/2022
Closed date	7/May/2022
Raiser	SB
Description	Contamination of drinking water in Nakias Village due to factory and plantation activities.
Progress	
Dates	Development
6/May/2022	On May 6, 2022, SB (representative of Nakias Village) complained about the contamination of drinking water in Nakias Village due to the factory and plantation activities.
7/May/2022	<ol style="list-style-type: none"> 1. On May 7, 2022, the community support team of the ISPO and clinic departments for environmental dissemination explained to the people of Nakias Village that the CPO factory and plantation waste from the company was continuously inspected to prevent water contamination around the company. Laboratory tests are carried out twice a year by an accredited body. 2. After being explained, the people of Nakias Village understood and realized that the factory and plantation waste did not contaminate the drinking water in Nakias Village.

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Case No. 2022-Q2-5 Distribution of tree seedlings and ducks as aid

Entity	DP
Received date	15/Jun/2022
Closed date	6/Aug/2022
Raiser	YGW
Description	The dissatisfaction of residents from Nakias Village over the distribution of livestock ducks and fruit tree seedlings to Baru Yahlak Village and Beabe Village.
Progress	
Dates	Development
15/Jun/2022	<ol style="list-style-type: none"> 1. On June 15, 2022, PT DP provided assistance in the form of livestock like ducks and fruit tree seedlings (durian, orange, rambutan, and soursop) to the communities of Baru Yahlak Village and Beabe Village, Ngguti District, Merauke Regency (https://tsegroup.co.id/id/in-concern-for-papuans-pt-dongin-prabhawa-distributes-aid-of-fruit-tree-seeds-and-livestock/). 2. YGW, a resident of Nakias Village, protested and requested assistance because SW, also from Nakias Village, had received aid in fruit tree seedlings.
6/Aug/2022	<ol style="list-style-type: none"> 1. On August 6, 2022, the company held a meeting with YGW in Asiki. It explained that SW received assistance not because he was a clan leader, but because the aid that the company provides to clan leaders or members is given gradually as part of the CSC program to improve the economy and support environmental preservation. SW happened to receive assistance in the earlier stage. 2. After the explanation was given, YGW finally understood and accepted the explanation provided.

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Case No. 2022-Q2-6 Rejection of acceptance of aid funds from one clan representative due to demand for an increase

Entity	TSE A
Received date	9/May/2022
Closed date	15/May/2022
Raiser	AG
Description	Aid funds were given to 5 clan representatives, each receiving IDR 50,000,000/clan. Still, only four clan representatives accepted it as one representative, AG, rejected it and demanded an increase.
Progress	
Dates	Development
9/May/2022	<p>1. The representatives of the clans received aid funds of IDR 250,000,000 and each head of the clan received IDR 50,000,000. The aid funds is received by each clan every year (Christmas Day), and the head of the clans representing each clan in acquiring the fund (MG, HK, IM, EG, and AG).</p> <p>2. On May 9, 2022, the company received a report that out of the five representatives of the clans who received aid funds of IDR 250,000,000 only four representatives received it. AG as the representative of the Ekoki Gembenop clan, refused and requested an increase in the amount of the fund because he felt that the amount needed to be increased.</p>
15/May/2022	<p>On May 15, 2022, the community support team held a meeting to discuss the issue. One of the Gembenop clan members, KA, talked about the embezzlement of the representatives' money by AG. Finally, the problem was resolved when AG received and verified the aid funds directly in front of the villagers.</p>

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Case No. 2022-Q2-7 Request for monthly incentives for residents with land rights

Entity	TSE A
Received date	27/May/2022
Closed date	28/May/2022
Raiser	IM
Description	Clan representatives requested monthly incentives for residents with land rights.
Progress	
Dates	Development
27/May/2022	On May 27, 2022, during a communication event with residents in the Kukurantap area, IM (Head of the Mikan-Gerem-Kereke-Ita Clan) requested monthly incentive payments for residents who have land rights . The incentive is given based on the system that has been running up to date.
28/May/2022	On May 28, 2022, the company held a meeting and explained to IM that the monthly incentive is given to community representatives as a form of harmony and communication. The general public received support with foodstuff, and their finances were unavailable, so the issue was resolved.

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Case No. 2022-Q2-8 Damage to water purification facilities

Entity	TSE E
Received date	28/May/2022
Closed date	5/Jul/2022
Raiser	YT
Description	Since December 2019, the water purification facility donated to Miri Village had been halted due to damage caused by sterilising bacteria lamps.
Progress	
Dates	Development
28/May/2022	On May 28, 2022, there was a report of damage to a water purification facility. The facility had been halted for two years due to damage to the bacteria sterilization lamps. The water purification facility was a donation to the Miri Village in December 2019.
5/Jul/2022	On July 5, 2022, the company held a meeting that resulted in the following: a. The handover of water filter donation to Kalikao Miri Bersatu (KMB) Cooperative in Miri Village has been carried out. b. The delivery of 2 sets of water filter sterilization lamps and one piece of Stavol Tabilizer worth IDR 2,764,000 to the Kalikao Miri Bersatu (KMB) Cooperative in Miri Village, attended by YT and AT as representatives of the KMB Cooperative. c. The provision of aid is a form of the company's concern for the community in the economic sector with the hope that the community can be more independent and have a water refill business. d. Representatives of the KMB Cooperative expressed gratitude for the assistance provided so that with this assistance, the water refill business can operate again.

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Case No. 2022-Q2-9 Disruption of work and blockade

Entity	TSE B
Received date	30/May/2022
Closed date	31/May/2022
Raiser	DB
Description	Road blockade to the log pond and disruption of operations by DB.
Progress	
Dates	Development
30/May/2022	On May 30, 2022, DB, a high school student, conducted a blockade on Getentiri Road leading to the log pond and disrupted operations twice. He complained about the delay in repairing TB's (the Head of the Misa Clan) house. He demanded material support for his house repairs and IDR 1,000,000,000. The company attempted to explain, but DB insisted on his demands.
31/May/2022	On May 31, 2022, the head of the clan, DBs' parents, and three other students were summoned to the police station to receive a warning about their misbehavior. The head of the clan and parents apologized. The company ended the matter by providing material support and a second-quarter scholarship loan of IDR 750,000.

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Case No. 2022-Q2-10 Disruption of weighbridge work due to a job request

Entity	TSE B
Received date	6/Jun/2022
Closed date	6/Jun/2022
Raiser	MT
Description	A representative from the Wehu 2 Clan disrupted the construction of a weighbridge due to a demand for employment as security personnel for his son.
Progress	
Dates	Development
6/Jun/2022	<p>On June 6, 2022, a meeting was held between the community support team and MT (the Head of Wehu 2 Clan) with the following results:</p> <ol style="list-style-type: none"> 1. MT wanted his son (MT) to be hired as an employee. 2. The community support team explained that the company determined the recruitment of new employees and depended on the workforce needed in each division. 3. The solution the community support team offered was that his son could be employed as an Occupational Health and Safety (OHS/K3) assistant in PT TSE B. 4. MT understood and comprehended the procedures and work system of TSE B and accepted the offer that his son works in PT TSE B.

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Case No. 2022-Q2-11 Compensation for land acquisition

Entity	TSE B
Received date	18/Jun/2022
Closed date	18/Jun/2022
Raiser	NB
Description	Compensation request for land acquisition in Division 14 by the head of Geten Village.
Progress	
Dates	Development
18/Jun/2022	<p>NB, as the head of Geten Village, requested compensation and land acquisition in Division 14. On June 18, 2022, a meeting was held between the company and Nikolaus Bogun with the following results:</p> <ol style="list-style-type: none"> 1. The formation of a new clan cannot be done. 2. The sandstone extraction location is within the company's HGU, and the Suhe 1 and Suhe 2 clans have rights over the land in that location, not NB. PT TSE B will still take and use the gravel and sandstone in blocks 8.39-42 and 9.40-44 of Division 14 because they are within the HGU. 3. The dispute was resolved by the company providing a IDR 5,000,000 loan.

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Case No. 2022-Q2-12 Two vocational training participants engage in violence against a new employee in the HR/GA department

Entity	TSE A
Received date	10/Jun/2022
Closed date	18/Jun/2022
Raiser	NK, BK
Description	Two female participants during vocational training expressed dissatisfaction with recruitment process of a trainee and resorting to violent actions and disruptions of work.
Progress	
Dates	Development
10/Jun/2022	On June 10, 2022, two females out of nine vocational training participants felt that the employee recruitment process of a trainee in the HR/GA department was unfair. This was because this trainee was deemed working without a three-month training period. At the same time, other participants had to go through a training period before being hired, which led to violent actions and disruptions to the work of Division 2 and the Palm Oil Mill' s (PKS) weighbridge.
18/Jun/2022	<ol style="list-style-type: none"> 1. On June 18, 2022, the management of PT TSE A explained and addressed the issue by creating a letter of agreement between community representatives, Kawab sisters' parents, and the people involved to prevent the recurrence of violent actions. The company will plan to ensure fairness in employee recruitment. 2. The two doers currently work as PKWT (Fixed-Term Employment Agreement) workers in the workshop and clinic departments.

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Case No. 2022-Q2-13 Violence by security guards against a plantation staff and demands for compensation for victims accompanied by racial disputes

Entity	DP
Received date	9/May/2022
Closed date	9/May/2022
Raiser	MS
Description	The guard (MS) at the entrance gate resorted to violence against a plantation staff, citing motorcycle security inside the office. The victim demanded compensation.
Progress	
Dates	Development
9/May/2022	<ol style="list-style-type: none"> 1. On May 9, 2022, an entrance gate security guard named MS committed an act of violence against a plantation staff (YH) for the safety of a motorcycle inside the office. YH requested compensation of IDR 100,000,000. The compensation between both parties was not resolved and caused racial disputes between the Mam District indigenous residents and Wamena staff. 2. Arbitration (referring the matter to a neutral third party) was proposed to prevent the dispute from escalating. 3. The problem was resolved by compensating the victim of violence in IDR 30,000,000 and 2 pigs. The security guard was a member of PT MAS. The funds for compensation came from PT DP, amounting to IDR 15,000,000 and from the security guard of PT MAS, amounting to IDR 15,000,000 and 2 pigs.

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Case No. 2022-Q2-14 Blockade in Division 14 with the reason of forming a new clan and requesting education costs

Entity	TSE B
Received date	17/Jun/2022
Closed date	18/Jun/2022
Raiser	MO
Description	Plantation work in Block 6 of Division 14 was being disrupted due to road blockage for forming a new clan and demand for education expenses.
Progress	
Dates	Development
17/Jun/2022	On June 17, 2022, there was a blockade in Block 8.39-42 and 9.40-41 in Division 14 by MO (son of the Head of Geten Village, NB) for the following reasons: a. Demanding the formation of a new clan separate from the Suhe 1 and Suhe 2 clans. b. Demanding compensation for taking sand and gravel land in 8.43-44. c. Requesting educational expenses for SY (NB's child and MO's sibling).
18/Jun/2022	On June 18, 2022, a meeting was held between the company and MO with the following results: a. Forming a new clan cannot be done because the company recognized the number of clans according to the ownership of customary rights within the HGU area of PT TSE POP-B. b. PT TSE B will continue to use sandstone and gravel land in blocks 8.39-42 and 9.40-41 because it is within TSE B's HGU. c. Assistance for the former head of Getentiri Village, NB, will continue even though he no longer holds the position.

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Case No. 2022-Q2-15 Disruption of fruit unloading work

Entity	TSE B
Received date	24/Jun/2022
Closed date	24/Jun/2022
Raiser	OB
Description	Disruption of fruit unloading work by Logpond Contractor with a personal demand for one chainsaw and IDR 30,000,000 in cash.
Progress	
Dates	Development
24/Jun/2022	<ol style="list-style-type: none"> 1. On June 24, 2022, OB (Logpond contractor and Head of TKBM/Stevedoring Labor) disrupted fruit unloading as he demanded a personal request of one chainsaw and payment of IDR 30,000,000. 2. The community support team explained that the company's assistance depends on the CSC programs of 2022 and the objectives that empower the indigenous community. 3. After being given an understanding and a solution, OB could understand and comprehend the work procedures of PT TSE B.

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Case No. 2022-Q2-16 Delay in the construction of a resident's house

Entity	TSE A
Received date	4/Jul/2022
Closed date	4/Nov/2022
Raiser	MG
Description	Dissatisfaction with the delay in the construction of MG's house.
Progress	
Dates	Development
4/Jul/2022	<ol style="list-style-type: none"> 1. On July 4, 2022, MG (the representative of 5 clans) visited the TSE A office because he was dissatisfied with the company's delay in building his house. 2. The company explained that the construction of the house had already been planned but was delayed because there needed to be more clarity on the location of the house that would be built.
4/Nov/2022	On November 4, 2022, the construction of the house located in Naga Village was underway, and the problem was resolved.