

### TSE Group Minor Grievance List - Third Quarter 2022

<b>Case Number</b>	<b>Entity</b>	<b>Cases</b>	<b>Raiser</b>	<b>Received Date</b>	<b>Closed Date</b>	<b>Status</b>
2022-Q3-1	TSE B	Compensation of land use for a telecommunication tower accompanied by disturbance at a public facility	SS	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	OAD	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	HM	25/Jul/22	25/Jul/22	Closed
2022-Q3-4	TSE A	Dissatisfaction with delays in home repairs	HK	1/Sep/22	20/Sep/22	Closed

**TSE Group Minor Grievance List - Third Quarter 2022**

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

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

**TSE Group Minor Grievance List - Third Quarter 2022**

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

<b>Entity</b>	PAL
<b>Received Date</b>	10/Jul/2022
<b>Closed Date</b>	11/Jul/2022
<b>Raiser</b>	OAD
<b>Description</b>	Two windows in the doctor's house were broken due to a drunk FFB loader.
<b>Progress</b>	
<b>Dates</b>	<b>Development</b>
10/Jul/2022	On July 10, 2022, two windows in the doctor's house were broken by a drunk OAD (a FFB loader).
11/Jul/2022	<p>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 leader, PT PAL personnel, Maikuin clan leader and Koula clan leader with the following results:</p> <p>a. Make a statement letter related to Opan Amilus Doukuin which contains:</p> <ul style="list-style-type: none"> <li>• OAD's case must be processed to the Asiki Police.</li> <li>• OAD was not allowed to reside in the company camp because he had been drunk and committed disturbances three times.</li> <li>• OAD did not have an identity card.</li> </ul> <p>b. Make a joint statement letter regarding FFB loaders, including:</p> <ul style="list-style-type: none"> <li>• The FFB loader who was drunk and cause a disturbance must be legally processed at the Asiki Police Station and was not allowed to reside in the PT PAL company area.</li> <li>• Every FFB worker must have a clear identity in the form of identity card and family card and be included in the list of clan members registered by each clan leader.</li> </ul>

**TSE Group Minor Grievance List - Third Quarter 2022**

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

<b>Entity</b>	PAL
<b>Received Date</b>	25/Jul/2022
<b>Closed Date</b>	25/Jul/2022
<b>Raiser</b>	HM
<b>Description</b>	The head of the PT BCA's plasma plantation cooperative requested fuel and transportation fee to PT PAL's community support team.
<b>Progress</b>	
<b>Dates</b>	<b>Development</b>
25/Jul/2022	<p>1. HM (Head No. 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.</p> <p>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.</p>

**TSE Group Minor Grievance List - Third Quarter 2022**

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

<b>Entity</b>	TSE A
<b>Received Date</b>	1/Sep/2022
<b>Closed Date</b>	20/Sep/2022
<b>Raiser</b>	HK
<b>Description</b>	Dissatisfaction over unprocessed home repairs by taking the company's car key.
<b>Progress</b>	
<b>Dates</b>	<b>Development</b>
1/Sep/2022	The dissatisfaction of HK (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.
20/Sep/2022	1. The company explained that in 2021, there was an agreement between HK 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. 2. This issue was resolved with the agreement in a form of a statement letter between the company and HK. The company has taken the car key back and explained the reason for the delay and promised to help repair HK's house soon.