

## Minor Grievance List Fourth Quarter 2023

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

Case Number	Date	Entity	Raiser*	Grievance	Solution
2023-Q4-1	2-Oct-23	TSE A	Ekoki Gembenop Clan	An objection letter regarding Bog Dagon Mandiri Cooperative, which is suspected to be fictitious.	<ol style="list-style-type: none"> <li>1. On October 2, 2023, the community support team received information of an objection letter from the Ekoki Gembenop Clan due to suspect that Bog Dagon Mandiri Cooperative was fictitious.</li> <li>2. The company continues to hold discussions with Ekoki Gembenop Clan for a resolution.</li> </ol>
2023-Q4-2	4-Oct-23	TSE A	NR	A complaint was raised by a community member who felt offended for not being recognized as part of the clan.	<ol style="list-style-type: none"> <li>1. On October 4, 2023, there was a blockade in Division 7 by NR (brother of GG) because he felt offended that he was not considered a clan member by MG. The Division 7 area is included in the customary rights of the Gembenop Clan.</li> <li>2. The community support team traced the matter with the result that MG realised that it was not true, there were parties who deliberately pitting the two parties against each other and if not reprimanded it would result in losses for the person concerned and also the company. The problem has been resolved.</li> </ol>
2023-Q4-3	4-Oct-23	PAL	GPM, TPM, and LPM	A request to postpone the inauguration of the Division IV office that has been built because there has been no submission to the clan.	<ol style="list-style-type: none"> <li>1. On October 4, 2023, the community support team received information from the GPM, TPM and LPM regarding the Division IV Afdeling 5 office that had been built to postpone the inauguration and not to be used first because there has been no submission to the clan (as the owner of customary rights) to request permission.</li> <li>2. The community support team continues to establish communication with GPM to get the best settlement.</li> </ol>

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2023-Q4-4	7-Nov-23	DP	OK	There are demands related to CPO Mill (PKS) II.	<p>1. On November 7, 2023, OK came to the Merauke branch office to inquire about PKS II relating to the ownership rights of the CPO area by the Kaize, Ndiwaen and Awaben clans, which then continued regarding children from Okaba District attending school and college in Merauke for more attention and requested additional assistance.</p> <p>2. The community support team traced that actually OK did not have the right to ask about PKS II because he was not the owner of customary rights but he was part of a small team of people so the company maintained good communication and explained that PKS II was built on the company's HGU land for which compensation had been paid to the clan and on June 8, 2023 a traditional ceremony was held for the construction of PKS II. After being given an explanation, the problem was finally resolved.</p>
2023-Q4-5	8-Nov-23	DP	ABB, OBB	Raisers blocked road widening work because they suspected it would cross the HGU border.	<p>1. On November 8, 2023, ABB and OBB blockade the road that was in the process of being worked on (Blocks 7-22, 6-22). Basik-basik Clan tried to investigate the new road widening activities which were suspected it would cross the HGU border.</p> <p>2. The community support team and Danpos Ramil (Security Officer) of Division 10 (MU) visited YBB's house (as the customary leader of Basik-basik) to mediate by showing PT DP's HGU map and explaining that the new road construction process certainly did not cross the HGU boundary of the company and there was no need for compensation from the company. So that the problem has been resolved and the roadwork activities are normal again.</p>

Case Number	Date	Entity	Raiser*	Grievance	Solution
2023-Q4-6	8-Nov-23	Merauke	Ditreskrimum (General Crime Investigation Directorate) POLDA	A letter was received from General Criminal Investigation Directorate (Ditreskrimum) of the National Police (POLDA) regarding fraud and embezzlement of customary land.	<ol style="list-style-type: none"> <li>1. On November 8, 2023, received an incoming letter from Ditreskrimum POLDA regarding a request for clarification of MD's report on the crime of fraud and embezzlement related to the customary land of the Gebze Awabaen, Gebze Walina Dinaulik and Kaize clans.</li> <li>2. Asiki's community support team responded to the summons from the Jayapura National Police Ditreskrimum with legally valid documentary evidence from the company to clarify the report from MD.</li> </ol>
2023-Q4-7	16-Nov-23	TSE B	LH	A blockade on CPO oil transport activities from CPO Mill (PKS) to Logpond related to transportation requests.	<ol style="list-style-type: none"> <li>1. On November 16, 2023, LH (Chairman of the Habanggi Clan) took action to block CPO oil transport activities from the PKS to the logpond due to request for transportation of Habanggi Clan members (BK) from Merauke to Asiki.</li> <li>2. On November 16-22, 2023, the community support team and security forces conducted continuous approaches and meetings with the result that a joint statement letter was signed to reopen the road so that work could run well and the company agreed to the request for transportation costs.</li> </ol>
2023-Q4-8	23-Nov-23	DP	MW	Dissatisfaction of the raiser's request rejected by the company regarding PTA (Transportation and Accommodation Request).	<ol style="list-style-type: none"> <li>1. On November 23, 2023, MW threatened to cause a scene at the office because her request for PTA (Transportation and Accommodation Request) had been denied by the company.</li> <li>2. The community support team explained that the PTA assistance distributed to the community had exceeded the quota. In the community support team, there were 10 quotas per month that received PTA assistance, so they could not serve MW's request anymore. Previously, MW had received other assistance for medical expenses, food and drink.</li> </ol>

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2023-Q4-9	24-Nov-23	PAL	GK	A drunken portal closure.	<ol style="list-style-type: none"> <li>1. On November 24, 2023, GK, who was under the influence of alcohol, closed the portal of the Main Camp Security Post.</li> <li>2. The community support team continued to build communication and resolve the matter in a family manner.</li> </ol>
2023-Q4-10	30-Nov-23	TSE A	LG	Misunderstanding regarding the remarks on the compensation provided.	<ol style="list-style-type: none"> <li>1. On November 30, 2023, LG together with his family and accompanied by PK came to the office with the aim of returning the <i>biaya penghargaan</i>* from the Ekoki Gembenop Clan because he felt offended by the words of AG (Clan Chief). <i>Biaya penghargaan</i> related to Plasma is a policy of the company given to the clan until the plasma plantation is opened.</li> <li>2. The community support team held a meeting to clarify so that there would be no misunderstanding regarding the language conveyed by AG (Chairman of the Ekoki Gembenop Clan) was not correct. So that the problem is resolved.</li> </ol> <p><i>*Biaya penghargaan</i> is in accordance with Regulation of The Minister of Agriculture (Permentan) No. 98/2013 Article 60 where PT TSE A's plantation is not obliged to build plasma plantation (Article 1) but is obliged to carry out productive business partnerships with the community (Article 2).</p>

Case Number	Date	Entity	Raiser*	Grievance	Solution
2023-Q4-11	8-Dec-23	DP	EN	A blockade in the construction of PKS II's Company Housing (Mess)	<p>1. On December 8, 2023, the community support team received information from the construction department that there was a blockade by EN at the PKS II's company housing construction.</p> <p>2. The community support team traced that the blockade was carried out for no apparent reason and previously EN had signed a statement letter before the Merauke Police Chief stating that he would not interfere with the PKSII construction activities, because the blockade could be legally prosecuted by the authorities (Danpos, Danramil and Brimob).</p>
2023-Q4-12	11-Dec-23	DP	Walinaulik Clan	A request to separate export and import vessel charges.	<p>1. On December 11, 2023, YW representing the Walinaulik Clan conveyed to the community support team to hold an internal clan meeting with the aim of changing the Minutes of the Agreement on the Guidelines for the Implementation of Company Activities that had been made on February 13, 2015 related to the payment of honorarium for guarding dock activities that docked at the company's dock to separate the costs of export and import ships.</p> <p>2. The community support team provides an understanding that the ship activities that dock at the port are all local ships, there are no ships from abroad.</p>

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2023-Q4-13	11-Dec-23	DP	EN	A request to pay for stockpiled soil in the CPO Mill (PKS) II's Company Housing (Mess) area.	<ol style="list-style-type: none"> <li>1. On December 11, 2023, EN requested the company to pay for the stockpiled soil in the company housing PKS II area carried out by Binamarga as much as 192 Rit (the size of 1 stockpiled soil transportation per 1 car unit), this amount is just a confession from EN which has no basis.</li> <li>2. The community support team gave an explanation to EN that the stockpiled soil was in the PT DP HGU area and from the beginning there was no agreement between PT DP and Ndiwaen Clan regarding payment for the collection of stockpiled soil in the PT DP HGU area. For the collection of stockpiled soil, the location allowed is only inside the HGU and is not included in the HCV / HCS area.</li> <li>3. The company finally made a decision that the work had been stopped because the area was a place of trust for the Ndiwaen Clan which was sacred, so related to it, soil-taking site was moved to another place.</li> </ol>
2023-Q4-14	18-Dec-23	BCA C	YT	A blockade related to the disbursement of the cooperation dividend (SHU) funds for plasma plantations in a drunken state.	<ol style="list-style-type: none"> <li>1. On December 18, 2023, there was a blockade at PKS by YT who was drunk regarding the disbursement of SHU funds for plasma plantations.</li> <li>2. The community support team gave directions to YT to be discussed properly and there was no need to carry out a blockade action due to the lack of information from the cooperative regarding the disbursement of SHU funds for plasma plantations to clan members. For this incident YT apologized and the problem was resolved.</li> </ol>

Case Number	Date	Entity	Raiser*	Grievance	Solution
2023-Q4-15	18-Dec-23	DP	MD	A blockade of CPO Mill (PKS) I and logpond access road	<ol style="list-style-type: none"> <li>1. On December 18, 2023, there was a blockade action at PKS I and the logpond access road by MD accompanied by his attorney (BG) and his company.</li> <li>2. The community support team conducted mediation and found out that the basis of the blockade was an internal problem of Marga Walinaulik and had nothing to do with the company.</li> <li>3. On December 20, 2023, the community support team and the company's attorney (SA) and security went to the location of the blockade and dismantled the bar so that access to the logpond road was smooth again.</li> </ol>