

TSE Group Minor Grievance List - First Quarter 2024

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

Case Number	Received Date	Entity	Raiser*	Grievance	Solution
2024-Q1-1	16-Jan-24	TSE B	BN	Compensation claim related to an assault incident involving a police officer and several clans	<p>1. On 16 January 2024, BN blocked a road and staged a demonstration after TSE B refused his request profit sharing fund, which he intended to use as compensation for an incident in which members of the Sub Kahong 1, Ketabang 1, and Misa clans had assaulted police officer.</p> <p>2. The community support team clarified that compensation costs cannot be covered through the cooperative's profit-sharing (SHU) funds and that the case must be settled by the relevant parties. The blockade was lifted by Vital Object Security (PAM OBVIT), allowing the company's operations to resume.</p>
2024-Q1-2	23-Jan-24	TSE B	YA	Longpod road blocking due to payment refusal.	<p>1. On 23 January 2024, there was a blockade at logpond by YA, PT MAS security officer, who refused to pay the Basic Training (Diksar) fee.</p> <p>2. The community support team and PT MAS engaged in dialogue with LH, Head of the Habanggi Clan, resulting in an agreement that the training fee would be deducted from YA's salary.</p> <p>3. The blockade has been resolved and operations at logpond have returned to normal.</p>
2024-Q1-3	25-Jan-24	BCA C	Members of ZKB Cooperative, Basik-basik and Mahuze Clan	Blockade over payment dispute by seizing truck keys	<p>1. On 25-27 January 2024, there was a blockade by holding two truck keys by members of the ZKB Cooperative from the Basik-basik and Mahuze Clans at the BCA general office and CPO mill regarding the cooperative's profit-sharing (SHU) funds.</p> <p>2. The community support team held discussions with the cooperative, legal representatives, indigenous leaders, the company's plasma team, and security officers.</p> <p>3. Following the clarification, the parties reached an understanding, the blockade was lifted, the truck keys were returned, and operations at both the general office and CPO mill resumed.</p>

Case Number	Received Date	Entity	Raiser*	Grievance	Solution
2024-Q1-4	9-Feb-24	DP	MW	Request for incentives.	<p>1. On 9 February 2024, MW visited the office to raise concerns about the provision of incentives to the Ndiken Clan and Pastor RS, stating they were not rightful customary landowners. MW proposed that YW, an elderly widow, should receive the incentive as the customary landowner.</p> <p>2. The community support team explained that incentives distribution is based on company policy. YW's previous request had been reviewed, but currently, the incentive is being given to DN, the wife of OM, who is recognized as the customary landowner.</p>
2024-Q1-5	19-Feb-24	TSE A	LDG	Rejection of the replanting plan.	<p>1. On 19 February 2024, the community support team received a letter from LDG of the Ekoki Gembenop Clan, expressing objections and rejecting the planned replanting activity due to the lack of prior notification to the clan.</p> <p>2. After being traced, it was found that during previous meetings between the clan head, AG, and the company regarding the replanting plan, the outcomes were not communicated to the clan members.</p> <p>3. The community support team met with LDG and the representative of Ekoki Gembenop Clan to explain the outcomes of meetings to the clan members in the future.</p>
2024-Q1-6	24-Feb-24	BCA	Mandobo and Marind Clan	Request to separate the two clans currently combined within the cooperative	<p>1. On 24 February 2024, the ZKB Cooperative management questioned the tax restitution (refund of tax overpayment) that had been paid to the company.</p> <p>2. On 29 February 2024, a meeting was held at the Cooperative Office (KM 1) with the Mandobo Clan, resulting in an agreement among ZKB Cooperative members of the Mandobo Clan to request separation from the Marind Clan in relation to the management of the cooperative and the plasma plantation.</p> <p>3. The community support team explained that members of the ZKB cooperatives, the Mandobo and Marind Clan, cannot be separated because there is already an agreement with the bank and the Right to Cultivate (HGU) of the plasma plantation. The problem is resolved.</p>