

## TSE Group Minor Grievance List - Second Quarter 2024

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

Case Number	Received Date	Entity	Raiser*	Grievance	Solution
2024-Q2-1	16-Apr-24	TSE B	OB	Disruption at the logpond due to a fuel request.	<ol style="list-style-type: none"> <li>1. OB, a member of the Ketabang 2 Clan, blocked logpond activities after the company did not fulfill his request for 80 litres of Peralite fuel.</li> <li>2. The community-support and security team engaged with OB and the company agreed to provide 30 litres of Peralite fuel, allowing logpond operations to resume.</li> </ol>
2024-Q2-2	25-Apr-24	TSE B	SP	Harvesting disruption due to fuel and loan requests	<ol style="list-style-type: none"> <li>1. On 25 April 2024, SP, the head of Hiya Clan, halted harvesting activities in Division 14 after the company did not fulfill his request for 10 litres of Peralite fuel and a cash loan.</li> <li>2. The human resources department and community-support team coordinated with personnel manager, resulting in an agreement for the company to provide 10 litres of Peralite fuel and food aid as a clan loan for May, consisting of 40 kg of rice, 2 cartons of noodles, 4 kg of sugar, 4 boxes of tea leaves, 4 litres of cooking oil, and 4 cans of sweetened condensed milk.</li> </ol>
2024-Q2-3	25-Apr-24	PAL	9 Clans	Request for response to demand letter regarding land distribution.	<ol style="list-style-type: none"> <li>1. On April 25, 2024, the annual general meeting of the Inggyash Ghuzi Cooperative PT. PAL was held. During the meeting, nine clans raised questions regarding the plasma plantation. Due to the ensuing commotion, the company invited the nine clan heads to further discuss the matter in Asiki.</li> <li>2. On May 3, 2024, the nine clan heads visited the Asiki office to discuss the establishment of the community plasma plantation and demanded a 20% share of profits from the nucleus estate (kebun inti) for six years. On the same day, they blocked at the entrance gate, prevented vehicles from leaving, as they were dissatisfied with the company's response.</li> <li>3. On May 5, 2024, the company held discussions with the nine clans and the customary leader. The parties reached an agreement whereby the company would pay a customary fine of Rp200,000,000 to lift the blockade at the entrance gate, allowing activities to resume. Additionally, as part of the agreement, the company agreed to provide annual payments of Rp500,000,000 to the nine clans until the plasma plantation is established.</li> </ol>

Case Number	Received Date	Entity	Raiser*	Grievance	Solution
2024-Q2-4	30-Apr-24	DP	YW, SD	Warning of possible suspension of dock construction at logpond.	<ol style="list-style-type: none"> <li>1. On 30 April 2024, YW and SD visited the community support office to question the ongoing dock construction at the logpond, which they claimed had not been communicated to them, and expressed their intention to halt the construction.</li> <li>2. The community-support team provided clarification by presenting documents showing that the logpond area falls under the right to build (HGB) and that the dock construction had obtained the necessary government approval.</li> </ol>
2024-Q2-5	6-May-24	DP	Walinaulik and Dinaulik Clan	Request for meeting with the company.	<ol style="list-style-type: none"> <li>1. On 6 May 2024, the Walinaulik and Dinaulik Clans, accompanied by the Papuan People's Assembly (MRP), submitted a letter requesting a meeting with the company and an immediate response regarding berthing fees.</li> <li>2. The clans requested that dock security fees be increased in proportion to the number of vessels arriving and departing.</li> <li>3. The company held a meeting and explained, with supporting data, that the berthing fees were already in accordance with the regulations.</li> </ol>
2024-Q2-6	10-May-24	PAL	GPM	Dissatisfaction over the land agreement involving two clans.	<ol style="list-style-type: none"> <li>1. On May 10, 2024, GPM sent a letter to the company expressing dissatisfaction with PT PAL's land agreement, which included areas belonging to the Maikuin and Mahuze clans.</li> <li>2. Previously, on May 5, 2024, nine clans had agreed to make an agreement regarding the nucleus estate (kebun inti).</li> <li>3. The community-support team explained that there was already an agreement between the nine clans, signed by the nine clan heads, the customary leader, the security representatives, and the company. In a separate agreement between the Mahuze and Maikuin clans and the company, it was stipulated that the company will pay Rp 60,000,000 annually to the Maikuin and Mahuze clans until the plasma plantation is established.</li> </ol>

Case Number	Received Date	Entity	Raiser*	Grievance	Solution
2024-Q2-7	16-May-24	DP	Fertiliser Warehouse Worker	Blockade and suspension of work activities.	<p>1. On May 16, 2024, a group of contract workers carried out a four-hour blockade to demand the renewal of their employment contracts. The situation arose because they live in the Logpond area, where alternative job opportunities are very limited.</p> <p>2. For the time being, activities at the fertilizer warehouse continued with assistance from the security team until the company and contract workers reached an agreement.</p> <p>3. On June 18, 2024, the community-support and planning team held negotiations and offered the workers placement in other divisions as contract workers. Five workers agreed, with the company providing housing outside the Logpond area, while four refused because they wanted to remain working as cargo handlers on ships.</p>
2024-Q2-8	29-May-24	DP	Walinaulik and Dinaulik Clan, Balagaize's Clan Head	Clan blockade at the logpond over land title dispute.	<p>1. On May 29 - 30, 2024, the Walinaulik, Dinaulik, and Balagaize clans blocked the logpond, because the community did not agree with the letter of release of customary land rights dated March 1, 2011, which they demanded to be revised.</p> <p>2. The community-support team held negotiations, but the community still refused to lift the blockade and suggested that the Papua People's Council (MRP), the Acting Regent, and the Regent of Mappi visit the company.</p> <p>3. On June 10, 2024, the company held another meeting, resulting in their agreement to temporarily open the blockade on June 11, 2024.</p> <p>4. The company expressed its willingness to meet with the MRP, the Acting Regent, and the Regent of Mappi to resolve the issue promptly.</p> <p>5. On June 24, 2024, the MRP mediated between the company and the community regarding YW's demand that the plasma smallholder scheme be taken from the existing nucleus HGU (HGU inti).</p> <p>6. The company did not agree, stating that the authority and responsibility for plasma had already been transferred to the ISKA Bekai Cooperative.</p>
2024-Q2-9	17-Jun-24	BCA	HM	A blockade of the portal at the entrance gate	<p>1. On June 17, 2024, at 14:00 WIT, a blockade occurred at the entrance gate by HM, a member of the ZKB Cooperative, who was under the influence of alcohol.</p> <p>2. At 21:00 WIT, the portal was reopened by IS, another member of the ZKB Cooperative.</p>