

TSE Group Minor Grievance List - Third Quarter 2024

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

| Case Number | Date Received | Entity | Raiser* | Grievance | Solution |
|-------------|---------------|--------|--|--|---|
| 2024-Q3-1 | 18-Jul-24 | TSE A | Mikan, Gembenop Kogu, and Ekoki-Gowe Clans | Compensation demands for replanting accompanied by blockades | <p>1. In May 2024, the Mikan, Gembenop Kogu, and Ekoki-Gowe clans submitted demands for compensation related to the replanting.</p> <p>2. The community-support team mediated with the three clans, resulting in the Ekoki-Gowe clan withdrawing their demand. However, representatives of the Gembenop clan (LDG) warned that if their demands were not addressed, they would stage a blockade at the CPO mill.</p> <p>3. From the evening of July 18 until July 19, 2024, blockades were carried out in Divisions I, II, III, V, VII, and VIII by members of the Gembenop clan (LDG), who were dissatisfied with the mediation results regarding the compensation that violated regulations. The company coordinated with the local police post (Pospol), issued a mediation letter, and the blockades were lifted.</p> <p>4. On August 3, 2024, the head of the Gembenop clan, DGK, requested a meeting at the Boven Digoel Police Station on August 10, 2024, with the following demands:</p> <ul style="list-style-type: none"> a. Facilitation of plasma plantation development through replanting activities in accordance with the annual planting cycle, as outlined in Circular Letter No. B347/KB.410/E/07/2023 on the implementation of community plasma plantation development. b. Determination and implementation of Taplas Batas Marga (clan boundary mapping), particularly for the three major clans, based on the 1998 customary land release, along with livelihood guarantees for clan members. <p>5. In September 2024, there were internal clan issues. The company then proposed involving the clans in replanting activities, such as working on the replanting program, with conditions determined by the company. Regarding compensation, the company set a fee of IDR 5,000 per oil palm tree from TSE and IDR 2,000 from the contractor CV. BAM, while also facilitating the establishment of plasma plantations, which are now under development.</p> |

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| 2024-Q3-2 | 8-Aug-24 | DP | YW | Suspension of activities in Division 5. | <p>1. On August 8, 2024, YW suspended the extraction of fill dirt in Division 5 due to payment issues related to the previous head of the Road Maintenance Department (Binamarga), who is no longer employed and has been replaced.</p> <p>2. YW was unable to provide proof of payment for the extraction of fill dirt extraction.</p> <p>3. The community-support team verified the matter with the Road Maintenance Department and the finance department, and found no evidence (BAP) of payment for the fill dirt. The issue was resolved.</p> |
| 2024-Q3-3 | 15-Aug-24 | TSE B | Habanggi Clan, Misa Clan, and Imma Clan | Claim that the 2007 land release document is invalid | <p>1. On August 15, 2024, 20 people and the heads of three clans (Habanggi clan, Misa clan, and Imma clan), accompanied by their lawyer GA, challenged the 2007 land release document, claiming that its contents were invalid and had never been signed by the clans concerned.</p> <p>2. This claim was eventually pursued and reported to the Boven Digoel Police Department by representatives of 11 Gentetiri clans.</p> <p>3. The company was investigated by the Criminal Investigation Division and requested to submit evidence. On October 4, 2024, the company submitted the requested documents, which, after verification, were found to be valid and bearing the signatures of the clans. The evidence submitted was deemed sufficient, and the case was closed.</p> |

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| 2024-Q3-4 | 24-Aug-24 | BCA | Management of KSU ZKB | Request for SHU | <p>1. On August 24, 2024, the management of KSU ZKB (Ziid Kiwap Bersatu Multi-Business Cooperative) visited the Plasma Asiki office regarding a request for SHU (Net Income/Profit Share) for the Mahuze clan amounting to 16 billion Rupiah.</p> <p>2. The company was unable to provide the loan. After coordination with the Mandobo Tribe (part of the KSU ZKB membership), it was agreed that the Mahuze Clan would instead receive SHU.</p> |
| 2024-Q3-5 | 9-Sep-24 | BCA | HM | Incident of physical violence against a doctor at the BCA clinic | <p>1. On September 9, 2024, HM committed an act of physical violence against Dr. RI at 3:00 p.m. WIT in front of the BCA clinic.</p> <p>2. On September 10, 2024, security personnel requested HM to sign a statement promising not to repeat acts of violence against Dr. RI or the community surrounding the company. With this statement, HM pledged not to commit further acts of violence or damage facilities around the company.</p> |
| 2024-Q3-6 | 26-Sep-24 | DP | Ndiwaen Clan | Closure of Logpond access due to the funeral of a clan member. | <p>1. On September 26, 2024, members of the Ndiwaen clan provoked the company during the funeral of JN, insisting on conducting prayers and the burial, citing insufficient condolence support provided to the clan head.</p> <p>2. The company had previously provided funeral assistance such as fuel, a tent (terop, for funeral ceremonies), and cooking supplies. However, this support was considered insufficient, so the company provided additional assistance according to the needs and requests of the bereaved family.</p> |