

Grievance Record (Oil Palm)

No	Date Received the Grievance	Grievance Report / Stakeholder	Grievances Description	Action Taken Description	Status of Grievances
OP-19-01	Aug 2019	Rapid Response Report 18 / Mighty Earth	PT. Tunas Borneo Plantations <ul style="list-style-type: none"> Alleged clearance of forest <p><i>Satellite imagery shows that 13 Ha of forest were cleared between 3rd May 2019 and 3rd Aug 2019</i></p>	The area is not within Glenealy Plantations Sdn Bhd's oil palm (GPSB) concession area. There were land clearing by local community and also substantial land clearing by a mining company operating in the area.	Closed Link to: KLK SOPB Wilmar IOI
OP-20-02	May 2020	Rapid Response Report 27 / Mighty Earth	PT. Tunas Borneo Plantations <ul style="list-style-type: none"> Alleged clearance of forest <p><i>Satellite imagery shows that 85 ha of forest were cleared between 22nd Feb 2020 and 27th Apr 2020</i></p>	The clearance had taken place outside Glenealy Plantations Sdn Bhd's (GPSB) oil palm concession area.	Closed Link to: SOPB Wilmar
OP-20-03	Jun 2020	Rapid Response Report 28 / Mighty Earth	PT. Tunas Borneo Plantations <ul style="list-style-type: none"> Alleged clearance of forest <p><i>Area (26 Ha) covered by screened GLAD alerts between 21st Apr 2020 and 21st May 2020</i></p>	<ul style="list-style-type: none"> Glenealy Plantations Sdn Bhd (GPSB) unable to check as no coordinates provided. GPSB have adopted NDPE Policy and Moratorium on New Land Development for Palm Oil business since April 2020. 	Closed
OP-20-04	Jul 2020	Rapid Response Report 29 / Mighty Earth	PT. Tunas Borneo Plantations <ul style="list-style-type: none"> Alleged clearance of forest <p><i>Area (4 Ha) covered by screened GLAD alerts between 15th May 2020 and 14th Jun 2020</i></p>	<ul style="list-style-type: none"> Glenealy Plantations Sdn Bhd (GPSB) unable to check as no coordinates provided. GPSB have adopted NDPE Policy and Moratorium on New Land Development for Palm Oil business since April 2020. 	Closed

Grievance Record (Non-Oil Palm)

No	Date Received the Grievance	Grievance Report / Stakeholder	Grievances Description	Action Taken Description	Status of complaints/ Grievances
NOP-18-01	Dec 2018	Rapid Response Report 11 / Mighty Earth	<p>Lana LPF-0006</p> <ul style="list-style-type: none"> Alleged clearance of forest. <p><i>Satellite imagery shows that 104 Ha of forest were cleared between 12th Sep 2018 and 30th Nov 2018.</i></p>	The specified area in the report is in Samling Licensed Planted Forest area (under Samling Industrial Tree Plantation division) and the activities shown are for planted acacia harvesting and not for oil palm development.	Closed Link to: KLK IOI
NOP-19-01.	Mar 2019	Rapid Response Report 13 / Mighty Earth	<p>Marudi LPF-0008</p> <ul style="list-style-type: none"> Alleged clearance of forest <p><i>Satellite imagery shows that 44 ha of forest were cleared between 7th Jan 2019 and 16th Feb 2019</i></p>	Glenealy Plantations Sdn Bhd (GPSB) do not has any oil palm operations in that region. The area specified and activities conducted are related to Samling's Licensed Planted Forest (LPF) and not oil palm development.	Closed Link to: SOPB Wilmar IOI
NOP-19-02	May 2019	Rapid Response Report 15 / Mighty Earth	<p>Jelalong LPF 0007 Part 1 –</p> <ul style="list-style-type: none"> Alleged clearance of forest <p><i>Satellite imagery shows that 28 ha of forest were prepared for clearance between 8th Apr 2019 and 12th May 2019.</i></p>	The reported clearance was due to encroachment by some local communities and Glenealy Plantations Sdn Bhd (GPSB) has lodged a police report.	Closed Link to: SOPB Wilmar IOI
			<p>Jelalong LPF 0007 Part 3 –</p> <ul style="list-style-type: none"> Alleged clearance of forest <p><i>Satellite imagery shows that 13 ha of forest were cleared and 20 ha were prepared for clearance between 12th Feb 2019 to 12th May 2019.</i></p>	The clearance had taken place outside Glenealy Plantations Sdn Bhd's (GPSB) concession area.	Closed Link to: SOPB IOI
			<p>Lana LPF 0006</p> <ul style="list-style-type: none"> Alleged clearance of forest 	The activities shown are for planted acacia harvesting at Samling's Licensed Planted Forest (LPF) and not for oil palm development.	Closed Link to: SOPB IOI

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			<i>Satellite imagery shows that 63 ha of forest were cleared and 80 ha were prepared for clearance between 25th Feb 2019 and 15th May 2019</i>		
NOP-19-03	Jun 2019	Rapid Response Report 16 / Mighty Earth	<p>Jelalong LPF 0007 Part 2</p> <ul style="list-style-type: none"> Alleged clearance of forest. <p><i>Satellite imagery shows that 6 ha of forest were cleared and 56 ha were prepared for clearance between 15th May 2019 and 27th May 2019.</i></p>	The same area (Jelalong LPF 0007 Part 1) encroached by local communities. Glenealy Plantations Sdn Bhd (GPSB) has investigated and lodged a police report.	Closed Link to: KLK
NOP-19-04	Jul 2019	Rapid Response Report 17 / Mighty Earth	<p>Segan LPF-0014</p> <ul style="list-style-type: none"> Alleged peat and development <p><i>Satellite imagery shows that 6 ha of peat were develop between 5th Jan 2019 and 6th Jul 2019.</i></p>	The area is for Industrial Tree Planting. Glenealy Plantations Sdn Bhd (GPSB) do not has any oil palm plantation at Segan LPF-0014.	Closed Link to: KLK Wilmar IOI
NOP-20-01	Jan 2020	Rapid Response Report 24,26 / Mighty Earth	<p>Marudi LPF 0008 & Batu Belah</p> <ul style="list-style-type: none"> Alleged clearance of forest. <p><i>Report 24: Satellite imagery shows that 359 Ha of forest were cleared between 18th Feb 2019 and 7th Jan 2020</i></p> <p><i>Report 26: Satellite imagery shows that 107 Ha of forest were cleared between 20th Dec 2019 and 19th Mar 2020</i></p>	<p>Glenealy Plantations Sdn Bhd (GPSB) do not has any oil palm operations in that region. The area specified and activities conducted are related to the Samling's Licensed Planted Forest (LPF) and not oil palm development.</p> <p>Glenealy Plantations Sdn Bhd (GPSB) have adopted NDPE Policy and Moratorium on New Land Development for Palm Oil business since April 2020.</p> <p>Samling issued public statement on Mighty Earth Report & published in Samling's website.</p> <p>Sarawak Oil Palm Bhd (SOPB) had made a site visit to Marudi LPF for verification of the allegations in June</p>	Closed Link to: SOPB Wilmar KLK IOI

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				2020, and confirm that, the alleged activities reported in MERRR have no relation to oil palm development and are solely for industrial tree planting as required by Sarawak Forestry Department for any LPF's licensee.	

Grievance Record (Supplier)

No	Date Received the Grievance	Grievance Report/ Stakeholder	Grievances Description	Action Taken Description	Status of Grievances
OP-25-01	July 2025	Earthqualizer/ SD Guthrie Borneo Project/SD Guthrie	<p>Deforestation and NDPE non-compliance: Satellite monitoring identified approximately 823 hectares of forest clearing between 2016–2024.</p> <p>Land Rights, Provisional Lease issues and FPIC: Allegations that plantation development had encroached into overlapping Native Customary Rights (NCR) areas and allegations of unresolved FPIC and Community Relations issues. There were also reported disputes among local communities regarding representation and consultation on land issues.</p> <p>Environmental regulations non-compliance: Allegations of clearing near river buffers and on steep slopes (>25°).</p>	<p>Glenealy Plantations engaged Urun Plantations after being alerted by SD Guthrie, our direct buyer, that their internal monitoring had detected active land clearing in Kapit, Sarawak, linked to our direct FFB supplier, Urun Plantation. We have reiterated our NDPE Policy and commitments which applies to our FFB suppliers as well and sought clarification and assurance of compliance with NDPE.</p> <p>Urun provided the following documents after engagement: Clarification Report by Urun Plantations which included supporting references such as:</p> <ol style="list-style-type: none"> a. Chronology of Urun Plantation development including redevelopment of areas previously declared planted but abandoned by previous owner and due to poor management. It has now regrown. b. The following assessments were conducted by independent third-party consultants <ul style="list-style-type: none"> ○ Environmental Management Plan 2021 – ECOSOL ○ SIA 2022 – RS Eco Palm Sdn Bhd ○ HCV 2023 – ECOSOL ○ SIA 2025 – ECOSOL 	Under investigation

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				<p>c. FPIC conducted and multiple settlements since 2007 including agreed monthly social payments and a final global settlement in 2016) after new rounds of FPIC with the community, with agreement made with community leaders (JKKK), Penghulu, Temenggong, District Officer & the Sarawak Administrative Officer.</p> <p>d. Compliance in maintaining buffer zones, not planting in steep areas, including MSPO certification obtained for estate. However, some areas in a buffer zone were encroached by a homestay operator from the community despite Urun's protest.</p> <p>e. Moratorium on new land development issued in Aug 2025.</p> <p>During additional engagement session with Urun Plantations, Urun agreed and has implemented the following public announcements:</p> <p>a. Publish NDPE Policy on Urun's website. (UPS B-Sustainability-Policy-rev23102025.pdf)</p> <p>b. Publicly announce the Stop Work Order / Moratorium and publish in Urun's website. (https://shcm.com.my/wp-content/uploads/2025/10/Moratorium-Memo.pdf)</p> <ul style="list-style-type: none"> • Urun Plantations had also committed to formalise engagement with a reputable third- 	

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	24 Oct 2025			<p>party consultant to produce a time-bound action plan towards recovery/remediation for liability incurred and compliance and to report progress. They are in discussion with a third-party consultant now on the engagement. (https://shcm.com.my/wp-content/uploads/2025/10/Clarification-on-Grievances-rev23102025.pdf)</p> <ul style="list-style-type: none"> • Urun Plantations is open to have an independent review and verification of their SIA Report (2025) and FPIC procedures including re-engagement with affected communities. • Urun committed to align practices with industry best standards with through transparent reporting and continued stakeholder engagement. <p>Current Status: The grievance remains open and under investigation. The management suspend buying FFB with immediate effect from Urun to continue to engage with Urun Plantation to monitor implementation of the moratorium and progress towards a time-bound recovery/remediation plan for liability incurred and compliance. This demonstrates our commitment on NDPE</p> <p>Further updates will be shared with progress made.</p>	

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	10 Mar 2026			<p>Urun Plantation Sdn Bhd (UPSB) engaged PwC Malaysia for resolving the NDPE non-compliances matter, including formulating the FPIC procedure.</p> <p>Urun Plantation Sdn Bhd (UPSB) working with Inovasi Digital for the deforestation liability and recovery plan confirmation.</p> <p>Urun Plantation Sdn Bhd (UPSB) working with SIDIA (Sarawak Dayak Iban Association) for community mediation.</p>	
OP-25-02	Dec-25	SD Guthrie	<p>2017 report here</p> <p>Allegations that Myanmar Stark Prestige Plantation (MSPP) operating then in Myanmar's Tanintharyi region caused deforestation, land disputes and FPIC violations.</p>	<p>Clarification document with relevant supporting evidence addressing the allegations were provided to direct stakeholders including SD Guthrie. Moratorium on land clearing activities at MSPP was imposed in February 2017 and MSPP had engaged a licensed HCV assessor and registered HCS practitioner to conduct the relevant assessments for MSPP.</p> <p>MSSP was divested in end 2018/early 2019.</p>	Closed
OP-25-03	Dec-25	SD Guthrie	<p>PT Inti Agro Makmur (PT IAM) in Indonesia.</p> <p>2023 report here</p> <p>Community disputes - plasma land disputes, profit-sharing issues, unclear land boundaries.</p>	<p>PT Inti Agro Makmur (PT IAM) was divested in 2018.</p>	Closed